

## GENERAL TERMS AND CONDITIONS OF SALE – FAMILY’S CAMPING LE SAVOY

### Introduction

These General Terms and Conditions of Sale apply to all services offered on the website of Family’s Camping Le Savoy or via any other communication medium. The content of the website is intended to inform customers. Some of the services offered may be modified depending on the occupancy rate and/or may only be available on certain dates during the season. The prices indicated are indicative, may be modified and are valid only for the current season. The service will be provided at the price in force on the date of the order. Prices include VAT. Any change in the VAT rate will result in a change in the price. In accordance with the Tourism Code, Family’s Camping Le Savoy reserves the right to make changes to the information on the website or on any other communication medium. In the event of significant modifications, these will be announced via an erratum on the campsite’s website.

### 1. BOOKING CONDITIONS

- Any contracting party must be at least 18 years old, legally capable of entering into a contract and must not be under guardianship or curatorship. The contracting party must be present during the entire duration of the stay. The reservation only becomes final after approval by the campsite, after receipt of the deposit and after receipt of the fully completed and signed reservation contract, or after acceptance of the general terms and conditions of sale during an online reservation.

The reservation of a camping pitch or accommodation is strictly personal. Under no circumstances may you sublet or transfer your reservation without the prior consent of the campsite.

Minors must be accompanied by their parents or legal guardians.

#### Camping pitch

- The basic package includes the pitch for a tent, caravan or motorhome for 1 or 2 persons, access to the sanitary facilities and reception infrastructure. Additional costs (electricity, extra person, pets, extra vehicle, etc.) are not included in the basic package and will be added to it. Camping pitches can accommodate a maximum of 6 persons (including babies).

#### Rental accommodation

Rental accommodations are fully equipped. The basic package is for 2 to 8 persons (including babies), depending on the type of accommodation.

Family’s Camping Le Savoy reserves the right to refuse access to the campsite to groups or families presenting themselves with a number of participants exceeding the capacity of the rented accommodation.

## Booking fees

Booking fees amount to 20 euros for a rental accommodation and 10 euros for a camping pitch.

## 2. PRICES, TOURIST TAX & ECO-CONTRIBUTION

### Prices

The applicable price will be determined according to the rate in force at the time of reservation. The prices indicated are expressed in euros (€) and include all taxes (incl. VAT), but do not include tourist tax, local taxes and possible additional charges. Any change or modification in the rates, as well as any change in the taxes applicable to the stay on the invoice date, may be reflected in the price of the stay.

The campsite reserves the right to adjust its rates in the event of a change in tax rates or in the VAT rate (10%). Regardless of the formula chosen (pitch or accommodation), additional charges may be billed for additional persons, additional vehicles, additional tents, pets and visitors.

### Application of dynamic pricing

Family's Camping Le Savoy applies dynamic pricing (adjustment of prices based on fluctuations in demand). As a result, rates may increase or decrease. It is therefore possible that customers have paid different prices for the same stay. Customers who have paid the highest price may under no circumstances claim reimbursement of the difference between the price applicable to them and the promotional or lower price from which another customer may have benefited under the dynamic pricing system.

Upon arrival, a tourist tax must be paid for the municipality of Challes-les-Eaux; it is charged per night and per person over 18 years old (€0.65/person/night).

Upon arrival, an environmental contribution must be paid; it is charged per night and per person over 18 years old. Our business is subject to taxes for the use of natural resources (drinking water) and waste processing (wastewater, household waste, etc.). This therefore represents a budgetary compensation and awareness contribution (€0.30/person/night).

## 3. PAYMENT CONDITIONS

For accommodations, reservations made more than 30 days before the start of the stay require a deposit of 30% of the price of the reserved services at the time of reservation. The remaining balance must be paid no later than 30 days before the start of the stay at the campsite.

For camping pitches, reservations made more than 30 days before the start of the stay require a deposit of 30% of the price of the reserved services at the time of reservation. The

remaining balance must be paid no later than 30 days before the start of the stay at the campsite.

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

Any reservation made directly upon arrival must be paid in full directly at the campsite reception.

Non-compliance with payment conditions

Family's Camping Le Savoy reserves the right, in the event of non-compliance with the payment conditions mentioned above, to suspend or cancel the provision of the Services ordered by the Customer and/or suspend the execution of its obligations.

#### 4. NO RIGHT OF WITHDRAWAL

In accordance with article L.221-28 of the French Consumer Code, Family's Camping Le Savoy informs its customers that the sale of accommodation services provided on a specific date or according to a specific periodicity is not subject to the provisions relating to the 14-day withdrawal period.

#### 5. PAYMENT OF THE STAY

Accepted payment methods

For both the deposit and the balance, you may pay your reservation or stay using the following payment methods: bank cheque, French postal cheque, holiday vouchers, postal order or cash, credit card, national or international bank transfer.

On the campsite website

Any firm reservation request from the buyer consists of:

- Deposit of 30% of the amount of the stay + administration fees + cancellation insurance (optional)
- Balance of the stay to be paid no later than 30 days before arrival for stays in rental accommodation and camping pitches.

If the balance is not paid within the indicated deadlines, the reservation will be considered cancelled and our cancellation conditions described below will apply.

By post

Any firm reservation request from the buyer consists of:

- Deposit of 30% of the amount of the stay + administration fees + cancellation insurance (optional)

The balance of the stay must be paid no later than 30 days before arrival for stays in rental accommodation and camping pitches.

This reservation only has contractual value upon receipt by the buyer of a registration confirmation issued by the campsite.

If the balance is not paid within the indicated deadlines, the reservation will be considered cancelled and our cancellation conditions described below will apply.

## 6. CANCELLATION AND MODIFICATIONS

### Modification of your reservation

The customer may request modification of their stay at the same campsite (dates, type of accommodation). Without prejudice to the fact that the full balance must be paid before departure, any modification requested by the customer is possible and may incur modification fees.

Any modification request must be confirmed in writing by the customer and remains subject to availability and acceptance by Family's Camping Le Savoy.

If the contracting party wishes to extend their stay, the applicable rate will apply.

Any change made by you from a higher category to a lower category will not give rise to any refund.

Any request to shorten the duration of your stay is considered a partial cancellation and will be subject to the conditions of cancellation and interruption of stay.

Any request from the CUSTOMER to modify or cancel the STAY must be sent to Family's Camping Le Savoy by registered letter with acknowledgement of receipt.

Cancellation or modification of the STAY does not give rise to any refund; we advise you to take cancellation insurance to cover any cancellation.

### Unused services

Any interrupted or shortened stay (late arrival, early departure), or in case of non-arrival at the campsite for a reserved accommodation due to the customer, will not give rise to any refund of the said service.

### Cancellation by Family's Camping Le Savoy

In order to obtain possible compensation, we recommend taking cancellation or interruption insurance when booking.

In the event of cancellation by Family's Camping Le Savoy, except in cases of force majeure, the stay will be fully refunded. This cancellation will not give rise to payment of damages.

Cancellation insurance

The price of the stay does not include cancellation insurance. It remains optional and is offered during the booking process.

## 7. YOUR STAY

Arrival

Camping pitches: arrivals from 2:00 PM.

Rental accommodations: arrivals from 4:00 PM, and when the keys are handed over a deposit will be required.

During your stay

The campsite declines all responsibility in case of incidents falling under the civil liability of the camper. All guests must comply with the provisions of the internal regulations. Each tenant is responsible for disturbances and nuisances caused by persons staying with them or visiting them.

Departure

Rental accommodations must be vacated before 10:00 AM on the departure day indicated in your contract.

The accommodation must be returned in perfect cleanliness and the inventory may be checked.

Any broken or damaged items will be charged to you.

If the accommodation has not been cleaned before departure, a cleaning fee of minimum €80 will be charged.

Any late departure may be charged an additional day at the minimum rate of €60 per night.

## 8. VISITORS

Visitors are admitted to the campsite after presenting themselves at reception and paying the visitor fee. Visitors have access to the campsite facilities, except for the swimming facilities.

## 9. PETS

Pets are allowed (except category 1 and 2 dogs) for a fee payable at the time of reservation.

They must always be kept on a leash.

They are not allowed near swimming pools, in food shops or in buildings.

The vaccination record for dogs and cats must be up to date.

## 10. AUTHORIZATION TO REPRODUCE AND DISTRIBUTE IMAGES

During the customer's stay, the campsite may take photographs and/or videos within the campsite for entertainment and/or communication purposes on any media, in which the customer and accompanying persons may appear.

By accepting the General Terms and Conditions, the Customer is deemed to authorize the campsite to use the photos and/or videos in which they appear for the above-mentioned purposes.

Any specific refusal must be notified in writing to the campsite.

## 11. INTERNAL RULES

The customer undertakes to read the campsite's internal rules before arrival.

These rules govern the stay in addition to the General Terms and Conditions of Sale.

Failure to comply with the rules may lead to exclusion from the campsite without reimbursement.

Any insult directed at the campsite managers or staff will result in immediate expulsion from the campsite without refund.

## 12. COMPLAINTS / DISPUTES

Any complaint must be sent within 20 days after the end of the stay by registered letter to:

Family's Camping Le Savoy, 115 Avenue du Parc, 73190 Challes-les-Eaux

or by email to [contact@family-camping-le-savoy.com](mailto:contact@family-camping-le-savoy.com)

If no agreement is reached, the customer may contact the mediation service:

CM2C - 49 Rue du Ponthieu, 75008 Paris

Email: [cm2c@cm2c.net](mailto:cm2c@cm2c.net)

### 13. LIABILITY

The customer expressly acknowledges that Family's Camping Le Savoy cannot be held responsible for information communicated by its partners. All photos and texts used on the website are non-contractual and for information purposes only.

### 14. DATA PROTECTION

The information you provide when placing your order will not be transmitted to third parties. It will be considered confidential by Family's Camping Le Savoy.

It will be used only by Family's Camping Le Savoy for processing your order and to improve and personalize communication and services offered to customers according to their interests.

In accordance with the Data Protection Act of 6 January 1978, you have the right to access, correct and object to the processing of your personal data by sending a request by post to:

115 Avenue du Parc

73190 Challes-les-Eaux

including your surname, first name and address.