

GENERAL CONDITIONS OF SALE

Camping Les Bords de Loue***

Rue du camping 39100 PARCEY

APE 5530Z, Intra-Community VAT number FR85343865823, contact@jura-camping.fr,
tel: 03 84 71 03 82

Definitions:

Ordering or booking or renting: Purchase of services

Services: Holiday accommodation or bare "tourism" campsite pitch.

Accommodation: Tents, caravans, and mobile homes.

ARTICLE 1 - SCOPE OF THE GENERAL CONDITIONS OF SALE

These General Conditions of Sale apply, without restriction or reservations, to all rentals of accommodation or tent pitches at the Les Bords de Loue*** campsite, operated by Mr. Pascal SPONY, to non-professional clients ("the Clients" or 'the Client'), via the website www.jura-camping.fr or by telephone, postal or electronic mail (email) or in a place where the Services are marketed by the Service Provider. They do not apply to pitches rented for mobile homes, which are covered by a "leisure" (loisirs) contract.

The main features of the Services are presented on the website www.jura-camping.fr or on a written medium - paper or electronic - in the event of a booking by any means other than remote ordering.

Clients must acquaint themselves with this information prior to placing an order. The Client is solely responsible for the choice and purchase of a Service.

These General Conditions of Sale shall apply exclusively to any other terms and conditions set forth by the Service Provider, in particular those applicable to other marketing channels for the Services.

These General Conditions of Sale are accessible at all times on the Website and shall take precedence, where applicable, over any other version or any other contractual document.

The version applicable to the Client is that which is currently in force on the website or provided by the Service Provider on the date the Client places the Order.

Unless proven otherwise, the data recorded in the Service Provider's computer system shall be deemed proof of all transactions entered into with the Client.

Under the conditions defined by the French Data Protection Act and the European Data Protection Regulation, the Client has the right to access, rectify and object to the processing of any personal data at any time, provided that such processing is not essential to the execution of the order and the stay, and any subsequent processing thereof, by writing to the following address, providing proof of identity:

Camping Les Bords de Loue ***

Rue du Camping
39100 PARCEY

The Client declares that he has read these General Conditions of Sale and has accepted them either by ticking the box provided for this purpose prior to placing the Order online and the general conditions of use of the website www.jura-camping.fr or in the event of a booking being made off-line by any other appropriate means.

ARTICLE 2 - BOOKING TERMS AND CONDITIONS

2.1 Prices and Payment

Prices are quoted in Euros including VAT. Clients should note that the price does not include the tourist tax.

For campsite pitch bookings: All rentals are nominative and cannot be transferred. The booking only takes effect with our agreement and after receipt of the total amount of the stay and the booking fee.

The rental only becomes effective with our agreement and after receipt of the deposit, rental contract (for direct bookings) and booking fees.

Deposits paid by Chèque Vacances holiday vouchers cannot be refunded in the event of cancellation even if cancellation insurance has been taken out.

For rental bookings: All rentals are nominative and cannot be transferred. The rental becomes effective only with our agreement and after reception of the total amount of the stay and the reservation fees.

In the event of a late arrival not indicated by the Client, the rental/pitch becomes available 12 hours after the arrival date mentioned on the booking contract. Beyond this period and in the absence of a written message, the reservation shall be null and void and the deposit will be retained by the campsite management.

Stays must be paid for upon arrival. Any extension must be notified and paid for in advance.

Special offers: 7=6 and 14=10:

Only valid for stays of 7 nights or 14 nights and ONLY for direct bookings (telephone or e-mail) or via our website: www.jura-camping.fr.

The offer cannot be applied to several successive stays which, when calculated together, total 7 or 14 nights. Example: 1 stay of 1 night, 1 stay of 4 nights and 1 stay of 2 nights will not entitle you to the 7=6 offer because there are 3 separate stays for a total of 7 nights.

Taxes are calculated according to the number of members of the party for the booking declared in advance (all persons not included in the stay before the arrival date may be refused admission). Participants are included during the dates of stay. If some members of the party do not take part in the entire stay, taxes will still be calculated on the dates of the initial stay.

2.2 Changes to the booking

No discount will be granted for late arrival or early departure.

In the event of a change of dates or number of persons, the Service Provider will endeavour to accommodate requests to change dates within the constraints of available capacity without incurring additional charges; in all cases, this is simply an obligation of means, as the Service Provider cannot guarantee the availability of a pitch or accommodation or another date; an additional charge may be requested in such cases.

Any request to shorten the length of the stay shall be considered by the Service Provider as a partial cancellation, the consequences of which are governed by Article 3.3.

2.3 Cancellation

Any booking not paid in accordance with the General Sales Conditions will be cancelled. The total cost of the booking will be charged if the cancellation is made less than two weeks before the start of the booking. We advise you to take out cancellation insurance.

Cancellation insurance can be taken out up to 15 days before the date of arrival.

Beneficiaries booking with VACAF family allowance for holidays: For any cancellation 15 days before the planned date of stay, the VACAF contribution shall be due to the campsite.

2.4 Withdrawal

The legal provisions relating to the right of withdrawal in the event of remote selling as set out in the Consumer Code do not apply to tourist services (article L.121-20-4 of the Consumer Code).

Therefore, for any order for a stay with the campsite, the client has no right of withdrawal.

2.5 Cancellation Insurance

We advise you to take out cancellation insurance.

You can take out cancellation insurance up to 48 hours after paying the deposit.


Neat Camping peace of mind insurance: your worry-free holiday guarantee!
Choose Neat Camping insurance and ensure a hassle-free stay. Our cancellation insurance offer (optional) guarantees a refund of your stay in the event of an unforeseen event before your arrival, and also covers you in the event of a stay interruption, replacement vehicle, veterinary expenses, etc.

In short:


1. Simplicity and speed: A simple process that ensures you a refund within 48 hours in the event of cancellation.
2. Universal coverage: Whether you are traveling with family, friends or solo, everyone is covered, without restriction of family ties.
3. Easy online declaration: Simplify your process with a user-friendly online declaration for rapid incident management.
4. Cancellation flexibility: Cancel your stay with or without proof, we understand that unforeseen events can happen at any time.

Subscribe to Neat Camping insurance and treat yourself to a holiday with complete peace of mind. Because your moments of relaxation deserve to be preserved.

Insurance rate: 3.4% of the total amount of the stay for bare pitches and rentals.

 +33 5 54 54 25 22

 péché@neat.eu

 As well as the link to our online claim form:

FRENCH <https://declare.neat.eu/campings-independants>

ENGLISH <https://tally.so/r/3xpzQv>

ARTICLE 3 - CONDUCT OF THE STAY

3.1 Check-in and Check-out

For tent pitches: Check-in takes place from 2 pm onwards and check-out takes place no later than 12 noon any day of the week.

For rentals: arrivals are from 4 pm and departures before 11 am any day of the week. From 06/07/2024 to 24/08/2024, mobile home and chalet rentals are only available from Saturday after 4.00 pm to Saturday before 11.00 am (depending on the check-out inventory procedure between 8.00 am and 10.50 am). Outside these periods, rentals are available on a nightly basis subject to availability.

Weekend package Saturday to Sunday or Saturday to Monday :

Arrival from 9 am and departure BEFORE 6 pm. The check-out inventory of fixtures will be made the following day. The deposit cheque will be returned by post or the credit card imprint deleted.

Weekend package Thursday to Sunday or Friday to Sunday or Friday to Monday :

Arrival from 4 pm for chalets and 2pm for tent pitches for departure BEFORE 6 pm. The check-out inventory of fixtures will be made the following day. The deposit cheque will be returned by post or the credit card imprint deleted.

Late arrivals: If you arrive after reception has closed, you must inform the campsite and contact them to pay the balance before your arrival, as well as paying the deposit by credit card.

3.2 Deposit

A €150 deposit per accommodation unit will be requested on the day of your arrival. This amount will be refunded to you on the day of your departure during the opening hours of the cash desk after an inventory of fixtures. Any damage will be charged in addition to the price of the stay, as will cleaning if you do not leave the accommodation in a perfectly clean state. Should you prove unable to attend the inventory of fixtures, the deposit will be returned to you by post.

3.3 Departure

Any return of a key or release of an accommodation after 11 am will result in the invoicing of an additional night. The same applies to the release of a pitch after 12 noon. Any extension

of the stay must be notified at least 24 hours before the planned departure date. Early departures cannot entitle the Service Provider to any reimbursement.

The departure time applies to both tent pitches and campsite rentals. Any late departures will incur additional charges (contact reception).

3.4 Pets

Pets are allowed inside the accommodation subject to certain criteria to be checked with the campsite reception (kept on a leash and clean).

Pets must never be left unattended inside rental accommodation.

3.5 Internal Regulations

As required by law, you must adhere to our internal regulations, which have been deposited at the Prefecture and are displayed at our reception.

3.6. Visitors

Once authorised by the manager or his/her representative, **visitors may be admitted** to the campsite under the responsibility of the host clients **between 8 am and 9 pm (high season) and 8.30 am and 6 pm (low season) ONLY. Access to the campsite is prohibited between 12 pm and 1.30 pm (high season) and between 11.30 am and 2 pm (low season).**

Visitors must first report to reception and state the name of the client or the member of staff they are visiting.

For everyone's safety and well-being, visitors are **required to wear a wristband** which will be issued to them at reception.

Anyone refusing to wear this wristband will not be allowed access to the campsite. Visits are charged at the current rate of 3 euros/person between 8 am and 7 pm. Any visitor found without a wristband, regardless of how long they have been present, will be billed at the current rate and immediately escorted back to the campsite entrance.

Management reserves the right to refuse entry to the campsite to any person whose presence may pose a serious threat to the security, good character and peace and quiet of the site.

Pedlars, hawkers and any other itinerant vendors are strictly forbidden from entering the campsite.

Authorised visitors may use the campsite's services and facilities, **EXCEPT THE SWIMMING POOL.**

However, use of these facilities may be subject to a charge, which must be displayed at the entrance to the campsite and at the reception desk. (except for the pool area)

Visitors' cars are not allowed on the campsite.

3.7 Movement of vehicles and parking

Inside the campsite, drivers must respect the **speed limit of 10km/h.**

The use of vehicles is permitted from 7 am to 11 pm (when the barrier is in operation) and prohibited from 11 pm to 7 am. As a result, the site will not be accessible by car outside these times.

Only vehicles belonging to clients staying at the campsite may be admitted. Parking is strictly forbidden on pitches usually occupied by campsite accommodation unless a parking space has been allocated for this purpose.

In high season, vehicles must be parked on their allocated users' plots or in the car parks at the entrance.

Parking must not impede traffic flow or prevent new arrivals from setting up their accommodation.

Only one vehicle may be parked on an allocated parking space. Any other vehicles must be parked in the clients' car park.

It is strictly FORBIDDEN to plug in electric vehicles at the electricity points at the campsite or in the accommodation.

Failure to comply with this rule will result in a €300 fine. In the event of repeated failure to comply with this rule, we reserve the right to ask you to leave the campsite without a refund.

3.8 Claims

Any claims pertaining to the conditions of the stay must be made on site no later than the following day of your arrival to the management of Camping Les Bords de Loue. This will facilitate finding an immediate solution. Failing this, your stay will be deemed to have been completed satisfactorily by express agreement.

ARTICLE 4 - LIABILITY

The campsite cannot be held liable for any damage incurred to the camper-caravanner's equipment as a result of their own actions; civil liability insurance for your equipment is compulsory (FFCC ANWB ADAC, etc.).

ARTICLE 5 - CANCELLATION IN THE EVENT OF A PANDEMIC

Should the establishment close down in whole or in part during the dates of the booked stay (which is considered to be a total or partial ban on the reception of the public insofar as the Client is directly concerned by the application of this measure) as decided by the public authorities and which is not attributable to the Service Provider, the sums paid in advance by the Client for the booking of the stay will be refunded within a period of **8 (eight) weeks**.

Nonetheless, the Service Provider shall not be liable for any additional compensation beyond this refund of the sums already paid for the booking of the holiday.

Notwithstanding the provisions of the Article:

- **CANCELLATION**, any cancellation of the holiday duly justified by the Client being affected by COVID-19 (infection) or another infection considered to be a pandemic or being identified as a contact case which would jeopardise his/her participation in the holiday on the planned dates shall result in:
 - the issue of a non-refundable credit note valid for **18** months.

Any handling and administration fees as set out in the general terms and conditions shall remain with the Service Provider. In all cases, the Client must provide proof of the event making him/her eligible for this right to cancel.

- **CANCELLATION**, in the event that the Client is obliged to fully cancel the holiday as a result of governmental measures preventing people from travelling (general or local lockdown, border restrictions), despite the campsite fulfilling its commitment to accommodate Clients, the Service Provider will issue a voucher equal to the sums

paid by the Client, after deduction of processing and administration expenses, all of which shall be forfeited to the Service Provider. This non-refundable and non-transferable voucher will be valid for **18** months.

ARTICLE 6 - OBLIGATIONS OF THE PROVIDER - GUARANTEE

The Service Provider guarantees the client, in accordance with legal provisions and without additional payment, against any lack of conformity or latent defect resulting from a design or manufacturing fault in the Services ordered.

The Client shall inform the Service Provider of such defects or non-conformities within a maximum of **24 hours** following the provision of the Services in writing in order to enforce its rights.

The Service Provider shall refund or rectify or have corrected (to the fullest extent possible) the services found to be defective at the earliest opportunity and no later than **7** days after the Service Provider has discovered the defect or fault. Reimbursement shall be made by crediting the Client's bank account or by sending a cheque to the Client.

The Service Provider's liability is restricted to the reimbursement of the Services effectively purchased by the Client. The Service Provider shall not be held responsible or liable for any delay or non-performance resulting from an event of force majeure as commonly understood under French law.

The Services provided through the website www.jura-camping.fr of the Provider are in accordance with the regulations in force in France.

ARTICLE 7 - PROTECTION OF PERSONAL DATA

The Service Provider hereby implements the processing of personal data whose legal basis is:

- Either the legitimate interest pursued by the Service Provider when it pursues the following purposes:
 - prospecting
 - managing the relationship with its clients and prospects
 - organising registration and invitations to the Service Provider's events
 - processing execution of prospecting production management follow-up of clients' requests and files
 - drafting documents on behalf of its clients.
- Or compliance with legal and statutory requirements when it implements processing for the following purposes:
 - prevention of money laundering and terrorist financing and the fight against corruption
 - invoicing
 - accounting.

The Service Provider shall only retain data for the period necessary for the operations for which they were collected and in compliance with the regulations in force.

In this respect, client data are retained for the duration of the contractual relationship plus 3 years for the purposes of promotion and prospecting purposes without prejudice to retention obligations or limitation periods.

As regards the prevention of money laundering and terrorist financing, the data are kept for 5 years after the end of the relationship with the Service Provider. For accounting purposes, data are retained for a period of 10 years after the end of the financial year.

Prospective client data are retained for a period of 3 years if there has been no participation or registration in the Service Provider's events.

Data processed are for the use of the Service Provider's Authorised Persons.

In accordance with the conditions set out in the French Data Protection Act and the European Data Protection Regulation, individuals have the right to access, rectify, question, limit, portability and erase their data.

Data Subjects also have a right to oppose the processing of their personal data for reasons relating to their particular situation, based on the legitimate interests of the Service Provider, as well as a right to oppose commercial prospecting.

They are also entitled to set out specific and non-specific directives defining how they intend the above-mentioned rights to be exercised following their death by e-mail

- to the following address: E-mail address
- or by post to the following address Last name First name Company name Postal address with a copy of a signed identity document.

The data subjects shall be entitled to lodge a claim with the CNIL.

ARTICLE 8 – INTELLECTUAL PROPERTY

Content on the www.jura-camping.fr website is the property of the Service Provider and its partners and is protected by French and international laws relating to intellectual property.

Any reproduction, distribution or use of this content, in whole or in part, is strictly forbidden and may be deemed to constitute an offence of infringement.

Furthermore, the Service Provider retains all intellectual property rights on the photographs, presentations, studies, drawings, models, prototypes, etc. produced (even at the Client's request) for the purpose of providing the Services to the Client. The Client shall not reproduce or use such studies, designs, prototypes, etc. without the express prior written consent of the Service Provider, such consent being subject to a fee.

The same shall apply to the names, logos or, more generally, any graphic representation or text belonging to the Service Provider or used and distributed by it.

ARTICLE 9 – APPLICABLE LAW – LANGUAGE

These General Conditions of Sale and the operations arising from them are governed by and subject to French law.

These General Conditions of Sale are drafted in French. In the event that they are translated into one or more foreign languages, only the French text shall be deemed authentic in the event of a dispute.

ARTICLE 10 – DISPUTES

All disputes arising from the purchase and sale operations concluded in application of these General Conditions of Sale with regard to their validity, interpretation, execution, termination, consequences and outcome and which cannot be settled amicably between the Service Provider and the Client shall be submitted to the competent courts under the conditions of common law.

The Client is hereby informed that he/she may, in the event of a dispute, have recourse to a conventional mediation procedure or any other alternative dispute resolution method.

Sas Médiation Solution
222 chemin de la bergerie
01800 Saint-Jean de Niost
Tel. 04 82 53 93 06

ARTICLE 11 – PRE-CONTRACTUAL INFORMATION – ACCEPTANCE OF THE CLIENT

The Client acknowledges that he/she has been provided, prior to placing his/her Order, with these General Conditions of Sale and all the information and details referred to in Articles L 111-1 to L111-7 of the French Consumer Code, in addition to the information required in application of the Order of 22 October 2008 relating to the prior information of the consumer on the characteristics of rental accommodation in the open-air sector, and in particular:

- Essential features of the Services, taking into account the communication medium used and the Services concerned;
- Price of the Services and related costs;
- Information relating to the identity of the Service Provider, its postal, telephone and electronic contact details and its activities, if not apparent from the context;
- Information relating to legal and contractual guarantees and their implementation procedures; the functionalities of the digital content and, where applicable, its interoperability;
- The option of resorting to conventional mediation in the event of a dispute;
- Information relating to the cancellation procedures and other important contractual conditions

The fact that a natural person (or legal entity) orders on the website www.jura-camping.fr implies full acceptance of these General Conditions of Sale, which is expressly recognised by the Client, who waives the right to invoke any contradictory document that would be unenforceable against the Service Provider.