

General terms and conditions of sale

Article 1 – Scope of application of the general terms and conditions of sale

These general terms and conditions automatically govern all sales of stays made on the website www.campingleschampsblancs.com, on other merchant sites, or directly with the “Les Champs Blancs” campsite. They form an integral part of every contract entered into between the campsite and its clients.

Every client acknowledges having read and understood these general terms and conditions prior to any reservation of a stay, on their own behalf and on behalf of any person participating in the stay.

In accordance with the law in force, these general terms and conditions are made available to all clients for information purposes prior to the conclusion of any contract for sale of a stay. They may also be obtained upon simple written request addressed to the establishment’s head office.

Article 2 – Booking conditions

2.1 Price and payment

The price of the stays is shown in euros, including VAT. The client’s attention is drawn to the fact that neither the tourist tax nor the Waste and Refuse supplement is included in the price.

For reservations of campsite pitches : all rentals are non-transferable and cannot be assigned. The rental only becomes effective with our agreement and after receipt of the total amount for the stay and the reservation fees.

For rental reservations : all rentals are non-transferable and cannot be assigned. The rental only becomes effective with our agreement and after receipt of the total amount for the stay and the reservation fees.

The reservation must be accompanied by the deposit corresponding to 30% of the total amount for the stay and by the reservation fees in force. The balance must be paid at latest 1 month ahead of arrival.

In the case of late arrival without notice, the rental/the pitch will be released 24 hours after the arrival date shown in the reservation contract or the reservation confirmation or, in the absence of this, on the computerised record of the reservation. Once this period has elapsed and in the absence of any written message, the reservation will be null and void and the deposit will be retained by the campsite management.

2.2 Changes to the reservation

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

2.3 Cancellation

Any reservation not entirely paid for in accordance with the general terms and conditions of sale will be cancelled.

Cancellation is free (with reimbursement of the deposit) up to 1 month before the expected arrival date. In the case of cancellation less than 1 month before the arrival date, the sums paid will be retained by the Campsite.

2.4 Withdrawal

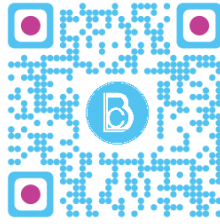
The legal provisions relating to the right of withdrawal in the case of distance selling laid down by the Consumer Code are not applicable to tourist services (Article L.121-20-4 of the Consumer Code).

Thus, for all orders of a stay at the campsite, the client does not benefit from any right of withdrawal.



2.5 Cancellation insurance

The general terms and conditions of the cancellation insurance of our partner CAMPEZ COUVERT are available here :



<https://www.campingleschampsblancs.com/pdf/LCBAssuranceannulation>

Price of the insurance for camping pitches and mobilhomes depending on the price of the stay :

0 to 1000 € :	5 % (minimum 20 €)
1000 to 1500 € :	4,5% (minimum 50 €)
1500 to 2000 € :	4 % (minimum 67,50 €)
More than 2000 € :	3,8% (minimum 80 €)

2.6 People under legal age

Persons under legal age are only accepted if they are accompanied during their stay by one or two of their parents. Non-respect of these clauses will lead to the cancellation of the contract and the loss of the payment on account made at the time of the reservation.

Article 3 – Procedures of the stay

3.1 Check-in & Check-out

Rentals : Arrivals take place as from 16:00 pm (earlier upon request and depending on availability), and departures take place before 10:00 am (later upon request and depending on availability).

Pitches : Arrivals take place as from 11:00 am (earlier upon request and depending on availability), and departures take place before 10:00 am (later upon request and depending on availability).

3.2 Deposit

A deposit of 150 euros per accommodation unit will be demanded to you on your day of arrival. It will be restored to you on the day of your departure, during cash-desk opening hours, after an independent inventory. The reimbursement or the cancellation of the deposit may therefore be made after your departure. The invoicing of any possible damage will be added to the price of the stay together with the cleaning if you do not leave the accommodation in a state of perfect cleanliness.

A deposit of 15 euros per private lavatory will be demanded to you on the day of your arrival. It will be restored to you on the day of your departure, during cash-desk opening hours, after an independent inventory. The reimbursement or the cancellation of the deposit may therefore be made after your departure. The invoicing of any possible damage will be added to the price of the stay together with the cleaning if you do not leave the accommodation in a state of perfect cleanliness.

A deposit of 5 euros per person will be demanded to you for the campsite bracelets. It is mandatory to wear the bracelets.

For rentals, a deposit of 300 euros per animal will be demanded to you on the day of your arrival. It will be restored to you on the day of your departure, during cash-desk opening hours, after an independent inventory. The reimbursement or the cancellation of the deposit may therefore be made after your departure. The invoicing of any possible damage will be added to the price of the stay together with the cleaning if you do not leave the accommodation in a state of perfect cleanliness.



3.3 Overstay

Any return of the key or release of the pitch after 10:00 am will result in an additional night being invoiced. Any request to extend the stay must be made 24 hours at least before the expected departure date.

3.4 Animals

Dogs weighing less than 25 kg are allowed inside the rentals, on condition of a deposit of 300 euros.

3.5 Van rentals

Tents are forbidden on rented pitches.

3.6 Number of occupants

It is forbidden to exceed the number of occupants specified by type of accommodation (babies included). For the campsite pitches, the maximum number of persons on a pitch is 6.

3.7 Internal rules

As required by law, all clients must conform to our internal regulations, filed at the Prefecture, displayed at our Reception and a copy of which will be given upon request.

3.8 WIFI

WIFI terminals are located throughout the campsite and enable connection near those terminals, and sometimes on the pitches and in the rental units and structures. Connection is free for a theoretical maximum speed of 512 KBits/s per device. The actual speed, which is dependent on the access and router providers, cannot be guaranteed. The campsite cannot be held liable for the quality of the connections. Similarly, WIFI failures cannot give rise to any claim or compensation.

It is possible to purchase WIFI connections enabling a theoretical maximum speed of 1024 Kbits/s.

Article 4 – Safety

Children of less than 18 years of age are placed in the exclusive custody of their parents, who are criminally and legally responsible for them.

Article 5 - Liability

The Campsite declines all liability for damage suffered by the equipment of campers/caravanners through their own acts. Civil liability insurance for the equipment is obligatory.

Article 6 – Mediation

In the case of dispute and after having referred to the establishment's "Client" service, it is open to any client of the campsite to refer to a consumer mediator within a maximum period of one year as from the date of the written claim made to the operator by registered letter with proof of receipt.

The contact details for the mediator who may be referred to by the client are the following:

CM2C

Referral by internet by completing the form provided for that purpose : <https://cm2c.net>

Referral by post : 14 rue Saint Jean 75017 Paris France

Article 7 – Applicable law

These general terms and conditions are subject to French law and any dispute relating to their application falls within the jurisdiction of the High Court or the Commercial Court of Béziers.