

In order to be eligible to use the services provided by Les rives du Lac campsite, we request that you read the following general conditions carefully. These conditions govern the sale of holidays and take effect from the moment your booking is placed. By booking a holiday, you agree to fully comply with our general conditions.

BOOKING CONDITIONS

- The reservation becomes effective solely with the agreement of the Campsite Les Rives du Lac, 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.
- Les Rives du Lac is not bound by bookings unless Les Rives du Lac has accepted them. Les Rives du Lac 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. Les Rives du Lac offers family holidays, in the traditional sense, and the accommodation has been specially designed for this purpose. Les Rives du Lac 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 camping.
- Minors must be accompanied by their parents or legal guardians.

Camping pitches

The basic package includes the pitch for the tent, caravan or camper van for one or two people, access to the toilet blocks and to the residential facilities.

Renting

The rental accommodation is fully equipped. The number of people accepted depends on the type of accommodation. Les Rives du Lac reserves the right to refuse access to the campsite to groups or families whose number exceeds the capacity of the accommodation rented.

CONDITIONS OF PAYMENT

- For bookings made more than 30 days before the start of the holiday, the deposit of 30% of the total price of the facilities booked must be paid at the time of booking. The balance must be paid no later than 30 days before the start of a holiday. If the balance is not received from customers at least 30 days before the start of their holiday, Les Rives du Lac reserves the right to cancel the booking and to readvertise the accommodation for rental.
- For bookings made less than 30 days before the holiday start date, payment must be made in full at the time of booking.

CANCELLATION INSURANCE

- The customer can sign up for a cancellation insurance as proposed by the campsite, following the law of consumer protection. The campsite is only facilitator hereby and cannot, in any case, be held accountable for the contract.

CANCELLATION AND ALTERATIONS

1. Booking alterations

Customers may request for stays to be altered (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.

- 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 closures
- Administrative closure of the campsite
- Travel restricted to a number of kilometers meaning he/she cannot come to the campsite

A credit voucher for an amount corresponding to unused nights, valid for one year, will be issued by the campsite.

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 Les rives du Lac campsite

In the event of cancellation by Les Rives du Lac 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.

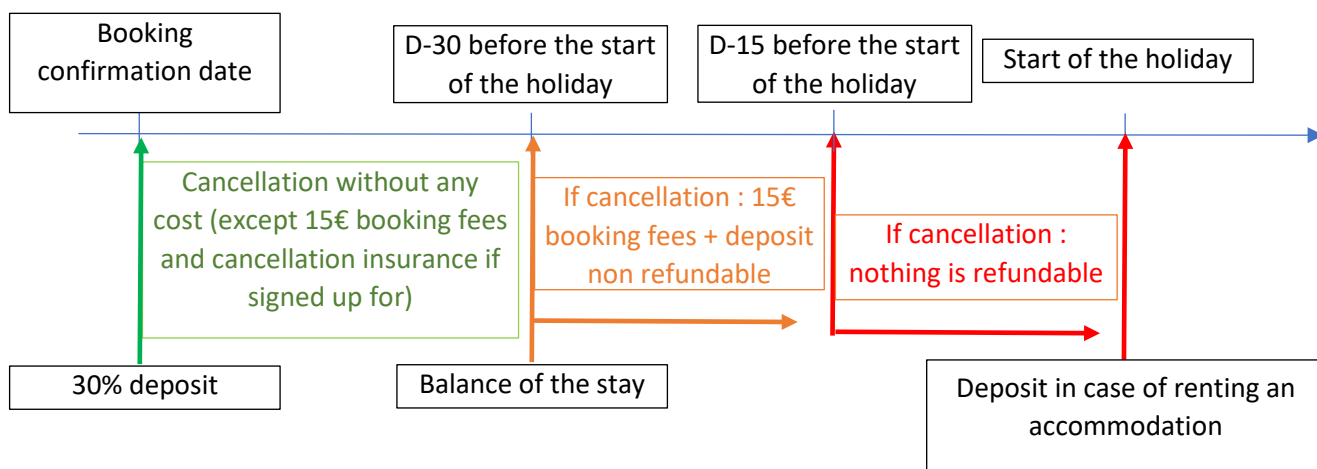
4. Cancellation due to customer

a) If customers cancel their bookings **without** taking out cancellation insurance

For cancellation made more than 30 days before the start of the holiday, the deposit minus the booking fees (15€) will be refunded. Careful, the cancellation insurance (if signed up for) will never be refunded.

For cancellation made more than 15 days before the start of the holiday, the deposit and the booking fees (15€) will be kept by the camping. Careful, the cancellation insurance (if signed up for) will never be refunded.

For cancellation made 15 days or less before the start of the holiday, no refund will be given back to the customer.



b) If customers cancel their bookings **with** taking out cancellation insurance

Amounts paid are covered by the guarantee in line with the terms & conditions of cancellation. Find the General Terms and Conditions of Insurance here. 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 4a apply.

YOUR STAY

1. Arrival

- Rental accommodation: on the day of your arrival in the camping, you may check in from 4 p.m., and you will be required to pay a deposit, on being handed the keys to your accommodation. It is your responsibility to check the inventory.
- Camping pitch: on the day of your arrival at the campsite, you may check in from 12 p.m

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 camping 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. Accommodations with private SPA

The jacuzzi is cleaned and disinfected on arrival and this treatment is repeated once a week (for a stay over 14 days). A cleaning supplement of 40€ will be charged for each additional intervention, requested by the client or in case of non-compliance with the instructions posted in your accommodation.

4. Departure

Rental accommodations:

- On the day of departure specified in your contract, the rental accommodation must be vacated by 10 a.m.
- The day before your departure, you have the possibility to make an appointment with the reception for a precise time of leave, in order to avoid any waiting queue.
- If you leave after 10AM and before 1PM, you will be charged half a day of renting at the price applicable.
- The accommodation shall be left in correct order 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.
- Cleaning service is included in your rental price. However, it is your responsibility to remove the garbage, clean the refrigerator, the hob, the barbecue and the microwave. Also, the dishes should be clean and arranged. Every lack of this obligation will imply a charge of 30€ cleaning service.

Camping pitches:

- On the day of departure specified in your contract, the camping pitch must be vacated by 11 a.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 some accommodations (except dogs which are listed in France's 1st and 2nd categories), with payment required when the booking is made. When admitted, they must be kept on a lead at all times. They are prohibited from swimming pool areas, in food shops and in buildings. Dogs' and cats' vaccination certificates must be up-to-date.

Pets are strictly forbidden in rental accommodations during very high season.

IMAGE REPRODUCTION RIGHTS

You give permission to Les Rives du Lac campsite, as well as to any person chosen by Les Rives du Lac campsite, to take photographs of you, to record you or to film you during your stay with Les Rives du Lac campsite and to use the resulting images, sounds, videos and recordings using any media (especially on Les Rives du Lac campsite websites and web pages, including Facebook and Instagram, on Les Rives du Lac 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 Les Rives du Lac campsite, and may in no event damage your reputation. This permission is provided free of charge for all countries and for a period of 5 years.

DISPUTES

Complaints regarding non-compliance of services with regard to contractual commitments may be sent to the camping by post or email.

CAMPING LES RIVES DU LAC'S RESPONSIBILITY

The client acknowledges that Camping Les rives du Lac may not be held responsible for any false information supplied by its partners or by any third party that might be specified in the Camping Les rives du Lac 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 Camping Les rives du Lac 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. Les rives du Lac campsite shall treat this information as confidential. It shall be used solely by the Les rives du Lac campsite internal services for processing your booking and to reinforce and personalize communication and the services offered to Les rives du Lac campsite clients concerning your centers 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 campsite.