

TERMS OF SALES

Reservation of accommodation or “tourism” location by individuals

Contact details of the Provider:

- CAMPING LA GRANGE NEUVE ***, SAS LES ALEROMIAS, RCS 912 210 911 Narbonne, VAT
- 17 la Grange Neuve Nord, 11130 Sigean
- Tel : 04.68.48.58.70
- Email address: info@campingsigean.com
- Website: www.campingsigean.com

Article 1 - Scope of the general conditions of sale

These General Terms and Conditions of Sale apply, without restriction or reservation, to any rental of accommodation or bare pitches on the LA GRANGE NEUVE SIGEAN campsite, operated by SAS LES ALEROMIAS represented by Mr LUNEAU, to customers not professionals (“Customers” or “the Customer”), on its website www.campingsigean.com or by telephone, post or electronic mail (emails), or in a place where the Service Provider markets the Services.

The main characteristics of the Services are presented on the website www.campingsigean.com or in written or electronic form in the event of a reservation by means other than a remote order.

The Customer is required to read it before placing an order. The choice and purchase of a Service is the sole responsibility of the Customer.

These General Terms and Conditions of Sale apply to the exclusion of all other conditions of the Service Provider, and in particular those applicable to other Services marketing channels.

These General Conditions of Sale are accessible at any time on the website and will prevail, where applicable, over any other version or any other contractual document. The version applicable to the Customer is the one in force on the website or communicated by the Service Provider on the date the Customer places the Order.

Unless proven otherwise, the data recorded in the Service Provider's computer system constitutes proof of all transactions concluded with the Client.

Under the conditions defined by the Data Protection Act and the European Data Protection Regulation, the Customer has, at any time, a right of access, rectification, and opposition if the processing is not essential to the execution of the order and the stay as well as their consequences, to all of his personal data by writing by mail and justifying his identity to:

Camping La Grange Neuve
17 La Grange Neuve Nord
11130 SIGEAN

The Customer declares to have read these General Conditions of Sale and to have accepted them either by ticking the box provided for this purpose before the implementation of the online Order procedure, as well as the general conditions of use of the website

www.campingsigean.com or in the event of a reservation outside the Internet by any other appropriate means.

Article 2 - Booking conditions

2.1 Price and payment

The price of the stays is indicated in euros, VAT included. The customer's attention is drawn to the fact that the tourist tax is not included in the price.

For reservations of camping pitches and rental accommodation: All reservations are nominative and cannot be transferred. The reservation becomes effective only with our agreement and after reception of the total amount of the stay and the expenses of reservations at the latest 30 days before the date of the stay.

For reservations made less than 30 days before the date of the start of the stay, full payment must be paid.

For any unreported delay, the rental/site becomes available 24 hours after the arrival date mentioned on the reservation contract (12 noon the next day). After this period and in the absence of a written message, the reservation will be void and the balance will be retained by the campsite management.

2.2 Modification of reservation

No reduction will be made in the event of late arrival or early departure.

2.3 Cancellation

Any cancellation must be made formally in writing (email or registered). If this occurs:

- More than 45 days before the date of the start of the stay, the deposit will be refunded, excluding booking fees.
- Between the 30th and 45th day before the start date of the stay, the deposit will be retained by the campsite.
- Less than 30 days before the date of the start of the stay, the balance will be retained by the campsite.

Any reservation not settled in accordance with the general conditions of sale will be cancelled.

2.4 Withdrawal

The legal provisions relating to the right of withdrawal in the event of distance selling provided for by the Consumer Code are not applicable to tourist services (article L.121-20-4 of the Consumer Code).

Thus, for any order for a stay at the campsite, the customer does not benefit from any right of withdrawal.

2.5 Cancellation insurance

Cancellation costs may be covered by the cancellation insurance offered by the campsite in partnership with Campeze Couvert, for a cost of 4% including tax of the amount of the stay including tax for rental and bare pitches. This insurance, which can be taken out when booking the stay, offers the customer the possibility of being reimbursed by Campeze Couvert for the costs of canceling his booking in the event of the occurrence of an event preventing his departure, or the nights not consumed during his stay in the event of the occurrence of an event delaying his arrival or shortening his stay. The events covered are those provided for in the General Conditions of Cancellation Insurance available on the site:

www.campez-couvert.com

In the event of a covered claim, the customer must notify the campsite of his withdrawal and contact Campeze Couvert by following the procedures described on the Campeze Couvert website, and this within 10 days of the occurrence of the claim and by providing Campeze Couvert with the necessary information and supporting documents.

www.declare.fr

Article 3 - Course of the stay

3.1 Arrival

- Rental accommodation: the mobile home will be available from 4 p.m. The campsite refuses access to families presenting themselves with a number of participants greater than the capacity of the rented accommodation (Please note, ONE BABY ACCOUNTS FOR 1 PERSON). No additional installation is authorized on the location of the rental.

During your installation, we invite you to notify us of any anomalies observed the same day. No late complaint can be taken into account.

- Camping pitch: the reserved pitch will be available from 2 p.m. The equipment and vehicle must not exceed the limits of the location. The number of people occupying a pitch cannot exceed 6, babies included.

3.2 Deposit

For customers staying in rental accommodation, a deposit of 280 euros will be requested:

- By our partner SWIKLY before your stay in a dematerialized way by credit card imprint without reducing the payment ceiling.
- By the Campsite on the day of your arrival by credit card imprint or by check (1 check for 200 euros and 1 check for 80 euros).

After your departure we will carry out an inventory and an inventory of fixtures:

- If everything is in order SWIKLY or we will simply cancel the bank imprint or we will destroy the checks.
- If we notice material damage or if the accommodation is not left in correct cleaning conditions, we will charge the amount relating to this damage.

This deposit does not constitute a limit of liability.

3.3 During the stay

- The campsite declines all responsibility in the event of theft, fire, bad weather, etc. that can arrive on the pitch or common areas of the campsite (parking, etc.)
- Each holidaymaker is responsible for any disturbances caused by persons staying with or visiting him.
- Image rights: You expressly and without compensation authorize the campsite to use any medium for photos of you and your children that may be taken during your stay, for the advertising purposes of the campsite.

3.4 Animals

Pets are accepted on the pitches, under the responsibility of their masters. They are accepted subject to the packages available from the Service Provider. For hygienic reasons, no animals are allowed in the rentals. Daily walks must be done outside the campsite with the collection of droppings. 1st and 2nd category dogs are not allowed on the campsite. The up-to-date vaccination record must be presented.

3.5 Rules of procedure

Rules of procedure are displayed at the entrance to the establishment and at reception. The Customer is required to read and respect it. It is available on request.

3.6 Departure

- Camping pitch: the pitch must be vacated before 12 noon on the day of departure. The location must be left clean.
- Rental accommodation: the mobile home must be vacated before 10 a.m. on the day of departure. The accommodation will be left clean and in good condition. Any broken or damaged object will be your responsibility. In the event that the accommodation has not been cleaned before your departure, a cleaning fee of 80€ will be invoiced to you.
- For rentals where end-of-stay cleaning is included, the mobile home must be returned in a so-called "usable" condition, with the dishes done, the kitchen tidy and the rubbish thrown away.

Any return of the key or release of the location after the set time results in the invoicing of an additional night. Any extension of stay must be made at least 24 hours before the scheduled departure date.

Article 4 – Liability

The Campsite declines all responsibility for damage suffered by the equipment of the camper-caravanner which would be of its own doing; insurance for your equipment in terms of civil liability is mandatory (FFCC, ANWB, ADAC...).

ARTICLE 5 – PROTECTION OF PERSONAL DATA

The Service Provider, drafter of these presents, implements the processing of personal data which has the legal basis:

- Either the legitimate interest pursued by the Service Provider when it pursues the following purposes:
 - prospecting
 - the management of the relationship with its customers and prospects,
 - the organization, registration and invitation to events of the Service Provider,
 - the processing, execution, prospecting, production, management, follow-up of requests and customer files,
 - the drafting of documents on behalf of its clients.
- Either compliance with legal and regulatory obligations when implementing processing for the purpose of:
 - the prevention of money laundering and terrorist financing and the fight against corruption,
 - invoicing,
 - accountability.

The Service Provider only keeps the data for the duration necessary for the operations for which they were collected as well as in compliance with the regulations in force.

In this respect, customer data is kept for the duration of the contractual relationship increased by 3 years for the purposes of animation and prospecting, without prejudice to storage obligations or limitation periods.

In terms of preventing money laundering and terrorist financing, the data is kept for 5 years after the end of the relationship with the Service Provider. In terms of accounting, they are kept for 10 years from the end of the accounting year.

Prospect data is kept for a period of 3 years if no participation or registration in the Service Provider's events has taken place.

The data processed is intended for the authorized persons of the Service Provider.

Under the conditions defined by the Data Protection Act and the European Data Protection Regulation, individuals have a right of access to data concerning them, rectification, interrogation, limitation, portability, 'erasure.

The persons concerned by the processing implemented also have the right to object at any time, for reasons relating to their particular situation, to the processing of personal data having as a legal basis the legitimate interest of the Service Provider. , as well as a right of opposition to commercial prospecting.

They also have the right to define general and specific directives defining the way in which they intend to exercise, after their death, the rights mentioned above.

- By e-mail to the following address: info@campingsigean.com
 - Or by post to the following address: Camping La Grange Neuve 17 La Grange neuf Nord 11130 SIGEAN
- The persons concerned have the right to lodge a complaint with the CNIL.

ARTICLE 6 - INTELLECTUAL PROPERTY

The content of the www.campingsigean.com website is the property of the Service Provider and its partners and is protected by French and international laws relating to intellectual property.

Any reproduction, distribution, total or partial use of this content is strictly prohibited and is likely to constitute an offense of counterfeiting.

In addition, the Service Provider remains the owner of all intellectual property rights in the photographs, presentations, studies, drawings, models, prototypes, etc., produced (even at the request of the Client) with a view to providing the Services to the Client. The Client is therefore prohibited from any reproduction or use of said studies, drawings, models and prototypes, etc., without the express, written and prior authorization of the Service Provider, who may condition it on financial compensation.

The same applies to names, logos or more broadly any graphic representation or text belonging to the Service Provider or used and distributed by it.

ARTICLE 7 - APPLICABLE LAW – LANGUAGE

These General Terms and Conditions of Sale and the resulting operations are governed by and subject to French law.

These General Conditions of Sale are written in French. In the event that they are translated into one or more foreign languages, only the French text shall prevail in the event of a dispute.

ARTICLE 8 – DISPUTES

All disputes to which the purchase and sale transactions concluded in application of these general conditions of sale could give rise, concerning their validity, their interpretation, their execution, their termination, their consequences and their consequences and which could not have been resolved between the Service Provider and the Customer will be submitted to the competent courts