

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

These general conditions of sale automatically govern all sales of stays made on the site [www.lespastourels.com](http://www.lespastourels.com) represented by SAS Nouvelle Vie with a capital of 100,000 € RCS 880 581 1764 00011. They form an integral part of any contract concluded between the campsite and its customers.

Each customer acknowledges having read these general conditions prior to any reservation of a stay, for himself and any person participating in the stay.

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

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

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 Order is placed by the Customer.

Unless proven otherwise, the data recorded in the IT system of the Service Provider constitutes proof of all the transactions concluded with the Customer.

In accordance with the law in force, these general conditions are made available to all customers for information purposes prior to the conclusion of any contract for the sale of stays. They can also be obtained on simple written request addressed to the head office of the establishment.

The Customer declares to have read these General Conditions of Sale and to have accepted them either by checking the box provided for this purpose before implementing the online Ordering procedure, as well as the general conditions of use of the website [www.lespastourels.com](http://www.lespastourels.com), or, in the event of a reservation outside the Internet, by any other appropriate means.

## Article II. Booking conditions

Our services:

- Bare camping pitch: this is a bare camping site for your tent, caravan or motorhome. Your stay is calculated from a basic package which includes the pitch, your vehicle and access to reception, entertainment and sanitary facilities.  
Additional costs (people, additional vehicle, electricity, pets, etc.) are not included in the package and will be added to it.  
Arrival from 2:30 p.m. and departure before 12h.
- Premium campsite: this is a bare camping site for your tent, equipped with a table, chairs, top fridge, stove, terrace and electricity. Your stay is calculated from a basic package which includes the site and its equipment, your installation, your vehicle and access to reception, entertainment and sanitary facilities.  
Additional costs (people, additional vehicle, electricity, pets, etc.) are not included in the package and will be added to it.  
Arrival from 2:30 p.m. and departure before 12h.
- 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 left clean, along with its dishes, upon departure.  
Additional costs (additional person, additional tent on the plot, animals, cleaning, sheet rental, cot, etc.) are

not included in the package and will be added to it.  
Check-in from 4 :30 PM and check-out before 10 AM.

Any rental (pitch or accommodation) is personal and cannot be transferred.

Any return of the key or release of the location after the time mentioned above will result in the invoicing of an additional night.

Any extension of stay must be formulated at least 24 hours before the scheduled departure date, and can only be satisfied according to our possibilities of reception at the time of the request.

Your wishes for a specific pitch or accommodation on the campsite can only be satisfied by our possibilities of welcoming you on your 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 customers, then paid by the campsite to the municipal (or departmental) authorities, in accordance with the provisions of the circular defining the system of the tourist tax, the flat-rate tourist tax and the departmental tax additional to tourist taxes.

Ancillary activities :

Any free or paid activity mentioned on the website or brochure may, in certain circumstances beyond our control, be modified or canceled upon your arrival on the site. As such, our responsibility cannot be engaged.

The general information indicated in the brochure and on the website (equipment, activities, local services, etc.) is given by the campsite as an indication and cannot be considered as contractual insofar as it can be modified during the season. (for example by municipal or government decision). The campsite guarantees the authenticity of the information and that it is neither misleading nor deceptive. The photos are for illustrative purposes only and are not contractual. It goes without saying that customers will be informed of any changes.

Any order placed on the website [www.lespastourels.com](http://www.lespastourels.com) constitutes the formation of a contract concluded at a distance between the Customer and the Service Provider.

It is the Customer's responsibility to verify the accuracy of the Order and to immediately report any errors to the Service Provider.

### Article III. GROUP BOOKING

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

The accommodation and pitches offered on the website [www.lespastourels.com](http://www.lespastourels.com) are intended exclusively for individual customers.

For any group reservation request, you must contact us by phone, email or via our "Contact" section. We reserve the right to study the reservation request before it is accepted or refused.

## Article IV. Settlement of stay

Amounts paid in advance are down payments. They constitute a charge on the total price owed by the Customer.

A deposit corresponding to 30% of the total price of the supply of the Services ordered is required when placing the order by the Customer. It must be paid upon receipt of the final rental agreement and attached to the copy to be returned. It will be deducted from the total amount of the order.

### Terms of Payment

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

- Payment of a deposit comprising 30% of the accommodation costs,
- Administrative fees
- The contribution for cancellation / interruption of stay insurance (if subscribed)

This reservation only has contractual value upon receipt by the purchaser of a registration confirmation issued by 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 pitches: 10 days before the start of your stay

In the event that the balance is not paid within the time limits indicated, it is considered canceled and our cancellation conditions described below apply.

Payment methods accepted: check, holiday voucher, credit card, bank transfer.

In addition, SAS Nouvelle Vie reserves the right, in the event of non-compliance with the payment conditions set out above, to suspend or cancel the provision of the Services ordered by the Customer and / or to suspend the execution of its obligations after formal notice remained ineffective.

## Article V. Last minute booking

Any reservation made within a period of less than 30 days before the date of the stay must be paid in full and by credit card only.

## Article VI. Late arrival and early departure or modification

In the event of late arrival or early departure, compared to the dates mentioned on your booking voucher, the entire stay will remain due. You will not be able to claim any reimbursement for the part of the stay not made.

In the event of a change in the dates or in the number of people, SAS Nouvelle Vie will endeavor to accept as much as possible date change requests within the limits of availability, without prejudice to any additional costs; In all cases, this is a simple obligation of means, the Service Provider cannot guarantee the availability of a pitch or accommodation, or another date; an additional price may be requested in these cases.

Any request to reduce the length of stay will be considered by the Service Provider as a partial cancellation.

## Article VII. No presentation on the campsite

In the event of a no-show at the campsite within 24 hours of the start of your stay and without proof and / or news of your arrival, we will dispose of your accommodation. We withhold the costs in accordance with our cancellation conditions.

## Article VIII. Cancellation by the buyer

Any cancellation of a reservation of a bare pitch, of a premium pitch or of a rental accommodation must be notified by any means (email, registered letter, telephone, etc.) Which will take effect from the date of receipt of the notification.

If the cancellation date is:

- more than 30 days before your arrival: will be kept as compensation, administrative fees, down payment and insurance premium (if taken out) and may not give rise to any reimbursement.
- less than 30 days before your arrival, the total amount of the rental, the reservation costs and the insurance premium will be retained as compensation and may not give rise to any reimbursement.

We advise you to take out cancellation insurance. This insurance contract offers you a cancellation guarantee which allows you to obtain reimbursement of the sums paid in the event of cancellation of your stay or early departure under certain conditions (illness, accident, etc.).

## Article IX. Cancellation due to camping

If the campsite is required to cancel its rental services for bare pitches, premium pitches and / or rental accommodation, any contracting party who has received his confirmation of stay will be notified by registered letter or by any means and then fully reimbursed up to the amount of sums he will have paid.

## Article X. CANCELLATION IN CASE OF PANDEMIC

In the event of total or partial closure of the establishment during the dates of the reserved stay (which is assimilated to a measure of total or partial ban on reception of the public, insofar as the Customer is directly concerned by the application of this measure) decided by the public authorities, and which is not attributable to SAS Nouvelle Vie, the sums paid in advance by the Customer for the reservation of the stay will be subject to the issuance of a credit note. , after deduction of administrative and administrative costs which will remain acquired by SAS Nouvelle Vie. This credit is valid for 12 months non-refundable.

If the customer takes out specific insurance covering the risks, the insurance indemnities received by the Customer will be deducted from the amount of the credit.

However, SAS Nouvelle Vie cannot be held liable for additional compensation beyond this reimbursement of the sums already paid for the reservation of the stay.

## Article XI. CLIENT'S OBLIGATIONS

The Customer lodged on a site or in an accommodation must be insured for civil liability. An insurance certificate may be requested from the Customer before the start of the service.

## Article XII. Withdrawal

Activities related to the organization and sale of stays or excursions on a given date or at a specified period are not subject to the withdrawal period applicable to distance and off-premises sales, in accordance with the provisions of the article L221-28 of the Consumer Code. Thus, for any order for a stay at Domaine Les Pastourels, the customer does not benefit from any right of withdrawal.

## Article XIII. INTELLECTUAL PROPERTY

The content of the website [www.lespastourels.com](http://www.lespastourels.com) is the property of SAS Nouvelle Vie 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 liable to constitute an offense of counterfeiting.

In addition, SAS Nouvelle Vie remains the owner of all intellectual property rights on the photographs, presentations, studies, drawings, models, prototypes, etc., produced (even at the request of the Customer) with a view to providing the Services to the Customer. The Customer therefore refrains from any reproduction or use of said studies, drawings, models and prototypes, etc., without the express, prior written authorization of SAS Nouvelle Vie, which may make it conditional on financial compensation.

The same applies to names, logos or more broadly any graphic or text representation belonging to SAS Nouvelle Vie or used and distributed by it.

## Article XIV. Security deposit

For rental accommodation, a deposit by credit card imprint, or by any other means of payment (check, cash, etc.) in the amount of € 300 will be requested upon arrival. The accommodation will be left in a perfect state of cleanliness, and the inventory can be checked, any broken or damaged object will be at your expense, as well as the restoration of the premises if this proves necessary.

The security deposit will be returned to you at the end of your stay, after deduction of the compensation retained, on supporting invoices, for any damage noted by the inventory of fixtures. The withholding of the deposit does not exclude additional compensation in the event that the costs exceed the amount thereof.

This deposit does not constitute a limit of liability.

A second deposit will be required of 45 € for rentals without sanitary facilities and 60 euros for rentals with sanitary facilities (bathroom + WC) to offset the cleaning costs if this has not been done upon departure.

## Article XV. Minors

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

## Article XVI. Animals

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

The health record must be presented on your arrival at the campsite. Rabies vaccines and tattoo certificate are mandatory. We require that dogs be kept on a leash within the campsite and must not be left alone on the pitches and rentals.

They are prohibited around swimming pools, in food stores and in buildings except for guide dogs for the visually impaired.

Make sure to respect the hygiene and the environment of the campsite. A cleaning / disinfection maintenance may be charged if the rentals are not left in an impeccable state of cleanliness.

## Article XVII. Complaints and Mediation

Any possible complaint following a stay, must be formulated in writing, and sent by registered letter with acknowledgment of receipt, within 20 days of your stay.

In accordance with article L. 612-1 of the Consumer Code, within one year of his written complaint, the consumer, subject to article L.152-2 of the Consumer Code, has the option of submitting a request for an amicable resolution by mediation, to :

SAS Mediation Solution

222 chemin de la bergerie 01800 Saint Jean de Niost

site: <https://www.sasmediationsolution-conso.fr>

email: [contact@sasmediationsolution-conso.fr](mailto:contact@sasmediationsolution-conso.fr)

## Article XVIII. Computer 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. They will be used only by SAS Nouvelle Vie, to process your order and to strengthen and personalize communication and the offer of services reserved for customers.

In accordance with the Data Protection Act of January 6, 1978, you have the right to access, rectify and oppose your personal data. To do this, you just need to send us a request by mail to the address of the SAS Nouvelle Vie company headquarters, indicating your name, first name and address.

## Article XIX. Applicable law

These General Conditions of Sale and the operations resulting therefrom are governed 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 will prevail in the event of a dispute.

These general conditions are subject to French law and any dispute relating to their application falls under the jurisdiction of the Tribunal de Grande Instance or the Commercial Court of Bergerac.