

# Sales terms 2018

## Article 1 - Sales Terms and Conditions

The present sales terms and conditions rule all the stays sold on the website [www.camping-artdevivre.com](http://www.camping-artdevivre.com). They are included in the contract binding the establishment and the customers.

The client agrees to acknowledge these terms and conditions prior to any booking request for a stay concerning himself and any other person enjoying the stay.

According to the law in force, the present terms and conditions are available for the client for information only and prior to any contract for holiday purchase. The terms and conditions are available on written request to the establishment office.

## Article 2 - Booking conditions

### 2.1 Price and payment

All prices are given in Euros, including VAT. The client's attention is drawn to the fact that the tourist tax is not included in the price.

Camping pitches booking requests: Pitches booking requests are nominative and non transferable. The lease is only effective after the establishment agreed and has received the deposit and the administration fees.

Rented accommodations booking requests: Rented accommodations booking requests are nominative and nontransferable. The lease is only effective after the establishment agreed and has received the deposit and the administration fees.

### 2.2 Changing your booking request

No discount will be granted for late arrivals and/or early departures.

### 2.3 Cancellations

According to the general sales terms and conditions, any booking with unpaid balance will be cancelled.

### 2.4 Withdrawals

The legal dispositions related to withdrawals on on-line sales do not apply to tourist services (article L.121-20-4 from the French Code de la consommation).

For any on-line booking, customers will have no right of withdrawal.

### 2.5 Cancellation Insurance

We advise you to subscribe cancellation insurance. This contract offers you cancellation insurance enabling you have the paid sum back if you cancel your stay or leave earlier under certain events and circumstances (illness, accident, etc.).

Insurance prices:

• **3,5 % of the price of your stay.(no refund out of cancelation insurance)**

## **Article 3 - During your stay**

### **3.1 Arrivals and departures**

In rented accommodations arrivals from 4.00 p.m. and departures before 10 a.m

In camping pitches arrivals from 12 a.m and departures before 12 a.m  
Free day of arrival.

### **3.2 Guarantee**

A 300€ guarantee(300 for damage and for cleaning) will be deposit on your arrival. It will be given back on your departure during the reception opening hours and after inventory of fixtures. Any damage will be invoiced and

added to the price of the stay as well as the cleaning fees if the accommodation is not perfectly clean when you leave.

If you cannot attend the inventory of fixtures, your guarantee will be sent back by post.

### **3.3 Departures**

Any delay for giving back the key after 10 a.m.and leaving the pitch after 12 a.m will be invoiced one extra night.

Should your stay be extended, you must warn the establishment at least 24 hours before the departure date set previously.

### **3.4 Animals**

Animals are not allowed inside the accommodations.

### **3.5 Policies and procedures**

In accordance with the law in force, the client agrees to subscribe to the Policies and procedures, listed in the Préfecture, available at the reception desk, it will be given on demand.

## **Article 4 – Liability**

The establishment is not liable for any damages on the holiday-maker's equipment. Holiday-makers must have subscribed civil liability insurance for their equipment (FFCC, ANWB, ADAC, etc.)

## **Article 5 - Applicable Law**

These general conditions are subject to French law and all disputes concerning their application must be in writing(recorded delivery) to the campsite owner within 30days of the end of the stay

### **Data-processing and Liberties.**

The information you provide us with at the time of your booking will not be transmitted to any third party. The campsite shall treat this information as confidential. It shall be used solely by the campsite for processing your booking and to reinforce and personalise communication and the services offered to the campsite concerning your centres of interest. In accordance with the data processing and liberties law of 6 January 1978 and the RGPD of 25 May 2018, you have the right to access, amend and change personal data relating to you. To do this, simply write to us at the following address, stating your full name and address :

Camping l'art de vivre 960 chemin de l'islon st luc 84230 chateauneuf du pape