



BEL AIR VILLAGE GENERAL TERMS OF SALE

LES PRES DU VERDON

Version 08/11/2025

ARTICLE 1: PURPOSE

These general terms and conditions define the respective obligations of the company, a member of the « BEL AIR VILLAGE » LES PRES DU VERDON network, SAS company registered with the RCS of Paris, Siret 79385312800296, represented by its Chief Executive Officer Olivier LACHENAUD (hereinafter the « Camping ») and the customer (hereinafter referred to as the « Customer(s) ») within the framework of the sale of stay(s) by the Camping <https://campinglespresduverdon.com> (hereinafter referred to as the « Website ») or any other marketing medium made available to Customers.

The Company holds a Civil Liability policy with LLOYD's Insurance Company S.A. Belgian public limited company (naamloze vennootschap) whose registered office is located at Bastion Tower, Marsveldplein 5, 1050 Brussels, Belgium, registered with the Crossroads Bank for Enterprises /Kruispuntbank van Ondernemingen under number 682.594.839 RLE (Brussels) - Policy No. AX2024HPA018440, covering it when its civil liability is engaged due to damages caused to third parties, in the course of its professional activities.

In addition to these general sales terms and conditions (hereinafter referred to as the « CGV »), the Customer must refer to the Camping's general sales terms and conditions as well as to its internal rules (hereinafter referred to as the « Internal Regulations »).

These general sales terms and conditions (hereinafter referred to as the « CGV ») are intended to define the rights and obligations of the parties in the context of renting camping pitches (hereinafter referred to as the « Pitch(es) ») and/or rental accommodations (hereinafter referred to as the « Accommodation(s) ») within the Camping.

ARTICLE 2: ACCEPTANCE OF THE GENERAL TERMS AND CONDITIONS AND THE INTERNAL REGULATIONS

By booking a Pitch and/or an Accommodation within the Camping, the Customer acknowledges that they have fully read and definitely and without reservation accepted the CGV.

For a booking made via the Internet, this acceptance is formalized by the action of ticking the box linked to the following statement: « I acknowledge that I have read the General Terms of Sale ». This method of acceptance shall have the same value as a handwritten signature by the Customer.

When booking through another channel (by telephone or on site), the Customer acknowledges that they have received the internet link allowing access to the CGV along with their booking documents and that they have accepted them, it being reminded that they are always accessible and downloadable from the Website.

The Customer undertakes to consult the Camping's internal regulations (hereinafter referred to as the « Internal Regulations ») and to comply with them.

ARTICLE 3: BOOKING

➤ **Booking conditions**

A booking can only be validated by an adult person with legal capacity.

The Customer undertakes to book a stay in their own name and on their own behalf and to occupy the selected Accommodation or camping Pitch during the period of the stay. Minors must be accompanied by their parents or legal guardians.

➤ **Booking arrangements:**

The booking arrangements are as follows:

- By phone at: 04 12 29 02 27
- **On the Website:** <https://campinglespresduverdon.com/> : the booking of a stay can only be recorded if the Customer is identified and has create an account.

The booking is subject to the following conditions:

- Payment of a deposit of 30% of the price of the stay + booking fees + cancellation insurance (if taken out) (hereinafter referred to as the « Deposit »). The balance of the stay is to be paid thirty [30] days before the Customer's arrival date and forty-five [45] days before the Customer's arrival date if they book via the website www.veepee.fr (hereinafter « Veepee »). No discount will be granted in the event of a delayed arrival or early departure.
- Any booking made less than 30 days before arrival must be paid in full at one time by bank transfer or by credit card

➤ **Validation of the booking**

- **Booking by telephone**

The Client can place an option on an Accommodation or a Pitch by phone by contacting the following number: booking service at 04 12 29 02 27

Once this option has been placed, the Campsite sends the GTC to the Client in PDF format in order to obtain his/her approval.

This option is valid for only seven [7] days from the date the Client receives the option contract; at the end of that period, the option will be cancelled by the Campsite.

If the Client confirms his/her option by paying the Deposit requested by the Campsite within the specified time using the payment methods referred to in Article 6 of the GTC, the option becomes a booking, subject to the Client receiving the confirmation email from the Campsite at the email address he/she will have provided.

Booking via the Internet

The Client may make a booking on the Website and create an account. The Client selects the accommodation or pitch based on the availability offered by the Campsite.

If the booking is made via the Internet, the booking made has contractual value only as of the actual payment of the Deposit and upon receipt of a written booking confirmation, by email, summarizing all information related to the stay.

If the balance is not paid within thirty [30] days before the Client's arrival, the stay is deemed cancelled and the cancellation conditions described below apply.

In the special case where the Client has made a booking through Veepee, and the balance is not paid within forty-five [45] days before the Client's arrival, the stay is deemed cancelled and the cancellation conditions described below apply.

Participants in the stay

Group booking

Any participant in the stay, regardless of age, is considered an occupant for capacity rules, including babies and young children.

Any booking for more than three [3] accommodations by the same individual or by different individuals, but who know each other and travel together on the same stay dates, at the same campsite, is considered a group. The accommodations offered on the Website are addressed exclusively to individual customers. For any request for a group booking, you must

imperatively contact the Campsite by email at the following address: campinglespresduverdon@alphacamping.fr. The Campsite reserves the right to review the group booking request before accepting or rejecting it.

- **Customers - Minors**

For safety reasons, minors who are not accompanied by their legal guardians throughout their stay are not accepted in the Campsites.

➤ **No right of withdrawal**

Pursuant to Article L. 221-28 12° of the Consumer Code, the right of withdrawal does not apply to accommodation, transport, catering and leisure services that must be provided on a specific date or during a specific period.

Thus, the 14-day withdrawal period does not apply to the booking of an Accommodation or a Pitch.

➤ **Maximum capacity**

For safety and assurance purposes, it is essential to comply with the maximum capacity allowed for each booked Accommodation or Pitch.

If, upon your arrival, it is found that the number of occupants exceeds the maximum capacity defined for the booked accommodation or pitch, the Campsite reserves the right to refuse access to it, without any possibility of a refund for the booked stay.

ARTICLE 4: SERVICES

The Campsite offers for rent Pitches and Accommodations within the Campsites.

Unserviced pitch

This is an unserviced pitch intended to accommodate the Client's tent, caravan or motorhome.

The Client's stay price is calculated based on a base package of 1 to 2 persons and beyond that is set according to the number of participant(s) (hereinafter referred to as the "Tariff").

The maximum hosting capacity is 6 people.

The Tariff includes the rental of the Pitch on which the Client may install, at choice but not cumulatively:

A tent + a vehicle,

OR

A caravan + a vehicle,

TO

A motorhome.

The rate also includes access to reception facilities, activities and restrooms, and, depending on the chosen package, a connection to the electrical network, or other options. It is strictly forbidden to recharge an electric or hybrid vehicle on the electrical terminals intended for the campsite pitches.

Additional charges (extra person, extra vehicle, pets, etc.) are not included in the rate and will be added to it.

Booking of a camping pitch is strictly personal. You may not sublet or transfer your reservation without the prior consent of the Campsite. Minors must be accompanied by their parents or legal guardians.

Any contracting person must be at least 18 years old and legally capable of contracting and must not be under guardianship or curatorship. The contractor must be present for the entire duration of the stay.

The reservation is effective only with the Campsite's agreement, after receipt of the deposit and after receipt of either a confirmation email or after acceptance of the general terms of sale during online booking.

Rental accommodation (RML and HLL)

All rental accommodations are equipped and date from 2003 to 2024.

Booking of a accommodation is strictly personal. You may not sublet or transfer your reservation without the prior consent of the Campsite.

The price of the stay includes the rental of the accommodation based on the number of people (according to the recommended capacity and in accordance with the maximum capacity of the accommodation), parking of one vehicle, access to reception facilities, activities.

Depending on the chosen type of Accommodation, additional charges including: extra person, extra vehicle, pets, energy tax, charging of electric or hybrid vehicles on dedicated charging stations (...) all other options are not included in the above price and will be added to it. The prices for these additional charges should be consulted with the Campsite.

The base package covers 1 to 8 people (including baby) depending on the type of accommodation.

The Campsite reserves the right to refuse entry to groups or families presenting with a number of participants exceeding the capacity of the rented accommodation.

ARTICLE 5: RATES, TOURIST TAX & ECO-PARTICIPATION

➤ **Common provisions**

The applicable price will be set according to the tariff in effect at the time of booking.

Prices indicated are in euros [€] and all taxes included [TTC] and do not include the tourist tax, local taxes and potential surcharges. Any change or modification of the rate as well as any evolution of taxes applicable to the stay on the invoicing date may be passed on to the price of the stay. The Campsite reserves the right to adjust its rates in case of changes in tax rates or in VAT (10%).

Whatever the chosen option (Pitch or Accommodation), additional charges may be invoiced for extra people, extra vehicles, extra tents, pets, visitors.

➤ **Application of dynamic pricing**

The Campsite applies dynamic pricing [price adjustment based on demand fluctuations]. As a result, rates may rise or fall.

Thus, for the same stay, clients may have paid different prices.

Clients who paid the highest price may not receive a refund of the difference between the price applicable to them and the promotional price or the lower price that another client may have benefited from under dynamic pricing.

➤ **Tourist tax**

A tourist tax collected for the Commune of QUINSON is payable upon arrival by the guest, per night, per person over 18.

➤ **Eco-participation**

An eco-participation is payable upon arrival by the guest, per night, per person. The Campsite is subject to taxes on natural resource extraction (clean water) and waste treatment (wastewater, household waste, etc.). It is thus a budgetary pass-through of compensation and awareness value (0.45€/person/night).

➤ **Booking fees**

The handling fees amount to €25.

ARTICLE 6: PAYMENT METHODS

➤ Accepted payment methods

Bookings made less than 30 days before the start date of the stay must be paid by credit card or holiday vouchers (ANCV or ANCV Connect, if the campsite accepts this payment method).

The deposit must also be paid by credit card or express transfer (1h).

For the payment of the balance, the following payment methods may be used by the Client:

- **By credit card (Carte Bleue, VISA, or Mastercard) online on the Website (secure payment);**

The information related to the Client's credit card is fully protected and SSL encrypted, via the secure payment platforms Payzen or Payline. The Camping will in no way have access to the Client's card number, except to obtain the payment of the order.

- **By express bank transfer to the Camping's identified bank account: national or international**

If paying by bank transfer, the order is only pre-registered. The amount of the order must be credited to the Camping's account within a maximum of three (3) working days from the order.

Otherwise, it will be canceled.

- **As part of a four (4) installment payment with fees, through FLOA BANK, its General Sales Conditions apply: <https://www.floabank.fr/conditions-generales-paiement-plusieurs-fois>**

To benefit, you must reside in France, be over 18 years old and hold a Visa or Mastercard credit card. Cards with automatic authorization, e-cards, Indigo cards and American Express are not accepted (non-exhaustive list)

The validity period of the credit card used must be after the date of the last installment payment. You have a 14-day withdrawal period to opt out of your credit.

Funding offer subject to FLOA acceptance and conditions.

- ANCV Holiday Checks accepted for payment of rental services in France or for destinations in the European Union.

If this payment method is used, ANCV Holiday Checks must be properly filled out and sent to the Camping by registered letter with acknowledgment of receipt at the following address: Camping Bel Air Village Les Prés du Verdon, 423 Chemin du lac, 04500 QUINSON. The holiday checks must be delivered with their original stubs, all detached from the checkbook and not stapled or fixed to any support, taped to any support. The field 'Cardholder's name' must be filled in.

Otherwise, the Camping declines any responsibility in case of loss or theft during the handling of the Client's payment.

- **By ANCV Connect**

- **By bank check** accepted for the payment of deposits or the balance of the stay. However, bank checks must be received no later than 45 days before the start date of the stay. Beyond this period, only card payments by bank card or express bank transfer will be accepted. Checks must be drawn to the order of Camping Bel Air Village Sous le Moulin. The Camping declines any liability in case of loss or theft during transit.

➤ Default of payment

In case of failure to respect payment deadlines, the Camping reserves the right to recover the sums due by all means. Moreover, if the balance payment is not received within the deadlines, the Client is informed of the cancellation of their reservation.

ARTICLE 7: STAY

➤ Key handover

The check-out and check-in times are specified in the conditions available on your exchange voucher.

➤ Accommodation or Pitch

Any complaint regarding the cleanliness or general condition of the Pitch and/or accommodation must be notified in writing no later than 24 hours after arrival, to allow remedy. No complaint will be admissible more than 24 hours after arrival.

The Accommodation and/or Pitch must be returned in good maintenance and cleanliness by the Client upon departure; cleanliness must have been carried out by the Client. Otherwise, the Camping reserves the right to charge cleaning and restoration costs in accordance with the provisions relating to the security deposit [article 7].

A security deposit of €400 is required for each rental accommodation, as well as an additional deposit of €80 for cleaning. These deposits must be paid upon arrival, exclusively by credit card or by cheque. They will be refunded after the checkout inspection, subject to deductions, if applicable, for any damages or cleaning costs.

Choice of the placement of your Accommodation / Location in the campsite

The Client's wishes for a specific location or accommodation in the campsite are non-binding. They will be considered as far as possible, with assignments based on availability and reception capacity at the Client's arrival. However, the Client may book a specific plot, subject to availability and payment of a surcharge whose amount is set by the campsite.

Late arrival and early departure

If arrival is delayed or departure is earlier than the dates stated on the Client's reservation confirmation, the Client must inform the Camping.

No price reduction for the stay can be considered and the Client cannot claim any refund for the portion of the stay not undertaken.

Security deposit

A security deposit of €400 for the rental accommodation and €80 for cleaning will be requested from the Client prior to their arrival (approximately one week to one month before their arrival date) or, if applicable, at the Camping reception. This deposit will be refunded at the end of the stay and no later than eight days by mail from their departure, subject to the return of the accommodation / site in good condition and clean.

The Camping also reserves the right to retain part or all of it in case of damage to the accommodation, the site and/or its contents and/or equipment on the campsite.

The Camping also reserves the right to deduct from the security deposit the amount corresponding to missing equipment and/or cleaning fees if this has not been properly carried out at departure.

The accommodation / site: It is imperative that the rented accommodations and sites are returned in their original condition. In case of damage (breakages, missing items, deteriorations) the Camping will inform the Client in advance, then reserve the right to deduct the necessary amounts to restore the rental to its original state.

Cleaning / Final Cleaning: At departure, the Accommodation and/or the Site must be left in an appropriate state of cleanliness (floor cleaned, dishes washed, blankets stored, bins emptied, cupboards clean, kitchens and bathrooms/WCs cleaned). If the Client notices anomalies on arrival, they must inform the Camping in writing within 24 hours, so that immediate measures can be taken to resolve the issue. Without this notification, no favorable response to their claim can be given. If the obligation to return the Accommodation and/or the Site in good condition of cleanliness at the end of the stay is not respected, the Camping reserves the right to charge the Client cleaning fees and deduct them from the security deposit, after prior notice to the Client.

Cleaning service: The Client has the option to choose a end-of-stay cleaning service which will be charged specifically between €60 and €100, the cost of this service depending on the category of their accommodation. Choosing this cleaning option does not exempt them from maintaining a minimum level of cleanliness in the Accommodation by disposing of all rubbish, emptying bins, washing dishes, folding blankets as a sign of respect to the Camping maintenance teams.

Other types of security deposit: In some Campings, a security deposit may be required for renting barbecues, bikes, providing badges for barrier access, or any other specific service.

Animals

Pets: Pets (except for dogs of the 1st and 2nd categories) are welcome in certain Campings, for a fee per animal, payable at the time of your reservation. When allowed, they must be kept on a leash at all times. They are prohibited near pools, in food shops and in the reception, entertainment and sanitary buildings. The vaccination record for dogs and cats must be up to date.

The conditions for admitting animals are specified in the conditions specifically applicable to each Camping on the Website.

Visitors

Visitors are admitted inside the Camping after presenting themselves at the reception and paying the visitor fee.

Visitors will have access to the Camping facilities, except for the aquatic areas.

Internal rules

The Client undertakes to read the Camping's Internal Rules before arrival. They acknowledge that these Internal Rules will govern their stay in addition to the CGV.

During the stay, the Client agrees to respect the Internal Rules and to ensure they are respected by the people staying with them and/or their visitors, who are under their responsibility.

In case of non-compliance with the Internal Rules, the Camping shall have the authority to enforce them and, if necessary, to adopt any necessary sanctions, up to the exclusion of the Client from the campsite without refund of the stay price.

➤ **Relocation**

In case of impossibility due to an exceptional situation of making the Accommodation or the reserved Site available to the Client, the Camping may offer the Client relocation to an establishment of equivalent type and category.

➤ **Liability**

In accordance with the current legislation (article 1952 of the Civil Code), the sale of tourist stays does not fall within the liability of hoteliers.

Consequently, the Camping's liability cannot be engaged in case of loss, forgetfulness, theft or damage of personal effects, notably in the accommodation, on the Site, common areas and adjacent parking.

The Client is responsible for the safety of their Accommodation / Site during their stay and must ensure it accordingly. Certain precautions can prevent potential inconvenience for the Client, notably: closing doors, glazed bays, windows before leaving the premises.

➤ **Authorization to reproduce and distribute the image**

The Camping, during the Client's stay, may take photographs and/or record videos within the campsite for animation and/or communication purposes, on all media, on which the Client and accompanying persons may appear.

By accepting the terms and conditions, the Client is presumed to authorize the Camping to use the photos and/or videos in which they appear for the aforementioned purposes. They stand as guarantor of this authorization for accompanying persons. Any specific refusal must be notified in writing to the Camping.

The Client or one of the accompanying persons may request at any time, within a reasonable period, the removal of any image in which they are recognizable by sending a written request to the Camping.

➤ **Unavailability of certain services**

The services and facilities offered (swimming pool, restaurant, activities, entertainment, etc.) may not be available all year round, especially for climatic reasons or in case of force majeure, or may not operate in all seasons of the year. They may therefore be temporarily unavailable during all or part of the Client's stay.

Any difficulty related to its services for a reason beyond the Camping's control will not give rise to a refund or a reduction of the stay price.

The Camping will make its best efforts to inform the Client of works or arrangements undertaken during their stay.

➤ **Termination of the booking contract in case of violation by the Client**

The booking contract will be automatically terminated by the Client's fault in one of the following situations:

- **If the Client does not arrive at the campsite within 24 hours after the start of the stay, without justification or notification of arrival, the Camping will consider that they have renounced their accommodation after the 24-hour delay. The total amount paid will be retained, if applicable, and no refund will be given.**
- In case of repetition of offenses, i.e., if the Client or their companions violate the rules after receiving a warning by email to comply with the Internal Regulations, the Camping reserves the right to terminate the stay contract with immediate effect. In such a case, the Client will be required to leave their Accommodation and/or Site within three hours following the termination of their contract, which will be notified by email. No refund from the campsite will be issued. In particular, the Camping declines any responsibility in the event of the exclusion of a Client by the campsite for failing to respect the Internal Regulations.

ARTICLE 8: MODIFICATION OR CANCELLATION OF STAY

➤ **Modification or cancellation by the Client**

It is recalled that the Client does not benefit from the right of withdrawal in accordance with Article L221-28-12 of the Consumer Code. Any request to modify or cancel the stay must reach the Camping by email at annulations-modifications@alphacamping.fr.

The cancellation or modification of the stay will incur the following fees by the Camping:

More than 30 days before the start of the stay: in case of cancellation, 30% of the stay price, as well as the handling and insurance fees (if taken out), will be kept by the campsite.

From 30 days to less than 30 days before the planned arrival date: in case of cancellation, the full stay price, as well as the handling and insurance fees (if taken out), will be kept by the campsite.

For all reservations made through a tour-operator, the tour-operator's general terms and conditions of sale apply.

A change of dates or of the stay content is considered a cancellation with application of fees according to the above scale. For any other modification request, provided it is possible, handling fees will be applied up to twenty-five euros (25€).

Modification or cancellation by the Camping

In the event that the Camping cancels the Client's stay for a reason not covered by force majeure, according to the definition resulting from established case law, the Camping will notify the Client as soon as possible by email. The Camping will make its best efforts to offer the Client a replacement solution.

Failing an alternative solution approved by the Client, the amounts paid will be fully refunded within a period of 72h.

ARTICLE 9 : CANCELLATION INSURANCE

The price of the stay does not include cancellation insurance. This remains optional and is offered during the booking procedure (insurance taken out with NEAT Camping that covers the Client, under certain conditions, before departure and during the stay).

The corresponding amount is payable in full and only at the time of booking. The proposed insurance is as follows: FLEX Insurance: Cancellation with or without supporting documents for any unforeseeable event, independent of your will, that prevents you from leaving. REFUND WITH SUPPORTING DOCUMENTS: Refund of 100% of cancellation fees (see deductible) REFUND WITHOUT SUPPORTING DOCUMENTS: Refund of 70% cancellation fees (see deductible)

For more details: <https://campinglespresduverdon.com/info-assurance-annulation>

You must check with your insurance that you have a holiday/vacation extension under your Home Insurance contract and its terms of coverage. If this is not the case, you are required to insure yourself against the risks inherent to its use. To know: accident, death, theft, loss, damage to personal belongings (suitcases, items, furniture, valuables, vehicles, bicycles...). You must also insure for any damage it may cause in the rental accommodation or in the campsite, whether due to you or your accompanying persons. You must provide proof of your insurance upon the first request. In the context of renting or lending bicycles, you are required to insure against theft, loss or damage.

ARTICLE 10 : COMPANY CONTACT DETAILS AND CUSTOMER SERVICE

For any information or question, the Camping customer service is available to the Client:

E-Mail : campinglespresduverdon@alphacamping.fr

Phone number : 04 12 29 02 27

Camping Bel Air Village LES PRES DU VERDON, 423 Chemin du lac, 04500 QUISON

ARTICLE 11 : COMPLAINTS - DISPUTES

Any complaint by a Client regarding a difficulty during the stay must be notified precisely by registered letter with acknowledgement of receipt to the Camping no later than twenty (20) days after the end of the stay by writing to the following address Camping Bel Air Village LES PRES DU VERDON, 423 Chemin du lac, 04500 QUISON or by email to the address reclamation@alphacamping.fr . A copy of the complaint may be sent by the Client to the Camping. Furthermore, when a non-compliance in the performance of the contract services is found on site, the Client is required to report it to the Camping within 24

hours, by telephone at 04 12 29 02 27 with written confirmation, by email to the address campinglespresduverdon@alphacamping.fr or by post to the address Camping Bel Air Village LES PRES DU VERDON, 423 Chemin du lac, 04500 QUISON .

Any request for a review of the case file must be submitted in writing by the Client within 14 days following the reply sent by email or by post by the Camping. In the event of disagreement with the Camping regarding the handling of the complaint, and less than one year after the Client has submitted a written complaint to the Camping, the Client will have the possibility to use the services of MEDIATION TOURISM AND TRAVEL offered by the Camping. The Client may submit their mediation request to MEDIATION TOURISM AND TRAVEL electronically: <https://www.mtv.travel/> Mediation is free of charge, except for the costs of a lawyer, expert or any other person that the Client chooses to involve in the mediation. The European Commission has also set up a dispute resolution platform intended to collect any consumer complaints following an online purchase in order to then forward them to the competent national mediators.

This platform is accessible via the following link: <https://webgate.ec.europa.eu/odr/main/index.cfm?event=main.home.show&lng=FR>

ARTICLE 12 : APPLICABLE LAW AND COMPETENT JURISDICTION

The Terms and Conditions are governed by French law. The Terms and Conditions were drafted in the French language and then possibly translated into different language versions. For their interpretation in the event of a dispute, only the French-language text is authoritative, the translated versions being provided for information purposes. In the event that one of the Terms and Conditions clauses is declared null and void, this shall in no way affect the validity and compliance with the other clauses, which will remain fully applicable. Any dispute or disagreement to which they could give rise, both as to their validity and as to their interpretation, performance or termination, will be

brought by the most diligent party before the French courts, regardless of the Client's country of origin, unless otherwise provided by provisions of public policy.

ARTICLE 13: PERSONAL DATA

The processing of personal data that the Camping implements for reservation purposes is governed by the Camping Bel Air Village Personal Data Protection Charter, available on the website <https://campinglespresduverdon.com/>

ARTICLE 14: OPPOSITION TO TELESELLING BY PHONE

In accordance with Articles L.223-1 and following of the Consumer Code, if the Client no longer wishes to be solicited by phone at the number they provided to the campsite, they can register this phone number at any time on the do-not-call list online at www.bloctel.gouv.fr or by mail by writing to: Opposetel Company, Bloctel Service, 6 rue Nicolas Siret 10000 Troyes.