

General and conditions of sale

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These general conditions automatically govern all sales of stays made on the website www.domainelabergerie.com. They are an integral part of any contract concluded between the campsite and its customers. Each customer acknowledges having read these general conditions prior to any booking of a stay, for themselves and any person participating in the stay. In accordance with current law, these general conditions are made available to any customer for information purposes prior to the conclusion of any contract for the sale of stays. They can also be obtained by simple written request addressed to the head office of the establishment's headquarters.

The Domaine de la Bergerie is designed for families. Group stays may therefore be refused. Similarly, all minors must be accompanied by a legal representative.

Booking conditions

The price of the stays is indicated in euros, including VAT. The tourist tax is not included for the campsite, it is included for rental properties. The reservation (rental and campsite) only becomes effective with our agreement and after receiving the payment of the deposit and administrative fees.

After acceptance of the reservation, we will send you confirmation by email.

Any confirmed reservation constitutes firm and definitive acceptance of these general conditions.

All reservations are nominative and cannot be transferred.

For rental: The reservation will only be final after receipt of the balance no later than 30 days before arrival. For any reservation made less than 30 days before the rental start date, the total amount of the stay must be paid.

In the event of non-payment of the balance within the deadline, The Domaine reserves the right to cancel the reservation

For any unreported delay, the rental/location becomes available 48 hours after the arrival date mentioned on the reservation contract. After this period, and in the absence of a written message, the reservation will be void and the balance of the stay will remain with the campsite management.

Change of reservation

Reservation dates are fully due. No reduction will be made in the event of delayed arrival or early departure.

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Cancellation

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

For any cancellation, made in writing only, **THE COMPENSATION FOR BREACH OF CONTRACT TO YOU IS:**

- the full 30% deposit if you cancel more than 30 days before the scheduled arrival date.
- the total amount of the reserved stay if you cancel less than 31 days before the scheduled arrival date.

Withdrawal

The legal provisions relating to the right to withdrawal in the event of distance selling provided by the Consumer Code do not apply to tourist services (Article L. 121-20-4 of the Consumer Code). Thus, for any order of a stay at the campsite, the customer has no right of withdrawal.

Cancellation insurance

We advise you to take out cancellation insurance. This contract offers you a cancellation guarantee which allows you to obtain a refund of the sums paid in the event of cancellation of your stay or early departure under certain conditions (illness, accident...).

PLEASE CONSULT THE GENERAL PROVISIONS, YOU CAN DOWNLOAD THEM OR CONSULT THEM ON OUR WEBSITE OR CONTACT THE CAMPEZ COUVERT INSURER DIRECTLY.

Course of the stay

For rent and camping: arrivals are from 3.30 pm.

Rentals:

In HIGH SEASON, reservation is 7 nights minimum with 2 possible arrivals and departure days: Saturday and Wednesday. OUT OF SCHOOL HOLIDAYS, reservation 2 nights minimum with arrival or departure every day.

Camping pitches:

In HIGH SEASON, reservation 7 nights minimum, in OFF SEASON 2 nights minimum. Arrival or departure every possible day, subject to availability of the planning.

Premium pitch: 2 days only arrival and departure possible in HIGH SEASON.

Deposit

Upon arrival, a deposit of 300€ will be asked. An inventory must then be carried out (without our presence) and submitted to the office no later than 24 hours after your arrival. After this period, no complaints can be considered.

The invoicing of any damage will be added to the price of the stay as well as the charge of a cleaning service if you do not leave the accommodation in a perfectly clean state. If you cannot be present during the inventory, your deposit will be cancelled, and you will receive an email confirming its destruction within 15 days.

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Departure

Check-out must be completed before 11:00 a.m.

A late departure will result in an extra night's charge in the following cases:

- if the keys are not returned or the pitch is not vacated after 11:00 a.m.;
- if you are still present on the Domaine after 12:00 p.m.

Any extension of the stay must be made at least 24 hours before the scheduled departure date.

Visitors

Visitors are allowed on the Domaine (entrance fee applies during high season), but they have **no access** to the water park, activities, or facilities.

We reserve the right to limit the number of visitors or deny entry at our sole discretion.

For stays of fewer than 7 nights, no visitors will be permitted on the Domaine.

Animals

Pets are allowed with an extra charge.

Internal regulations

All tenants must comply with the provisions of the internal regulations.

Wearing a bracelet is obligatory throughout your stay at the estate.

Shorts, board shorts, burqas and burkinis are not allowed in the pool for hygienic reasons!

Quads and pocket bikes are strictly prohibited at the domain.

Remember to take a clothesline because hanging from trees is prohibited.

Responsibility

Domaine de la Bergerie cannot under any circumstances be held responsible in the event of an accident, injury, irregularities, loss or theft of personal effects or luggage. It is up to the customer to take out insurance to cover accidents or incidents relating to civil liability.

Image rights

During your stay on our campsite, you may be photographed or filmed for the design and production of our advertising brochures, our website and various promotional media including Facebook. This authorization is granted free of charge, for all countries and for a period of 5 years, unless you notify reception in writing upon your arrival of your opposition to this practice.

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Climatic and health conditions

The management of Domaine de la Bergerie declines all responsibility if the events that unfavorable climatic or health conditions lead to cancellation of certain services or activities. Under no circumstances will these poor climatic or health conditions give rise to any reduction or refund, full or partial.

Mediator

In the event of a dispute and after contacting the establishment's "customer service", any campsite customer has the possibility of contacting a consumer mediator, within a maximum period of one year from the date of the written complaint, by recommended with reception letter to the operator.

The contact details of the mediator that the customer can contact are as follows: Médiation Solution 222 chemin de la bergerie - 01800 St Jean de Niois . www.sasmediationsolution-conso.fr

European platform for online resolution of consumer disputes:

<https://ec.europa.eu/consumers/odr/main/index.cfm?event=main.home2.show&lng=FR>

Applicable law

These general conditions are subject to French law and any dispute relating to their application falls within the jurisdiction of the Tribunal de grande instance or the Tribunal de commerce de Fréjus.

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