

# GENERAL CONDITIONS OF SALE

## THE SIERROZ CAMPSITE

### BOOKING CONDITIONS

- The reservation becomes effective solely with the agreement of the campsite, upon receipt of the deposit and either upon receipt of the booking contract duly completed and signed, or upon your agreeing to the general conditions of sale when booking online.
- If the customer fails to pay the deposit at the time of booking or the balance at the latest 30 days before the start of the stay, the campsite reserves the right to cancel the reservation and to make the accommodation available for rental again
- The Sierroz Campsite is not bound by bookings unless the Sierroz Campsite has accepted them. The Sierroz Campsite is free to accept or refuse bookings, depending on availability and, in general, depending on any circumstances that are likely to be prejudicial to the execution of the booking made.
- The Sierroz Campsite offers family holidays, in the traditional sense, and the accommodation has been specially designed for this purpose. The Sierroz Campsite reserves the right to refuse any booking that might contravene or attempt to pervert this principle.
- Booking of camping pitches or rented accommodation is made strictly on a personal basis. Under no circumstances may you sub-let or transfer your reservation without the prior consent of the campsite.
- Minors must be accompanied by their parents or legal guardians.

#### 1. Camping pitches

- The basic package includes the pitch for the tent, caravan, or camper van for one person, access to the toilet block, the residential facilities and to draining.

#### 2. Rental accommodation

- The rental accommodation is fully equipped. The basic package ranges from 2 to more than 8 places, depending on the type of accommodation.
- The campsite reserves the right to refuse access to groups or families whose number exceeds the capacity of the accommodation rented.

#### 3. Booking fees

- The booking fees are 12 € for a booking by email or phone and 3,50 € on the campsite website.

#### 4. Group bookings

- All bookings made for more than 4 accommodation units by one person or made by different people who know each other and who are travelling together for the same reasons and for the same holiday dates at the Sierroz Campsite, are deemed to be group bookings.
- Accommodation appearing on the commercial campsite website is intended exclusively for individual bookings.
- For all group booking requests, you must contact the campsite in question by phone, email or via the « Contact » section.
- The Sierroz campsite contacted reserves the right to examine booking requests before accepting or declining them.

### PRICES AND TOURIST TAX

- Les prices shown are effective for the 2024 season. They correspond to one night and are quoted in euros, including VAT.
- The tourist tax amounts to 0,65€ per person over 18 years old and per night, for a 3 stars campsite in Aix-les-Bains.
- An eco-participation is also applied, 0,20€ per person per night.

### CONDITIONS OF PAYMENT

- For bookings made more than 30 days before the start of the holiday, **the deposit of 20%** of the total price of the facilities booked must be paid to the campsite at the time of booking. **The balance must be paid to the village no later than 30 days before the start of a holiday.**
- For bookings made less than 30 days before the holiday start date, payment must be made in full at the time of booking with the campsite (20% deposit + balance of stay).
- If the customer fails to pay the deposit at the time of booking or the balance at the latest 30 days before the start of the stay, the campsite reserves the right to cancel the reservation and to make the accommodation available for rental again.

### NO RIGHT TO WITHDRAW

In line with article L.221-28 of France's consumer code, the Sierroz Campsite would like to inform its customers that the sale of accommodation services provided on a specific date or according to a specific timeframe is not subject to the provisions pertaining to the 14 days cooling off period.

### CANCELLATION AND ALTERATIONS

#### 1. Booking alterations

- Customers may request for stays to be altered in the campsite (dates, types of accommodation) by writing to the campsite (by post or email) subject to availability and options. **Postponements until the following season are not permitted.** If no alterations are made, customers must spend their holidays as they were agreed when initially booked or cancel them in line with the conditions pertaining to the cancellation insurance.
- Requests to extend the duration of stays will be dealt with subject to availability and in line with applicable prices, at the latest the morning of the day of departure.
- Requests to reduce the duration of stays are deemed to be partial cancellations and will be subject to the terms and conditions which apply to cancellation and termination of stays.

#### 2. Unused facilities

- In the event of stays which are interrupted or cut short for one of the following reasons:
- Border closure by administrative decision
- Administrative closure of the campsite

The customer will receive a refund, on request, of the corresponding amount, minus the cost of the cancellation insurance if such a subscription has been taken out.

Apart from the reasons stated above, all interrupted or shortened stays (late arrival, early departure) due to the customer will not be subject to refunds or credit vouchers.

#### 3. Cancellation by the Sierroz Campsite

In the event of cancellation by the campsite, except in the case of force majeure, payments made for the booking will be refunded in full. This cancellation shall not however incur the payment of damages and interest.

#### 4. Cancellation due to camper

- All requests for cancellation must be sent in writing to the postal address of the campsite or by e-mail. Cancellations made over the telephone cannot be considered.
- All cancellations will result in the annulment of the reservation and the campsite reserves the right to make the accommodation available for rental again.

a. If campers cancel their bookings without taking out cancellation insurance

For one of the following reasons and only up to his/her arrival date:

- Border closure by administrative decision
- Administrative closure of the campsite

The customer will receive a refund, on request, of the corresponding amount.

For all other reasons :

- Case 1 - Cancellation up to 30 days before start of stay:

The deposit of 20% of the price of the stay will be kept by the campsite by way of cancellation costs. Amounts paid, minus the deposit, will be refunded.

- Case 2 - Cancellation less than 30 days before you arrive:

All amounts paid will be kept by the campsite.

- In the event of the stay being cancelled, the amount paid in holiday vouchers may not be subject to any refund, in accordance with Article L.112-14 I. of the French Monetary and Financial Code. In this event, a non-refundable credit voucher valid for the current season will be issued for the sums paid in holiday vouchers, after deduction of any deposit that may have been paid, in line with the conditions indicated above.

b. If campers cancel their bookings having taken out cancellation insurance

- Amounts paid are covered by the guarantee in line with the terms & conditions of cancellation.
  - The Cancellation insurance corresponds to 3.5% of the amount of the stay.
- If the reason is not covered by the cancellation insurance or if the case is rejected by it, the general conditions of sale of paragraph 4 a. apply and the cost of cancellation insurance will be deducted from the amounts paid in the event of cancellation

The Sierroz Campsite reserves the right not to accept a vehicle over 7.50m in length.

Vehicles over 3.5T are also not allowed on the campsite as well as double axles.

Boats and boat trailers are not allowed on the campsite.

In the event of non-compliance with these rules, all sums paid will be retained by the campsite.

### YOUR STAY

#### 1. Arrival

- Days of arrival may vary according to periods (please refer to the campsite conditions).
- Rental accommodation: on the day of your arrival in the campsite, you may check in **from 4pm** (Wednesdays and Saturdays in high season), and you will be required to pay a deposit, **400€ for a mobile home and 300€ for a Coco Sweet**, by credit card, on being handed the keys to your accommodation.
- Campsite pitches: on the day of your arrival, you may check in **from 2pm**.

#### 2. During your stay

It is up to campers to ensure they have insurance cover: campers are responsible for looking after their personal belongings (bicycles etc.). The campsite shall in no event be held liable in case of an incident involving campers' civil liability. All visitors must comply with the provisions of the internal regulations. Each named tenant is responsible for disturbances and nuisance caused by persons staying with or visiting them.

#### 3. Departure :

Rental accommodation :

- On the day of departure specified in your contract, the rental accommodation **must be vacated by 10 a.m.** The accommodation shall be left perfectly clean, and the inventory may be checked. Any breakage or damage shall be payable by you along with any repairs to the premises if that should prove necessary.
- At the end of your stay, the deposit shall be refunded to you after deduction of compensation retained, on production of the supporting invoices, against possible damage ascertained during the departure inventory. The retention of the deposit does not preclude additional compensation in the event of the expenses being greater than the amount of the deposit.
- In the event of the accommodation not having been cleaned before your departure, a fixed cleaning charge of at least 70€ including taxes shall be invoiced to you.

Campsite pitches:

On the day of your departure, the pitch shall be left clean and **must be vacated by 12p.m.**

For any delayed departure, you may be charged for an additional day at the price applicable for that night.

### PETS

Pets are permitted in the campsite (except dogs which are listed in France's 1st and 2nd categories), with payment required when the booking is made.

The campsite allowed 2 pets for a pitch and 1 pet for a mobile home (Mercure, Riviera & Vénus).

When admitted, they must be always kept on a leash and not be left alone in the campsite. They are prohibited in buildings. Excrement must be collected.

Dogs' and cats' vaccination certificates must be up to date (including rabies vaccination).

### IMAGE

You give permission to the Sierroz Campsite, as well as to any person chosen by the campsite, to take photographs of you, to record you or to film you during your stay with the campsite and to use the resulting images, sounds, videos and recordings using any media (especially on the campsite website and web pages, including Facebook and Instagram, on the Sierroz Campsite information and promotion media and on travel and tourism guides). This permission applies for you as well as for people staying with you. The sole purpose of this is to promote and to provide information about the Sierroz Campsite and may in no event damage your reputation. This permission is provided free and for a period of 5 years.

### DISPUTES

Claims regarding non-compliance of services with binding commitments may be submitted by post or email to the manager of the Sierroz Campsite.

### MEDIATION

In the event of a dispute with the campsite, you may contact us in the following way: Camping du Sierroz, Boulevard Robert Barrier, 73 100 Aix-les-Bains

- Send a registered letter with acknowledgement of receipt to the manager of the campsite.
- If you are not satisfied with the response you receive, you may refer to SAS MEDIATION the after a period of one month following the time you sent these letters or emails: sasmediationsolution-conso.fr or 222 chemin de la bergerie 01 800 Saint Jean de Niost - contact@sasmediationsolution-conso.fr

### THE SIERROZ CAMPSITE'S RESPONSIBILITY

The client acknowledges that the Sierroz Campsite may not be held responsible for any false information supplied by its partners or by any third party that might be specified in the campsite brochure or on its website, concerning the residential premises, and particularly its photographs, descriptions, activities, leisure activities, services, and dates of operation. All photographs and text used in the campsite website do not form part of any contractual obligation. They are for information purposes only.

### 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 Sierroz Campsite shall treat this information as confidential. It shall be used solely by the Sierroz Campsite internal services for processing your booking and to reinforce and personalise communication and the services offered to campsite customers concerning your centres of interest. In accordance with the data-processing and liberties law of 6 January 1978, 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 DU SIERROZ Boulevard Barrier – 73 100 Aix-les-Bains  
RC Chambéry 445 106 750