



Terms and conditions of sale

These conditions govern the sale of holidays and are valid at the time the order is placed. Booking a holiday implies full acceptance of our terms and conditions.

BOOKING CONDITIONS

- Recommended in July and August for camping pitches, **compulsory throughout** the campsite's opening period for rentals. Reservations are made on a strictly personal basis. Under no circumstances may you sublet or assign your rights under this agreement without our consent.
- The reservation only becomes effective with the agreement of the Fontisson campsite, after receipt of the deposit and after acceptance of the general terms and conditions of sale when booking online and also when booking by e-mail.
- Reservations are only binding on the campsite if the campsite has accepted them, which the campsite is free to do or refuse, depending on availability and, in general, on any circumstances likely to affect the execution of the reservation made. The campsite offers family holidays, in the traditional sense, and the accommodation is specially designed for this purpose. The campsite reserves the right to refuse any booking which is contrary to this principle, or which seeks to deviate from it.
- Minors must be accompanied by their parents or legal guardians.

Rental

- All rental accommodation is fully equipped.
The basic package is for 2 to 6 people, depending on the type of accommodation:
- The campsite reserves the right to refuse access to the campsite to groups or families arriving with a number of participants greater than the capacity of the rented accommodation.

PAYMENT TERMS and booking fees

Pitches:

You will be asked to pay a booking fee of €10 per stay and a deposit of 30% at the time of booking. The balance of the stay is due in full on arrival.

The booking becomes definitive on receipt of the deposit (+ any insurance costs), and we will send you a booking confirmation.

Rented accommodation:

You will be asked to pay a booking fee of €10 per stay and a deposit of 30% at the time of booking, with the balance due 1 month before arrival. On receipt of the deposit (plus any insurance costs), we will send you a booking confirmation. On receipt of the balance, we will send you your definitive booking.

RATES AND TOURIST TAX

- Our prices include access to games, sports equipment and the swimming pool(open between middle may to middle september), as well as entertainment (in July and August depending on the programme) for guests only.
- The prices shown are valid for the current year and are in euros, including VAT.
- The tourist tax is €0.70 per night per person over 18.
- The eco-participation fee for household waste is €0.30 per night and per person (including minors).

CANCELLATION/INSURANCE

1. During your stay

It is the camper's responsibility to take out insurance: the campsite declines all responsibility in the event of theft, fire, bad weather, and in the event of incidents for which the camper is liable.

Each camper is responsible for any disturbance or nuisance caused by people staying with them or visiting them.

The campsite reserves the right to expel any person who contravenes the internal regulations.

The Tribunal d'Avignon has sole jurisdiction in the event of a dispute.

2. Unused services

Any stay that is interrupted or shortened (late arrival, early departure) due to your fault will not be reimbursed.

3. Cancellation by the campsite

In the event of cancellation by the campsite, except in cases of force majeure, the stay will be refunded in full. However, this cancellation cannot give rise to the payment of damages.

4. Cancellation by the camper

All cancellations must be made in writing. In the event of cancellation, the following amounts will be withheld from you or remain payable by you as compensation for breach of contract:

- 30% of the total cost of the holiday if you cancel more than 30 days before your scheduled arrival date,
- the full cost of the stay if you cancel less than 15 days before your scheduled arrival date or if you do not show up on the scheduled date. In the absence of a telephone message or e-mail from the camper stating that he/she has had to postpone the date of arrival, the pitch or accommodation will become available 24 hours after the date stated on the contract and full payment for the services will still be required.

If you take out cancellation insurance via our online booking platform or by notifying us in writing if the booking is made by email or telephone, you will be insured by our partner Campeze Couvert by Gritchen (€2.50 per day for pitches and €4 per day for rental accommodation).

<https://www.campez-couvert.com>

Under no circumstances will the campsite deal directly with possible compensation.

You can contact them by email contact@campez-couvert.com

As soon as you sign up, Campeze couvert by Gritchen will send you your certificate and the General Terms and Conditions of Insurance for your policy as attachments. It is important to download and

keep these documents, as you will need them in the event of a claim. If the claim is covered by the general conditions (available at www.campez-couvert.com), notify the insurer within 48 hours and provide all the necessary information and supporting documents.

YOUR STAY

Reception is open from 8.30am to 12pm and from 2pm to 7pm in high season (flexible in low season). For arrivals after 7pm, please call 04 90 22 59 77.

Only one vehicle may be parked on the pitch. Any additional vehicles must park in the car park at the campsite entrance.

1. Arrival natural and comfort pitches Pitches are **available from 2.00 pm** to 7 pm. One car + one caravan or tent per pitch or one camper van. Any additional installation will be invoiced. All additional vehicles must be parked in the car park at the entrance to the campsite. Any change during your stay (e.g. number of people) must be notified immediately to reception.

Departure before 12.00 p.m., the pitch must be emptied of all equipment and the rubbish sorted and disposed of in the room provided (opposite the upstairs toilets).

-If you leave late, you may be charged for an extra day at the current nightly rate.

2. Premium pitches (private sanitary facilities). They are **available from 2.00 p.m.** until 7.00 p.m. A deposit of €80 will be required on collection of the keys. An inventory and inventory of fixtures will be made on arrival. A cleaning charge of €30 is available. The equipment in each private bathroom is subject to an inventory. To avoid any disputes, please check and report any anomalies to the reception desk within 24 hours of arrival.

Departure before 11.00 p.m. Your deposit will be returned if the departure inventory and the inventory of fixtures are correct. Any item damaged, broken or lost will be invoiced at the price indicated on the inventory of your accommodation. The final cleaning before the departure inventory is the responsibility of the tenant and the rubbish bins are sorted and disposed of in the room provided (opposite the upstairs toilets). If the management deems it necessary, a cleaning fee may be charged for 30€.

- For any late departure, an additional day may be charged at the current nightly rate.

3. Arrival Rental accommodation: It is **available from 3.00 pm** to 7.00 pm. When you hand over the keys to your accommodation, you will be asked to pay a deposit of 300€ and an inventory will be made (150€ for the Tithome and the chalet). The number of users must not exceed the accommodation capacity. In the event of abuse, the contract will be terminated immediately. A cleaning fee of €60 is available.

An inventory is taken of the equipment for each rental. To avoid any disputes, the tenant should check and report any anomalies to the reception desk within 24 hours of arrival.

On departure, the rental accommodation must be **vacated between 8am and 10am, by prior arrangement** (inventory, inventory of fixtures). The deposit will be returned to you at the end of your stay, after deduction of any compensation deducted for any damage noted in the departure inventory. Withholding the deposit does not exclude additional compensation if the costs exceed the

amount of the deposit. Any item damaged, broken or lost will be invoiced at the price indicated on the inventory of your accommodation. The final cleaning before the departure inventory is the responsibility of the tenant, with the rubbish sorted and disposed of in the room provided (opposite the upstairs sanitary facilities). If the management deems it necessary, a cleaning fee may be charged for 60€.

- For late departures, an additional day may be charged at the current nightly rate.

PETS

Only dogs are allowed on the campsite (**only one animal per accommodation**) in accordance with the law and regulations in force, for a fee payable when you make your reservation, on presentation of their up-to-date vaccination certificate. They must be kept on a lead and under no circumstances left alone in the accommodation. 1st and 2nd category dogs are not allowed.

RESPONSIBILITY OF THE CAMPSITE

The customer expressly acknowledges that the campsite may not be held liable for the communication by its partners or by any third party of false information mentioned in the brochure or on the campsite website concerning the presentation photos, descriptions, activities, leisure activities, services and operating dates. All photos and text used in the brochure or on the campsite website are non-contractual. They are indicative only. Certain activities and facilities offered by the campsite and indicated in the description in the brochure may be withdrawn, particularly for climatic reasons or in the event of force majeure as defined by the French courts.

INFORMATION TECHNOLOGY AND FREEDOM

The information you give us when placing your order will not be passed on to any third party. This information will be considered confidential by the campsite. It will only be used by the campsite's internal departments to process your order and to reinforce and personalise communication. In accordance with the French Data Protection Act of 6 January 1978, you have the right to access, rectify and object to any personal data concerning you. To do this, simply send us a request by post to the campsite address, giving your full name and address.

DISPUTES – CONSUMER MEDIATION

In the event of a dispute between the Customer and the company, they shall endeavour to resolve it amicably (the Customer shall send a written complaint to the professional or, where applicable, to the professional's Customer Relations Department).

In the absence of an amicable agreement or in the absence of a response from the professional within a reasonable period of one (1) month, the Customer, as a consumer within the meaning of Article L.612-2 of the Consumer Code, may, if the disagreement persists, refer the matter free of charge to the competent mediator listed on the list of mediators established by the Commission for the Evaluation and Control of Consumer Mediation in accordance with Article L.615-1 of the Consumer Code, namely:

La Société Médiation Professionnelle

<http://www.mediateur-consommation-smp.fr>

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The management