

Terms & conditions

Scope of the Terms and Conditions of Sale

These general terms and conditions of sale apply, without restriction or reservation, to all bookings of accommodations and temporary pitches made with Camping La Nouvelle Croze, operated by SARL LNC CAMPING, by its customers.

In accordance with the provisions of Article L.113-3 of the French Consumer Code and the provisions of the French Tourism Code, these general terms and conditions are made available and communicated to every customer, who must read them prior to making any reservation, under their sole responsibility. Validation of the booking by the customer implies full and unconditional acceptance of these general terms and conditions of sale. As these terms and conditions may be subject to future modifications, the version applicable is that in effect on the date the booking contract is concluded.

The provider's contact details are as follows: SARL LNC CAMPING, a limited liability company with a capital of €10,000, registered with the PÉRIGUEUX Trade and Companies Register under identification number 834.868.325, with registered office in ROUFFIGNAC SAINT CERNIN (24580), represented by its current Managing Director.

Booking

The customer may book a pitch within the campsite or an accommodation unit offered under the following terms: either via the Camping La Nouvelle Croze website at www.lanouvellecroze.com, or by phone — in which case the booking must be confirmed in writing (by email or post) within 24 hours of the phone call.

It is the customer's responsibility to verify the accuracy of the booking and to immediately report any errors to Camping La Nouvelle Croze.

The booking of a pitch or accommodation will only be considered final once the customer has received confirmation of acceptance of the booking from Camping La Nouvelle Croze and once the deposit and any applicable booking fees have been received, whether or not a personalized quote was previously issued.

Accommodation rentals (mobile homes) are available on a weekly basis only, from Saturday to Saturday during July and August. Pitches are rented per night.

SARL LNC CAMPING reserves the right to cancel or refuse any booking from a customer with whom there is an existing dispute concerning payment for a previous booking.

Any other booking made through intermediaries shall not be governed by these terms and conditions.

Right of Withdrawal

The legal provisions relating to the right of withdrawal for distance sales, as set out in the French Consumer Code, do not apply to accommodation services, in accordance with Article L.221-28 of the Consumer Code.

Prices

The accommodations and pitches offered by Camping La Nouvelle Croze are provided at the current rates displayed at the campsite, on its website lanouvellecroze.com, or as stated in the quotation issued by the service provider. These prices may vary during the season. The stay will be billed at the rate in effect at the time of booking.

Prices include all taxes (TTC). The contractual price may be adjusted within legal limits if changes occur in applicable VAT rates between the date of booking and the balance payment.

However, the mandatory tourist tax is not included in the price and must be paid on site by the customer. This tax is set by local authorities and is fully remitted to the tourist office.

An eco-contribution of €0.35 per person is applied to each stay to support our environmental and awareness initiatives.

Optional services are charged in addition, under the same conditions as the base rates.

Booking fees of €18 are charged for each reservation, unless a temporary promotional offer applies at the time of booking.

Payment Terms

Deposit Payment

The booking will be considered final only after receipt of the deposit. For accommodation or pitch bookings, the deposit amounts to 25% of the total stay (excluding booking fees and cancellation option). For last-minute special offers booked less than one month before arrival, full payment (100%) may be required.

Payment of the Balance

The balance for the stay must be paid upon arrival at Camping La Nouvelle Croze, at the start of the stay.

SARL LNC CAMPING reserves the right, in case of non-compliance with payment terms, including non-payment of the balance, to suspend or cancel the provision of the booked accommodation or pitch, and/or to suspend the performance of its obligations. In such a case, Camping La Nouvelle Croze may claim compensation under the same conditions as those provided in the article "Cancellation by the Customer."

Security Deposit

Upon arrival, the customer will be required to provide a security deposit of €200 via bank pre-authorization. An additional €90 deposit will be required for the "cleaning package."

Deposits will be refunded at the end of the stay after the departure inspection, without requiring an initial check-in inventory.

Refusal to provide the deposit as required may result in suspension or cancellation of accommodation or pitch rental without any refund to the customer. In such case, Camping La Nouvelle Croze may claim compensation under the same conditions as those provided in the article "Cancellation by the Customer."

Payment Methods

The deposit can be paid at the time of booking by credit card, bank transfer, or cheque payable to "Camping La Nouvelle Croze."

The balance may be paid by cash, credit card, or holiday vouchers (ANCV).

Cancellation by the Customer

Any booking cancellation by the customer must be made by email or postal mail as soon as possible to Camping La Nouvelle Croze.

Depending on how far in advance the cancellation is made, it may cause disruption to the campsite's management and its ability to re-let the accommodation or pitch.

Compensation will be charged by SARL LNC CAMPING, which limits the customer's liability under the following conditions:

- More than 30 days before arrival: the deposit will be retained by Camping La Nouvelle Croze as a fixed indemnity but may be credited towards a future booking made within one (1) year from the cancellation date.
- Between 29 and 21 days before arrival: the deposit will be retained, plus a fixed indemnity of 60% of the stay price excluding VAT.
- Between 20 and 7 days before arrival: the deposit will be retained, plus a fixed indemnity of 80% of the stay price excluding VAT.
- Less than 7 days before arrival: the deposit will be retained, plus a fixed indemnity equal to the full stay price excluding VAT.

No refund will be made for shortened stays or early departures by the customer.

In the event of circumstances beyond the establishment's control that could not reasonably have been foreseen when the contract was concluded, any amounts paid will not be refunded. A rescheduling or other solution imposed by the authorities will be proposed.

SARL LNC CAMPING agrees to waive these fixed compensations only for customers who have subscribed to the "cancellation option."

Cancellation Option

The cancellation option is an optional contractual service linked to the accommodation or pitch booking.

Its subscription and the occurrence of one of the covered events will release Camping La Nouvelle Croze from the compensations otherwise due in case of cancellation by the customer.

This option must be subscribed at the time of booking. It is no longer available once the booking has been confirmed as stated in the article "Booking."

The rates are €34 per booked week for accommodations and €14 per booked week for pitches.

Upon valid payment, SARL LNC CAMPING will waive compensation only in the event of one of the following occurrences preventing the customer's arrival:

- Medical event: serious illness, accident, or death of the customer, their spouse, children, or parents.
- The event must occur between booking and the start of the stay.

- Professional event: cancellation or modification of approved leave by the employer; redundancy; or relocation preventing attendance during the booked period.
The event must occur between booking and the start of the stay.
- Material event: serious damage to the customer's main residence (fire, flood, theft, natural disaster) or to their vehicle causing immobilization.

The event must occur no later than 48 hours before the start of the stay.

The option does not apply if the event was known at the time of booking.

To invoke this option, the customer must provide written proof (by email or post) of the occurrence of one of the listed events.

Application of the cancellation option releases SARL LNC CAMPING only from the compensations defined in "Cancellation by the Customer." Booking fees and the cost of the cancellation option remain non-refundable.

Any refundable sums will be returned within 14 working days from receipt of valid supporting documents deemed sufficient by the campsite.

Arrival and Departure

Pitches or accommodations are assigned on the day of arrival, within the limits of availability and as far as possible according to customer preferences.

For accommodations (mobile homes): arrivals from 3:00 p.m., departures before 10:00 a.m.

For pitches: arrivals from 12:00 p.m., departures before 12:00 p.m. on the scheduled day.

The customer must inform Camping La Nouvelle Croze of any late arrival outside reception hours by any means.

If the customer has not arrived within 24 hours of the scheduled arrival time and has not notified the campsite, Camping La Nouvelle Croze reserves the right to cancel the booking without refund. All amounts paid will be retained, and compensation may be claimed under the same terms as "Cancellation by the Customer."

No refund will be made for unused nights or early departure.

In such cases, the cancellation option does not apply.

Transfer of Booking

In accordance with Articles L.211-11 and R.211-7 of the French Tourism Code, the customer may transfer their booking to a third party, provided Camping La Nouvelle Croze is informed at least 7 days before the start of the stay, indicating the name and address of the transferee. The transferee shall be deemed to have accepted these terms and conditions of sale.

Internal Rules

The customer must comply with the internal rules of Camping La Nouvelle Croze, which are available at all times and at the latest upon arrival.

Miscellaneous Services

Pets are allowed within the campsite provided they are kept on a leash, tattooed, and vaccinated. A fee of €7.50 per night applies for accommodations and €2.00 for pitches.

The cleaning fee does not cover a full cleaning service; customers must carry out partial cleaning before departure.

Visitors invited by guests are allowed access to all campsite facilities upon payment of a daily “visitor fee” of €7.00.

Personal Data Protection

SARL LNC CAMPING – La Nouvelle Croze, located at La Nouvelle Croze, Rouffignac-Saint-Cernin-de-Reilhac (24580), is responsible for processing personal data collected from customers in the context of booking and managing stays at the campsite.

Data are collected for the following purposes: booking management, invoicing, communication before and after the stay, compliance with legal obligations (notably accounting and guest register), and service improvement.

Processing is based on the following legal grounds:

- performance of the booking contract;
- compliance with legal obligations;
- legitimate interest of the campsite in maintaining customer relations;
- customer consent, for marketing communications by email or SMS.

Data are retained only as long as necessary for these purposes:

- 5 years after the end of the stay for booking data;
- 10 years for accounting data;
- 3 years after the last contact for marketing data.

Only authorized personnel of SARL LNC CAMPING and its technical providers (booking software, hosting, payment service providers) have access to this data, strictly for service-related purposes. No data is transferred outside the European Union.

In accordance with EU Regulation 2016/679 of April 27, 2016 (GDPR), each customer has the right to access, rectify, erase, and restrict processing of their data; to object for legitimate reasons; and to request data portability.

To exercise these rights, customers may contact Camping La Nouvelle Croze at: contact@lanouvellecroze.com.

In case of unresolved issues, customers may file a complaint with the CNIL (www.cnil.fr). SARL LNC CAMPING is committed to ensuring the confidentiality and security of all personal data entrusted to it.

Applicable Law – Disputes

These general terms and conditions of sale and any operations arising from them between SARL LNC CAMPING and the customer are governed by and subject to French law. These terms are drafted in French; in the event of translation into another language, the French version shall prevail in case of dispute.

Any dispute regarding interpretation or performance shall be submitted to the competent courts under common law. However, if the booking is made by a trader, the case shall be brought before the Commercial Court of PÉRIGUEUX in accordance with Article 48 of the French Code of Civil Procedure.

The customer is informed, in accordance with Article L.211-3 of the French Consumer Code, that they may in any case refer the matter to a consumer mediation body, such as the

Consumer Mediation Commission, a sectoral mediation body, or any other alternative dispute resolution method.

Customer Acceptance

The customer acknowledges having received, prior to any booking, clear and understandable information on these general terms and conditions of sale and all information listed in Article L.221-5 of the French Consumer Code.

By making a booking, the customer fully and unconditionally agrees to these general terms and conditions of sale and to payment of the related services, expressly waiving any conflicting document that would be unenforceable against Camping La Nouvelle Croze.