

Article I. Scope of the general terms and conditions of sale

The present general conditions of sale govern all sales of stays made on the website www.lespastourels.com represented by the SAS Nouvelle Vie with capital of 100,000€ RCS 880 581 1764 00011. They are an integral part of any contract between the campsite and its customers. Each client acknowledges having read these general conditions prior to any booking of a stay, for himself and any person participating in the stay. In accordance with the law in force, these general conditions are made available to all customers for information prior to the conclusion of any contract for the sale of stays. They can also be obtained upon written request to the institution's headquarters.

Article II. Booking conditions

Our services:

- **Naked campsite:** this is a naked campsite for your tent, caravan or camper. Your stay is calculated from a basic package that includes the location, the person or persons planned according to the package, your installation, your vehicle and access to the reception, entertainment and sanitary facilities. Additional charges (extra person, extra vehicle, electricity, pets, etc.) are not included in the package and will be added to the package. Check-in from 2h30 PM and check-out before 12 PM.
- **Premium campsite:** it is a campsite naked for your tent, equipped with a table, chairs, top fridge, stove, terrace and electricity. Your stay is calculated from a basic package that includes the location and its facilities, the person or persons planned according to the plan, your installation, your vehicle and access to the reception, entertainment and sanitary facilities. Additional charges (extra person, extra vehicle, pets, etc.) are not included in the package and will be added to the package. Check-in from 2h30 PM and check-out before 12 PM.
- **The rental accommodation:** our prices include people (depending on the capacity of the accommodation), water, gas, electricity, a vehicle, access to reception facilities, entertainment. The accommodation must be made clean as well as its dishes at the time of your departure. Additional charges (extra person, extra tent on the plot, pets cleaning, sheet rental, cot...) are not included in the package and will be added to the package. Check-in from 4 PM and check-out before 10 AM.

Any rental (location or accommodation) is nominative and cannot be assigned. Any return of key or release of the location after the time mentioned above will result in an additional night's charge.

Any extension of stay must be made at least 24 hours before the scheduled departure date and can only be satisfied based on our accommodation options at the time of the request.

Your wishes for a specific location or accommodation on the campsite can only be satisfied according to our possibilities of welcome upon arrival.

Our prices exclude:

- Food and drinks at the snack bar, grocery store.
- Additional charges are available upon arrival (bed linen, baby kit, etc.)
- Access to certain sports and leisure facilities or activities
- File costs
- Cancellation/interruption of stay insurance
- Environmental participation applicable to all participants in the stay.
- Taxes of residence

This tourist tax is collected by the campsite from the clients and then remitted by the campsite to the municipal (or departmental) authorities, in accordance with the provisions of the circular defining the regime of the tourist tax, the flat-rate tourist tax and the departmental tax additional to the tourist taxes.

Related activities:

Any free or paid activity, mentioned on the website or brochure may in certain circumstances independent of us, be modified or canceled upon arrival on the site. As such, our responsibility cannot be assumed.

The general information given in the brochure and on the website (equipment, entertainment, local services, etc.) is given by the campsite for information purposes and cannot be considered contractual as long as it can be modified during the season (e.g. by municipal decision). The campsite guarantees the authenticity of the information and its character neither deceptive nor deceptive. The photos are only illustrative and are not contractual. Of course, customers will be informed of any changes.

Article III. GROUP BOOKING

Any reservation of more than 4 accommodation and/or pitches by the same natural person or by different natural persons but knowing each other and moving together for the same reasons on the same dates of stay, is considered a group.

The accommodation and pitches offered on the website www.lespastourels.com are exclusively for individual customers.

For any group booking request, you must contact us by telephone, e-mail or through our "Contact" section. We reserve the right to review the reservation request prior to acceptance or refusal.

Article IV. Settlement of stay

Settlement arrangements

Any firm reservation request from the buyer must be made in writing and accompanied by:

- Payment of a down payment including 30% of the stay expenses,
- File
- Assessment for cancellation/interruption of stay insurance (if subscribed)

This reservation is only contractual when the buyer receives a confirmation of registration from the campsite.

The balance of the stay is to be paid at the latest :

- For rental accommodation: 30 days before the start of your stay.
- For bare locations: 10 days before the start of your stay

If the balance is not paid within the specified time limits, the balance is considered void and our cancellation conditions described below apply.

Accepted payment methods: check, holiday check, credit card, bank transfer.

Article V. Last minute reservation

All bookings made within 30 days of the date of stay must be paid in full and by credit card only.

Article VI. Arrival delayed and early departure

In case of late arrival or early departure, in relation to the dates mentioned on your booking voucher, the entire stay will remain due. You will not be entitled to any refund for the part of the stay not made.

Article VII. No presentation on the campsite

If you do not show up on the campground within 24 hours of the start of your stay and without proof and/or news of your arrival, we will have your accommodation. We deduct the fees in accordance with our cancellation policy.

Article VIII. Cancellation by the buyer

Any cancellation must be notified by registered mail with acknowledgement of receipt, which will take effect from the date of receipt of the mail.

For the cancellation of a bare, premium or rental accommodation :

- more than 30 days before your arrival will be kept the file fees, the deposit and the insurance fee if subscribed.
- less than 30 days prior to arrival, the total amount of the rental, booking fee and insurance fee is retained.

We advise you to subscribe to a cancellation insurance. This insurance policy offers you a cancellation guarantee which allows you to obtain a refund of the sums paid in case of cancellation of your stay or early departure under certain conditions (sickness, accident...).

Article IX. Cancellation of the fact of camping

If the campsite is required to cancel its rental services of bare site, premium location and/or rental accommodation, any contractor who has received his confirmation of stay will be notified by registered letter and then reimbursed in full up to the amount paid by him.

Article X Withdrawal

The legal provisions relating to the right of withdrawal in the event of a distance sale provided for in the Consumer Code are not applicable to tourist services (Article L.121-20-4 of the Consumer Code). Therefore, for any order for a stay at the Domaine Les Pastourels, the client has no right of withdrawal.

Article X. Security deposit

For rental accommodation, a deposit with a credit card imprint, or any other means of payment (check, cash, etc.) of 300€ will be requested upon arrival. Accommodation will be kept clean and the inventory will be checked, any broken or damaged items will be at your expense, as well as the refurbishment of the premises if necessary.

The security deposit will be returned to you at the end of your stay, less any compensation withheld, on vouchers, for any damage found by the state of exit. Deduction of the bond does not exclude additional compensation in the event that the cost is greater than the amount of the bond.

A second deposit will be required of 45€ for non-sanitary rentals and 60€ for hire with toilet (bathroom + WC) to compensate for the cleaning costs if this was not done on departure.

Article XI. Minors

Minors not accompanied by their parents are not accepted at the Domaine Les Pastourels.

Article XII. Animals

Dogs (except category 1 and 2 dogs) and cats are allowed in the number of 1 per location or rental, subject to payment of an animal supplement.

The health booklet must be presented on arrival at the campsite. Rabies vaccines and tattoo certificates are required. We require that dogs be kept on leash in the camping grounds and should not be left alone on the pitches and tents.

They are forbidden near the swimming pools, in food shops and in buildings except for guide dogs for visually impaired.

Be sure to respect the hygiene and environment of the campsite. Housekeeping/disinfection may be charged if the rentals are not left in impeccable cleanliness.

Article XIII. Claims

Any claim following a stay must be made in writing and sent by registered letter with acknowledgement of receipt within 20 days of your stay.

Article XIV. COMPUTER AND FREEDOM

The information you give us on the occasion of your order will not be passed on to any third party. This information will be considered confidential. They will only be used by the SAS Nouvelle Vie, for the processing of your order and to strengthen and personalize the communication and the offer of services reserved for customers.

In accordance with the French law on information technology and freedoms of January 6, 1978, you have the right to access, correct, and object to your personal data. To do so, please send us a request by mail to the address of the headquarters of the SAS Nouvelle Vie company, indicating your name, first name and address.

Article XV. Applicable law

The present general conditions are subject to French law and any dispute relating to their application falls within the jurisdiction of the Tribunal de grande instance or the Tribunal de commerce de Bergerac.