

The general conditions of sale

1- Booking conditions

The reservation becomes effective only with our agreement, after receipt of the deposit and after acceptance of the general conditions of sale when booking online.

The reservation of a camping pitch or rental is made on a strictly personal basis. Under no circumstances may you sublet or transfer your reservation without our prior consent.

The reservation is granted as a leisure residence exclusively.

Minors must be accompanied by their parents or legal guardians.

In the absence of information from the customer specifying that he has deferred the date of his arrival, the accommodation or the pitch becomes available 24 hours after the date of arrival mentioned on this contract.

2- Group booking

The accommodation offered on our website is intended exclusively for individual customers. For any group booking request, you must contact us. We reserve the right to study the reservation request before accepting or refusing it.

3- Tourist tax and booking fees

The tourist tax is a local tax which must be paid to us who then donate it to the public treasury. This tax is in addition to the price of the stay and only concerns people aged 18 and over.

For any mobile home rental reservation, you will be asked for an administrative fee of €10.00.

4- Cancellation and modification

4-A-Modification of your reservation

The customer can request the modification of his stay, (dates, types of accommodation), on request from us either in writing (mail, email), or by telephone to the extent of availability and possibilities. No postponement will be accepted for the following season. Failing any modification, the customer must make his stay under the initial booking conditions or cancel it according to the cancellation conditions.

Any request to increase the length of stay will be made according to availability and the rates in force.

Any request to reduce the duration of the stay is considered as a partial cancellation and will be subject to the terms of cancellation and interruption of stay.

4-B-Service not used

Any interrupted or shortened stay (late arrival, early departure) by you cannot give rise to a refund.

4-C-Cancellation of the Galier campsite

In case of cancellation by us, the stay will be fully refunded. However, this cancellation cannot give rise to the payment of damages.

Free services cannot give rise to any refund, reduction or compensation of any kind, in the event of temporary or permanent unavailability.

4-D-Cancellation by the customer

In the event of cancellation by the customer or interruption of the stay, the responsibility of the campsite cannot be engaged. As a result, this will not give rise to any reimbursement from the campsite. More than 30 days before your arrival, the amount of the deposit remains with the campsite. Less than 30 days before your arrival, the total rental amount remains due.

We offer optional cancellation and interruption insurance in your booking contract. Our partner Gritchen Affinity undertakes to reimburse all or part of the stay to our holidaymakers according to their general conditions, (which can be consulted on the site www.campez-couvert.com).

In the event of cancellation, inform the campsite of your withdrawal as soon as an event occurs preventing your departure or shortening your stay by registered letter or email. If the loss is provided for in the general conditions, notify the insurer within 48 hours and provide all the necessary information and supporting documents.

5- Maximum capacity

For security and insurance reasons, the number of occupants cannot exceed the capacity provided for by the type of accommodation or reserved location, including newborns. If we observe on your arrival that the maximum capacity of the accommodation or the reserved pitch has been exceeded, we reserve the right to refuse you access to it without reimbursement of the price of the stay.

6- Your stay on a camping pitch

The nature package includes the pitch for the tent, caravan or motorhome, 1 person with or without a vehicle, access to sanitary facilities and the infrastructure of the Galier campsite. Additional costs (additional person, child, etc.) are not included in the package and will be added to it. The comfort package includes the nature package with electricity included. The pitches can accommodate a maximum of 6 people regardless of their age.

To make the reservation, a deposit of 30% of the amount of the stay and possibly the cost of cancellation insurance must be paid at the time of reservation. Payment for the camping stay must be made the day before departure, outside meal times.

The days of arrival are free and the arrival is from noon. For departure, the site must be vacated before noon. Any overrun will result in the invoicing of an additional night.

Animals are accepted (except category 1 and 2 dogs), for a fee payable on departure. When allowed, they must be kept on a leash at all times. The toilets, the surroundings of the swimming pool and other buildings are forbidden to them. The vaccination record must be up to

date. Dogs must be walked outside the pitches and the playground of the campsite. Owners must pick up dirt and are responsible for any damage or accidents caused by their animal.

7- Your stay in a mobile home

The mobile homes are all identically equipped. The basic package is for 1 to 6 people, regardless of their age, depending on the rental model with one to three bedrooms.

These rates include rental, electricity and gas for accommodation, and access to campsite services. They are rented with bedding, duvets, pillows. Sheets and household linen are not provided. You have the possibility to rent bed sets for your stay. The mobile homes all have a living room with kitchenette and kitchen equipment, a shower room, WC and garden furniture.

8- Your stay in unusual accommodation: Pod

The Pods are a wooden hut of (7m²), for 2 people max, from 0 years old. They have a 140 cm bed with 2 pillows, a duvet and bed linen. They are equipped with electric heating, a wooden terrace, a table and 2 outdoor chairs. There are no toilets (neither WC nor bathroom) and no kitchen. Rates include rental, electricity for accommodation and access to campsite services.

- **Sanitary facilities nearby (100m).**

9- Rental booking:

For any reservation, a deposit of 30% of the amount of the stay, the administration fees and possibly the cost of the cancellation insurance must be paid at the time of the reservation. The balance of the stay is to be paid 30 days before your arrival. In the event of a balance not paid on the agreed date, the campsite reserves the right to consider the registration as void and to keep the sums paid at the time of the reservation. No reduction will be granted in the case of late arrival or early departure. In case of booking a rental less than a month before the start of the stay, the full payment will be required when booking.

If you wish to pay by holiday vouchers, like the others, you must pay within the allotted time by sending them by post or registered letter.

Animals are not accepted in the rentals. We love animals but some of our holidaymakers are allergic to hair... and that's why we don't accept them. If you plan to receive visitors, please inform them that their animals are also not allowed.

a- On arrival

Rental of mobile homes is only from Saturday to Saturday in July and August. In low season, stays are for a minimum of 2 nights, the day of arrival is free.

In unusual Pod accommodation, rental by the night all season long.

Arrivals are only **from 4 p.m. until 7 p.m.** If you arrive before this time, you will not be able to access your accommodation.

We reserve the right to refuse access to the campsite to a group or family arriving with a number of participants greater than the capacity of the rented accommodation or with an animal.

b- Security deposit

On arrival, the customer must pay 2 deposits, one of 200.00 € for the mobile home and the other of 80.00 or 100.00 € for cleaning. They will be returned, after the inventory of fixtures on departure, deducted if necessary from the cost of missing or damaged equipment, or end-of-stay cleaning in the event that the accommodation is not returned in a satisfactory state of cleanliness and Operating. They must be made either by credit card imprint without cashing.

c- During the stay

It is up to the tenant to insure himself. He is responsible for his personal items. We decline all responsibility in the event of an incident relating to the civil liability of the camper. All customers must comply with the provisions of the house rules. Each tenant in title is responsible for the disturbances and nuisances caused by the people who stay with him or visit him. He undertakes to respect and to ensure that the persons occupying the accommodation respect the internal regulations of the campsite.

Any breach of the internal regulations is liable to expulsion from the campsite without reimbursement.

d- At the start

On the day of departure indicated on the contract, the rental accommodation must be vacated between 9 and 10 a.m. in low season and 8 and 10 a.m. in July and August. The accommodation will be returned in a perfect state of cleanliness and the inventory can be checked. Any broken, damaged or missing object must not be replaced by the tenant, but by us, and will be invoiced to him. If the time of departure is outside reception opening hours, the return of the deposit will be made by post to the customer's home within a week from the date of departure under the same conditions as before.

10- Electric or hybrid vehicles

A dedicated terminal (11kW) guarantees secure and efficient charging for any hybrid or electric vehicle. Connection to a domestic terminal at the campsite (pitch or rental) is not authorized. You will also find a fast charging point (Révéo) available at the village shopping center (SPAR) 1km away.

11- Visitors

The camper can receive one or more visitors at the reception. If they are allowed to enter the campsite, the camper who receives them is required to pay a fee, insofar as the visitor has access to the services and/or facilities of the campsite, apart from the swimming pool.

Visitors remain under the responsibility of the campers who receive them. This fee is displayed at the entrance and at the reception desk of the campsite. Visitors' cars are prohibited in the campground.

12- **Picture**

You authorize the camping le Galier to photograph, record or film you during your stay and to use the said images, sounds, videos and recordings on all media, in particular on the websites or internet pages of the camping le Galier, including Facebook, on the presentation and promotional materials for the campsite and on tourist guides. This authorization is valid both for you and for the people staying with you. Its sole purpose is to ensure the promotion and animation of the establishment and may in no way harm your reputation. This authorization is granted free of charge, for all countries and for a period of 5 years.

13- **Litigation**

Any complaints must be sent by registered letter AR to the campsite le Galier. In the event of a dispute, jurisdiction is delegated to the court of Mende.

14- **Mediation of consumer disputes**

In accordance with article L. 612-1 of the Consumer Code, within one year of his written complaint, the consumer, subject to article L.152-2 of the Consumer Code, has the right to submit a request for amicable resolution by way of mediation, with

SAS Mediation Solution

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Email: contact@sasmediationsolution-conso.fr

15- **Computing and freedom**

The information that you communicate to us when placing your order will not be passed on to any third parties. These will be considered by the campsite le Galier as being confidential. They will be used only by the internal services for the treatment of your order and to reinforce and personalize the communication and the offer of services reserved for the customers. In accordance with the Data Protection Act, January 6, 1978, you have a right of access, rectification and opposition to personal data concerning you. To do this, simply send us a request by post or email.

According to the legislation in force and for your safety, the campsite informs you that it is **an establishment placed under video surveillance**. For all questions concerning the operation of the device, please contact the reception. Law N°95 73 of 21/01/1995 and decree N°96-926 of 17/10/1996.

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