General Terms and Conditions of Sale

These terms and conditions govern the sale of holidays and are valid from the moment the booking is made. By booking a holiday, you agree to comply fully with our general terms and conditions.

BOOKING CONDITIONS

- Recommended in July and August for camping pitches; compulsory throughout the campsite's opening period for holiday rentals. The booking is made on a strictly personal basis. Under no circumstances may you sublet or transfer your rights under this agreement without our consent.

– The booking becomes effective only with the agreement of Fontisson Campsite, following receipt of the deposit and acceptance of the general terms and conditions of sale, whether booking online or by email.

– Bookings are only binding on the campsite if the campsite has accepted them; the campsite is free to accept or refuse them, depending on availability and, generally speaking, any circumstances likely to hinder the fulfilment of the booking made. The campsite offers family-oriented holidays in the traditional sense; the accommodation is specifically designed for this purpose. The campsite reserves the right to refuse any booking that contravenes this principle or seeks to circumvent it.

– Minors must be accompanied by their parents or legal guardians.

Accommodation

– Rental accommodation is fully equipped.

The standard capacity ranges from 2 to 6 people, depending on the type of accommodation:

– The campsite reserves the right to refuse entry to groups or families whose number of guests exceeds the capacity of the rented accommodation or pitch (1 baby counts as 1 person).

PAYMENT TERMS and Booking Fees

Pitches:

An administration fee of €2.50 for 1 night, €5.00 for 2 nights and €10 from the 3rd night onwards, plus a 50% deposit at the time of booking, will be required; the balance for your stay is payable in full on arrival.

The booking becomes final upon receipt of the deposit (plus any service provider's insurance charges), and we will send you a booking confirmation.

Mobil-homes rentals:

An administration fee of €10 per stay and a 30 per cent deposit at the time of booking, depending on the length of stay, will be required, with the balance due one month before arrival. Upon receipt of the deposit (plus any service provider insurance charges), we will send you a booking confirmation. Upon receipt of the balance, we will send you your final booking confirmation.

RATES AND TOURIST TAX

- Our rates include access to the play areas, sports facilities and the unheated swimming pool (from mid-May to mid-September, weather permitting), as well as entertainment (in July and August, subject to the programme) for guests only.
- The prices shown are valid for the current season and are quoted in euros, inclusive of VAT.

– The tourist tax is €0.70 per night per person aged 18 or over.

– The eco-contribution for household waste is €0.40 per night per person (including minors).

CANCELLATION/INSURANCE

1. During your stay

It is the camper's responsibility to take out insurance: the campsite accepts no liability in the event of theft, fire, bad weather, or any incident falling under the camper's civil liability.

Each registered camper is responsible for any disturbances or nuisances caused by people staying with them or visiting them.

The campsite reserves the right to expel anyone who breaches the rules and regulations.

The Court of Avignon shall have exclusive jurisdiction in the event of a dispute.

2. Unused services

No refund will be given for any stay that is interrupted or cut short (late arrival, early departure) due to your own actions.

3. Cancellation by the campsite

In the event of cancellation by the campsite, except in cases of force majeure, the stay will be fully refunded. However, such cancellation shall not give rise to any claim for damages.

4. Cancellation by the camper

Any cancellation of a booking must be made in writing or by email.

- Nature, Comfort and Premium pitches

- Cancellation, regardless of the notice period, will result in the full retention of the deposit, which is regarded as a binding commitment between the campsite and the customer.

- Mobile home and apartment accommodation

- Cancellation, regardless of the notice period, will result in the retention of all sums paid, less the tourist tax.

In the absence of email from the camper specifying that they have had to postpone their arrival date, the pitch or rental accommodation will become available 24 hours after the date stated on the contract, and full payment for the services remains due.

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

https://www.campez-couvert.com

Under no circumstances will the campsite handle any potential compensation claims directly.

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

As soon as you take out the policy, Campez couvert by Gritchen will email 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 should you need to make a claim. If the claim is covered under the General Terms and Conditions (available at www.campez-couvert.com), please notify the insurer within 48 hours and provide all necessary information and supporting documents.

YOUR STAY

Reception is open from 8.30 am to 12 noon for departures and from 3.00 pm to 7.00 pm for arrivals.

1. Arrival at 'Nature' and 'Comfort' pitches: These are available from 3.00 pm (and 2.00 pm in high season) until 7.00 pm. One car plus one caravan or tent per pitch, or one motorhome. **Any additional items will be charged for**. Any additional vehicles must be parked in the car park at the campsite entrance. Any changes during your stay (e.g. the number of people) must be reported to reception immediately.

For departures before 12.00, the pitch must be cleared of all belongings and rubbish must be sorted and disposed of in the designated area (near the reception).

–For any delayed departure, you may be charged for an additional day at the current nightly rate

2. Premium pitches (private sanitary). These are available from 3.00 pm (and 2.00 pm in high season) until 7.00 pm. When you collect the keys, you will be asked to pay a deposit of €80. An inventory and initial inspection will be carried out. A cleaning fee of €30 is available. An inventory is kept of the contents of each private toilet block. To avoid any disputes, the tenant is asked to check the contents and report any discrepancies to reception within 24 hours of arrival.

Check-out before 11.00. Your deposit will be refunded provided the final inventory and condition report are in order. You will be charged for any damaged, broken or lost items at the price stated on your accommodation's inventory. Final cleaning prior to the departure inventory is the tenant's responsibility, and rubbish must be sorted and disposed of in the designated area (opposite the upper toilet blocks**). If the management deems it necessary, a cleaning fee of €30 may be charged.**

– For any delayed departure, you may be charged for an additional day at the current nightly rate.

3. **Check-in for mobil-homes rentals**: These are available from 3.00 pm until 7.00 pm. When you are handed the keys to your holiday rental, you will be asked to pay a security deposit of €300, and a property inspection and inventory will be carried out. (€150 for the Tithome). The number of guests must not exceed the accommodation's capacity. In the event of misuse, this will result in immediate termination of the contract. A cleaning fee of €70 is available (€50 for the Tithome).

An inventory is drawn up for the contents of each rental property. To avoid any disputes, the tenant is asked to check the property and report any discrepancies to reception within 24 hours of arrival.

- **Departure: the holiday accommodation** must be vacated between 8.00 am and 10.00 am, by prior arrangement (inventory, final inspection). Your deposit will be returned to you at the end of your stay, less any deductions made for damage identified during the final inspection. The deduction from the deposit does not preclude additional compensation should the costs exceed the amount of the deposit. You will be charged for any damaged, broken or lost items at the price stated on your accommodation's inventory. Final cleaning prior to the exit inventory is the tenant's responsibility; rubbish must be sorted and disposed of in the designated area (opposite the upper toilet block). If the management deems it necessary, a flat-rate cleaning charge of €70 may be invoiced.

– For any delayed departure, you may be charged for an additional day at the current nightly rate.

PETS

Only dogs are permitted throughout the campsite (**one pet per holiday accommodation or pitch**) in accordance with current laws and regulations, subject to a fee payable at the time of booking, upon presentation of an up-to-date vaccination certificate. Should you arrive with two or more dogs or any other animal, the management reserves the right to refuse your stay without any financial compensation. Dogs must be kept on a lead and must not be left alone under any circumstances.

Dogs classified as Category 1 or 2 are not permitted.

THE CAMPSITE'S LIABILITY

The guest expressly acknowledges that the campsite cannot be held liable for any false information provided by its partners or any third party and featured on the campsite's website regarding promotional photographs, descriptions, activities, leisure facilities, services and operating dates. All photographs and text used on the campsite's website are non-contractual. They are provided for information purposes only. Certain activities and facilities offered by the campsite and listed in the description may be cancelled, in particular due to weather conditions or in cases of force majeure as defined by the French courts.

DATA PROTECTION

The information you provide when placing your order will not be passed on to any third party. This information will be treated as confidential by the campsite. It will be used solely by the campsite's internal departments to process your order and to enhance and personalise our communications.

In accordance with the French Data Protection Act of 6 January 1978, you have the right to access, rectify and object to the processing of your personal data. To exercise these rights, simply send us a written request by post to the campsite's address, stating your full name and address.

DISPUTES – CONSUMER MEDIATION

In the event of a dispute between the Customer and the business, both parties shall endeavour to resolve it amicably (the Customer shall submit a written complaint to the business or, where applicable, to the business's Customer Services department).

In the absence of an amicable agreement or if the business fails to respond 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 a disagreement persists, refer the matter free of charge to the competent mediator listed on the register of mediators drawn up by the Commission for the Evaluation and Control of Consumer Mediation pursuant to Article L.615-1 of the Consumer Code, namely:

La Société Médiation Professionnelle

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

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33130 Begles

La direction