

# General sales conditions Camping Paradis Family Les Rives de

the Hérault

## **Preamble**

These General Sales Conditions apply to all services offered on the Family's Camping Les Rives de l'Hérault website or on any other form of communication. The website content is intended to inform customers. Some of the services offered may be subject to change depending on the occupancy rate and/or may be accessible only on certain dates during the season. The prices shown are for guidance and are subject to change and valid only for the current season. The service will take place at the rate in effect on the date the order is placed. Prices are shown including all taxes (TTC). Any change in the VAT rate will result in a change in the price. In accordance with the Tourism Code, Camping Paradis Family Les Rives de l'Hérault reserves the right to make changes to the information on the website or on any other form of communication. In the event of significant changes, these

will be communicated on the campsite website via an Erratum.

## **1. BOOKING CONDITIONS**

- Any contracting party must be at least 18 years old and be legally able to enter into contracts and not be under guardianship or curatorship. The contracting party must be present throughout the entire length of the stay. The booking is effective only with the campsite's approval, after receipt of the deposit and after receipt either of the booking contract duly completed and signed, or after acceptance of the general sales conditions when booking on

line.

- The booking of a camping pitch or a rental is made strictly for personal use. Under no circumstances may you sublet or assign your

booking without the prior consent of the campsite.

- Minors must be accompanied by their parents or legal guardians.

### **Camping pitch**

- The base package includes the pitch for a tent, caravan, or motorhome for 1 or 2 people, access to the toilets and reception facilities. Additional charges (extra person, pets, extra vehicle, etc.) are not included in the base package and will be added to it. Campsites can accommodate up to 6 people

maximum (baby included).

### **Rental**

- The rental accommodations are equipped. The base package is from 2 to 8 people (baby included) depending on the type of accommodations.
- Camping Paradis Family Les Rives de l'Hérault reserves the right to refuse access to the campsite to groups or families presenting with a number of participants higher than the capacity of the rented accommodation.

Booking fees The processing fees amount to €30 for a rental and for a camping pitch.

## **2. RATES, TOURIST TAX, ECO-PARTICIPATION**

- The listed prices are valid for the 2025 season. The prices are in euros, include VAT, and correspond to the chosen accommodation, its number of people and its duration. Local taxes and any potential surcharges are not included. • A tourist tax collected for the Commune of Gignac is payable at your arrival, per night and per person over 18 years old.
- An eco-participation is to be paid on arrival, per night and per person. Our operation is subject to taxes on natural resource extraction (clean water) and waste treatment (wastewater, household waste, ...). It is therefore a budgetary repercussion of compensation and awareness value (0.20€/person/night)

awareness (0.20€/person/night)

## **3. PAYMENT CONDITIONS**

- In rental, for reservations made more than 30 days before the start of the stay, a deposit of 30% of the price of the reserved services must be paid at the time of booking. The balance must be paid no later than 30 days before the start date

stay at the campsite.

- At a camping pitch, for reservations made more than 30 days before the start of the stay, a deposit of 30% of the price for the booked services must be paid at the time of reservation. The balance must be paid no later than 30

days before the start date 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.

Our financial partner FLOA offers payment solutions for your purchases of goods and/or services, either deferred, or in 3 or 4 installments by bank card. These payment solutions are reserved for individuals (adult natural persons) residing in France, holding a Visa or MasterCard bank card with a validity date matching the duration of the repayment. FLOA, RCS Bordeaux 434 130 423, whose registered office is located at Immeuble G7 - 71 Rue Lucien Faure, Bordeaux (33300), subject to the supervision of the Autorité de Contrôle Prudentiel et de Résolution (ACPR) 4 Place de Budapest, CS 92459, 75436 PARIS CEDEX 09, and registered with ORIAS under number n° 07 028 160 ([www.orias.fr](http://www.orias.fr)). FLOA reserves the right to accept or refuse your financing request; you have a legal right of withdrawal period of 14 days. To learn more, [clickhere](#). We draw your attention to the fact that if you request to pay your order for goods and/or services by means of these payment solutions, your personal data will be transmitted to FLOA for the purposes of assessing your financing request, managing your credit agreement, and where applicable, of

debt collection. For more information, [clickhere](#). —

## **4. NO RIGHT OF WITHDRAWAL**

In accordance with Article L.221-28 of the Consumer Code, Camping Paradis Family Les Rives de l'Hérault informs its customers that the sale of accommodation services provided on a specified date, or according to a specified schedule, is not subject to the provisions relating to the withdrawal period of

14 days.

## 5. SETTLEMENT OF THE STAY

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Accepted payment methods For the deposit and for the balance, you can honor your reservation or your stay by the following payment methods: bank cheque, French postal cheque, holiday cheque, postal money order or cash, credit card, national or international bank transfer

On the campsite's website Payment terms Any firm booking request made by

the buyer breakdown is as follows:

- Deposit of 30% of the stay amount + handling fees + insurance cancellation (optional)
- Balance of the stay no later than 30 days before your arrival for stays in rental and camping pitch. If the balance is not paid within the indicated deadlines, it is considered cancelled and our cancellation terms described below apply.

By mail Any firm booking request originating from the buyer is divided as follows

- Deposit of 30% of the stay amount + handling fees + insurance cancellation (optional) Balance of the stay no later than 30 days before your arrival for stays in rental and camping pitch. If the balance is not paid within the indicated deadlines, it is considered cancelled and our cancellation terms described below apply. This booking has contractual value only upon receipt by the buyer of a registration confirmation issued by the campsite. The balance of the stay must be paid no later than 30 days before the start of the stay. If the balance is not paid within the indicated deadlines, it is considered cancelled and our cancellation terms described below apply

## 6. CANCELLATION AND CHANGES to your booking

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- The Client may request to modify their stay in the same campsite (dates, type of accommodation). Without prejudice to the fact that the full payment of the balance is due before departure, any modification at the client's request is possible and may incur modification fees. Any request for modifications must be made in writing by the client and is subject to availability and

of acceptance by Camping Paradis Family Les Rives de l'Hérault. If the contracting party wishes to extend their stay, the current rate will be applied. Any change made by you, from a higher tier to a lower tier, will not

entitle any refund.

- Any request to shorten the duration of your stay is considered as a partial cancellation and will be subject to the cancellation terms and interruptions of the stay.
- Any request from the CLIENT to modify or cancel the STAY must be sent

to Family's Camping Les Rives de l'Hérault by registered letter with return receipt requested. The time limits mentioned below start from the date of receipt of this letter, the postmark proving authenticity. Cancellation or modification of the STAY will incur the following minimum fees: \* More than 30 days before the start of the STAY: 30% of the price of the STAY + the

fees

administrative fees + insurance fees (if taken out);

**\* Less than 30 days before the start of the STAY: 100% of the price of the STAY + the fees**

administrative fees + insurance fees (if taken out).

Unused services Any interrupted or shortened stay (late arrival, early departure), or in the case of non-arrival at the campground for a reserved accommodation of the

client's fault will not entitle any refund of the said service.

**If the campground cancels your stay without your agreement, they undertake to reimburse you the full amount paid and will find you a housing solution if applicable.**

housing where applicable.

Cancellation caused by the campground Family's Camping Les Rives de l'Hérault. To obtain any possible compensation, we invite you to purchase cancellation or stay interruption insurance at the time of booking. In case of cancellation caused by Family's Camping Les Rives de l'Hérault except in the case of force majeure, the

stay will be fully refunded.

Cancellation insurance We invite you to purchase cancellation insurance or stay interruption insurance at the time of booking.

- The Camping Paradis Family Les Rives de l'Hérault offers you an insurance Cancellation and Interruption in your rental agreement. Our partner commits to

reimburse all or part of the stay to our vacationers. In case of cancellation, notify the campground of your withdrawal as soon as an event preventing your departure occurs by mail or email. If the claim is provided for in the general conditions, notify the insurer within 48 hours and provide all necessary information and

supporting documents.

## **7. YOUR STAY**

### **Arrival**

Camping pitches: arrivals are from 12:00 PM.

Rental accommodations: on your arrival day, you will be welcomed from 5:00 PM, and upon handing over the keys to your rental, a security deposit will be requested. During your stay the campsite disclaims all responsibility in case of incidents within the camper's civil liability. All guests must comply with

the provisions of the house rules.

Each named tenant is responsible for disturbances and nuisances caused by people staying with them or visiting them.

### **Departure**

•Rental accommodations: on the day of departure indicated in your contract, the rental accommodation must be released before 10:00 AM. The accommodation will be returned in a perfectly clean condition, and the inventory may be checked; any broken or damaged item will remain at your expense, as well as the restoration of the premises if necessary.

necessary.

•The security deposit will be refunded at the end of the stay after deduction of any allowances retained, on supporting invoices, for any damages found during the check-out inventory. The deduction of the security deposit does not exclude additional compensation if costs exceed its amount. • In case the accommodation has not been cleaned before your departure, a cleaning fee of

a minimum cleaning fee of €40 including tax will be charged.

•For any delayed departure, an extra day may be charged at the price of the current night.

## **8. VISITORS**

Visitors are admitted to the campsite premises after checking in at the campsite reception and paying the visitor fee. Visitors will have access

to the campsite facilities, except for the water areas.

## **9. ANIMALS**

Animals are accepted (except for dogs of the 1st and 2nd category) for a fee payable at the time of your reservation. They must be kept on a leash at all times. They are prohibited near swimming pools, in food shops and in buildings. The vaccination record for the

dogs and cats must be up to date.

## **10. IMAGE**

You expressly and unconditionally authorize Camping Paradis Family Les Rives de l'Hérault to use photographs and/or films that may be taken during your stay for the communication needs of the Family Camping group.

Camping. Anyone holiday-maker who refuses to be photographed and/or filmed during their stay must inform Camping Paradis Family Les Rives de l'Hérault beforehand and in writing. You also authorize their dissemination, publication and commercialization on any type of medium that may be used.

## **11. DISPUTE**

Any complaint regarding non-conformity of the services with respect to the contractual commitments can be reported by mail or email to

Camping Paradis Family Les Rives de l'Hérault.

Any insult toward the campsite managers will be sanctioned by dismissal from the campsite immediately without any possible refund.

Any behavior deemed by the campsite managers as inappropriate, to the interior and on the facilities of the campsite, and having been verbally reported, must be stopped under penalty of exclusion from the campsite.

## **12. MEDIATION**

In the context of a dispute, you have the possibility to contact us in the following way:

following :

- Sending a letter by registered mail with acknowledgment of receipt to Camping Paradis Family Les Rives de L'Hérault.
- If no solution is found please contact our mediator CM2CMediator Camping

## **13. RESPONSIBILITY**

Camping Paradis Family Les Rives de l'Hérault. The client expressly acknowledges that Camping Paradis Family Les Rives de l'Hérault cannot be held responsible due to communications by its partners. All photos and texts used on the Camping Paradis Family Les Rives de l'Hérault website are

non-contractual. They are only indicative.

## **14. IT AND FREEDOM**

The information you provide to us when placing your order will not be transmitted to any third party. This information will be considered by Camping Paradis Family Les Rives de l'Hérault as confidential. It will be used only by Camping Paradis Family Les Rives de l'Hérault for processing your order and to strengthen and personalize communications and service offers reserved for Camping Paradis Family Les Rives de l'Hérault clients based on your interests. In accordance with the Data Protection Act of January 6, 1978, you have a right of access, rectification, and opposition to the personal data concerning you. To exercise this right, simply send us a request by mail to the following address: chemin de la meuse, 34150

GIGNAC by providing us your name, first name and address.

## **15. Inflatable water play area**

Open from 10am to 7pm,

Regulated access, visitors are not allowed.

It is prohibited to enter with shoes, flip-flops and others, to eat, drink, smoke and urinate inside the aquatic area. Swimwear must be clean, worn above the elbows and above the knees. Trunks or swimming briefs are mandatory / swim shorts PROHIBITED. Baby swim diapers required.

**Children are under the responsibility and supervision of their parents.**