



# Solaire

## Camping ★★★★★

## Terms of Sales

We ask you to carefully read the following general conditions. Booking a stay implies full acceptance of these conditions.

### Booking conditions

The rental is personal, it is prohibited to sublet or transfer the location to a third party. The reservation becomes effective only with the agreement of the campsite, after receipt of the deposit and after receipt either of the reservation contract duly completed and signed, or after acceptance of the general conditions of sale when booking online. Camping Solaire offers family-oriented stays, in the traditional sense, the accommodation is specially designed for this purpose. Camping Solaire reserves the right to refuse any reservation that is contrary to this principle, or that seeks to divert it. Minors must be accompanied by their parents or legal guardians. Before returning the contract, check availability with the campsite reservation service.

### Campsite

The basic package includes the pitch for the tent, caravan or camper van for 1 or 2 people, access to sanitary facilities and reception facilities.

### Location

The rental accommodations are fully equipped: furniture, dishes, pillows and blankets. The basic package is 4 to 6 places depending on the type of rental. As specified in our brochure and the website, each accommodation or campsite is intended for a specific number of people. For security and insurance reasons, the maximum number of occupants cannot be exceeded. Furthermore, young children are considered as full-fledged persons from the age of 2. Camping Solaire reserves the right to refuse access to the campsite to groups or families presenting with a number of participants greater than the capacity of the rented accommodation. Remember to bring your sheets, fitted sheets and pillowcases. Animals (dogs, cats, rabbits, etc.) are allowed in the rentals as well as outside and in the cars, however we reserve the right to refuse access to the rental to families arriving with an additional dog. of 35kg.

### Group Booking

Any reservation of more than 4 accommodations by the same individual or by different individuals who know each other and are traveling together for the same reasons on the same dates of stay is considered a group. Our accommodation is aimed exclusively at individual customers. For any group reservation request, you must contact us by telephone, by e-mail or via our Contact Us section. We reserve the right to study the reservation request before accepting or refusing it.

### RATES AND TOURIST TAX

The prices indicated on our website are valid for the current season. They correspond to one night and are in euros, 10% VAT included. Any subsequent modification of the applicable VAT rate occurring between the time the rates were determined and the invoicing of the stay will result in a corresponding modification of the price including tax, which the customer accepts without reservation.

- The amount of the tourist tax is €0.50/day/person over 18 years old.

# PAYMENT TERMS

For reservations made more than 30 days before the start of the stay, a deposit of 20% (with a minimum of €100) of the price of the amount of the services reserved, and possibly the amount of the cancellation insurance must be paid upon reservation. The balance must be paid no later than the day before departure from the campsite. For a reservation made less than 30 days before the start of the stay, the deposit for the stay must be paid on the day of the reservation. Payment methods: CB, Visa, Eurocard, Mastercard, bank checks in euros clearable in France, holiday vouchers, bank transfers and cash. If the deposit is not paid 30 days before your arrival, Camping Solaire reserves the right to consider the reservation as canceled. Payments made will not be refunded.

# ABSENCE OF RIGHT OF WITHDRAWAL

In accordance with article L121-19 of the Consumer Code, Camping Solaire informs its customers that the sale of accommodation services provided on a specific date, or according to a specific frequency, is not subject to the provisions relating to 14 day withdrawal period.

# STAY

Arrival and departure on the day of your choice except in July-August. Mandatory minimum length of stay varies depending on the period and type of accommodation, details on our brochure and our website.

## 1. Arrival

Camping pitch: arrival from 2:00 p.m. to 7:00 p.m. Connection to electrical terminals must be made using cables and sockets that comply with current legislation. Provide a cable length of 50 meters and a European adapter. The campsite is not able to provide you with the equipment mentioned above. Departure no later than 12:00 p.m. Any plot not vacated by 12:00 p.m. will result in automatic billing for an additional night. For all rentals: arrival from 4:00 p.m. to 7:00 p.m. Departure before 10:00 a.m. When you hand over the keys, you will be asked for deposits of 400 euros. The "PARKING" location of the rental is designed for a single vehicle, any other vehicle must park outside the campsite. Any late arrival must be reported before 6:00 p.m. so that the campsite can make arrangements. If you wish to arrive in the morning, you will need to book the night before. Any delay in the arrival time must be reported in order to allow the rental to be retained. The manager reserves the right to use the planned location if there is no news within 24 hours after the scheduled arrival date. Payments made will not be refunded. Any change in the number of people that could result in a variation in the amount of the fee, more or less, must be reported on arrival (tourist tax, additional person compared to the capacity of the rental, etc.). In the event of an inaccurate declaration by the customer, this contract will be terminated automatically and the sums paid will remain with the rental company. The campsite reserves the right to refuse access to people arriving with a number of participants greater than the package offered, the capacity of the rented accommodation and if the names do not match on arrival.

## 2. During your stay

It is up to the camper to ensure: the camper is responsible for monitoring their personal belongings (bicycles, etc.). The campsite declines all responsibility in the event of an incident falling under the civil liability of the camper.

All customers must comply with the provisions of the internal regulations. Each tenant in title is responsible for disturbances and nuisances caused by people who stay with him or visit him.

## 3. Visitors

For security reasons, visitors must register upon arrival at reception before visiting a resident. The management reserves the right to prohibit access to the aquatic area as well as to the entire campsite to non-registered people. Supplements: any undeclared supplement (additional person, dog, etc.) and discovered during an inspection during the stay will be invoiced to the customer from the date of their arrival.

## 4. Departure

Rental accommodation: On the day of departure indicated on your contract, rental accommodation must be vacated before 10 a.m. by appointment made at reception. The accommodation will be left in perfect clean condition, and the inventory can be checked, any broken or damaged items will be your responsibility, as well as the restoration of the premises if this proves necessary. The deposit will be returned to you at the end of your stay after deduction of compensation withheld, on supporting invoices, for any damage noted by the exit inventory. The withholding of the deposit does not exclude additional compensation in the event that the costs exceed the amount thereof. If the accommodation has not been cleaned before your departure, you will be asked for a cleaning fee worth a minimum of €80. For any departure outside reception opening hours, a cleaning fee of €80 will be required. For any delayed departure, you may be charged an additional day at the current nightly rate.

## DEPOSITS

For rentals, a deposit of €400 is required on arrival to cover possible damage to the rental, as well as an additional deposit of €80 to cover possible cleaning costs at the end of the rental; they are returned on the day of departure after the inventory. Under no circumstances can the key to the mobile home be issued without the submission of deposits. For camping pitches, a deposit will be requested in the case of equipment rental.

## ANIMALS

Animals are accepted provided that they are quiet, vaccinated and well trained for a fee payable at the time of your reservation, except for 1st and 2nd category dogs. They must be kept on a leash at all times. They must not harm the tranquility and safety of residents and respect basic hygiene rules. They are prohibited around swimming pools, in food stores and in buildings. The vaccination record for dogs and cats must be up to date. Customers whose dogs do not meet the criteria listed below may be expelled from the campsite.

## CANCELLATION AND MODIFICATIONS

**1. Modification of your reservation** The customer can request the modification of their stay (campsite, date and/or type of accommodation) upon written request to the campsite (mail or e-mail) subject to availability and possibilities. No postponement will be accepted for the following season. The customer's attention is drawn to the fact that in the event of a modification of the stay, it will not be possible for them to benefit from promotions subsequent to their initial reservation, the date of the first reservation being taken as proof. In the absence of modification, the customer must carry out their stay under the initial reservation conditions or cancel it according to the conditions of the cancellation insurance.

- Any request to increase the length of your stay will be made according to availability and the rates in force.
- Any request to reduce the duration of your stay is considered a partial cancellation and will be subject to the terms of cancellation and interruption of stay. In the absence of a message from you indicating a postponement of your arrival date, the accommodation may be available for sale again 24 hours after the arrival date mentioned on the contract, and you will consequently lose the benefit of your reservation.

### **2. Unused services**

Any interrupted or shortened stay (late arrival, early departure) by you will not give rise to a refund whatever the reason given.

### **3. Cancellation due to Solar camping**

In the event of cancellation due to Camping Solaire, except in cases of force majeure, the stay will be fully refunded. However, this cancellation cannot give rise to the payment of damages.

### **4. Cancellation by the camper**

Cancellation and interruption of stay insurance is offered to you, it is optional and payable in addition to the rental at the same time as the deposit. No refund will be made without taking out cancellation insurance. Any cancellation of a reservation must be made in writing (LRAR) to Camping Solaire. If cancellation occurs:

- More than 30 days before the start date of your stay: the deposit will be kept as compensation.
- Less than 30 days before the start date of your stay: 100% of the amount of the stay will be required and no refund will be granted.

## CANCELLATION INSURANCE

Cancellation insurance can only be taken out when making the initial reservation request. The customer undertakes to read the general insurance conditions offered during his initial reservation. The general cancellation insurance conditions can be consulted at any time on our website.

## INTERNAL RULES (extract)

The camper is required to respect the internal regulations of the campsite as well as those of the swimming pool. The “parking” location of the rental or the campsite is designed for a single vehicle. Any other car must park outside the campsite. Access to the aquatic area is regulated by the wearing of a bracelet and reserved only for campsite customers (SWIMMING BRIEFS OR BOXERS COMPULSORY). Ban on drinking, eating and smoking on the beaches. Buoys or large inflatable animals prohibited. Wood barbecues are prohibited in the area. Gas or electric barbecues are tolerated.

**BRACELET:** wearing a bracelet (put on upon arrival) is MANDATORY at all times until the end of your stay. It gives access to entertainment, swimming pools and helps to strengthen security in the establishment.

**VISITORS:** visitors are required to declare themselves upon arrival and are considered additional people to the stay if they spend the night at the campsite. They are admitted between 11 a.m. and 10:30 p.m. They must park their car in the car park outside the campsite and report to reception (or the bar if it is closed) upon arrival. Dogs and access to the swimming pool prohibited for security and insurance reasons. Any abuse from visitors or tenants with visitors may result in their expulsion.

**TRAFFIC:** speed is limited to 10 km/h. The barriers are closed between 10:30 p.m. and 7 a.m., all traffic is prohibited during this period.

**NOISE:** nighttime quiet must be respected by all campers between 10:30 p.m. and 7 a.m. In the event that a customer disrupts the stay of other users, does not respect the provisions of the internal regulations or gives false information concerning the occupants of the plot, the manager or his representative may evict the latter. In the event of a criminal offense, the manager may call the police.

## Responsibility of the contractual customer

The contractual customer of the accommodation or pitch (name indicated on the reservation form) undertakes to use and have used by the people accompanying him, the equipment and installations of the parks in accordance with their normal destinations and uses. In particular, he undertakes to leave his accommodation or pitch in good condition when he leaves it at the end of his stay.

Any damage to the premises, loss or destruction of the furniture which furnishes the mobile homes or public buildings in the park automatically entails the liability of their author. The contractual customer of an accommodation or pitch is considered personally responsible for all damage, loss, deterioration, disturbance or nuisance caused by people who stay with him or who visit him. When a customer disturbs or causes nuisance to other customers or damages the integrity of common facilities, the campsite reserves the right to immediately end their stay without payment of any compensation and without prejudice to requests for compensation that the campsite and third parties could make claims against it. The same would apply if the campsite were to notice excessive occupation of the accommodation (number of occupants greater than the authorized capacity of the rental). The customer certifies that he holds a civil liability contract from his insurer covering damage caused to rented or entrusted property (provide the certificate).

## Responsibility of the campsite

Under no circumstances does the campsite assume the obligation to keep personal belongings and objects within the park. The campsite's liability, beyond its legal liability, cannot be incurred in the event of:

- theft, loss, damage or damage to personal effects of any nature whatsoever, during or following a stay.
- breakdown or decommissioning of technical equipment, breakdown or permanent or temporary closure of certain campsite facilities when these are beyond its control and linked to cases of force majeure.
- one-off measures, taken by the campsite management, to limit access to certain facilities, including changing rooms and swimming pool, when they are made necessary by compliance with safety standards or periodic maintenance work.
- damage caused or suffered by customers' vehicles parking and circulating within the campsite, even if they have been expressly authorized to enter.
- modification of the entertainment program or the activities offered. In low season, and for reasons linked to attendance, the campsite reserves the right to modify or remove certain installations, arrangements, services or activities planned. For any reservation in low season, we advise you to contact the campsite to validate these points.

## IMAGE RIGHTS

During your stay, you can be photographed and appear in all our publications and any type of media without time limit. In the event of refusal, you must notify it by registered letter before your arrival.

## PERSONAL DATA

In accordance with the Data Protection Act n°78-17 of January 6, 1978, the customer is informed that the nominative or personal data indicated as being mandatory collected as part of the reservation are necessary for the execution of the latter. The Customer benefits from a right of access, rectification and opposition to the transfer of this data to third parties which he can exercise by contacting CAMPING SOLAIRE – 05400 – VEYNES.

## OPPOSITION TO TELEPHONE CALLING

We inform you of the existence of the “Bloctel” telephone canvassing opposition list, on which you can register here: <https://conso.bloctel.fr/>

## RECLAMATIONS

All complaints relating to the conditions of the stay must be made on site to the Management to enable them to find an immediate solution. If the answer does not satisfy you, you can contact the Medicys Mediation Center by submitting a file online on the following website [www.medicys.fr](http://www.medicys.fr) or by mail: Medicys – 73 Boulevard de Clichy – 75009 PARIS.

CAMPING SOLAIRE SARL with capital of €7,622.45 – Siret 32274601700019 – APE code 5530Z – Intracommunity VAT FR6832274601700019 – Classification by Alpes Control dated 10/14/2016 – 4 stars Dear customers, these elements being necessary to avoid any misunderstanding, we thank you for your trust and wish you a pleasant stay.

