



TERMS AND CONDITIONS OF SALE CAMPING PARADIS

INTRODUCTION

These Terms and Conditions of Sale apply to all services offered on the website camping Paradis l'Europe or any other means of communication.

The purpose of the website content is to inform clients. Some of the services offered may be subject to change depending on the occupancy rate and/or may only be available on certain dates during the season. Prices are provided for information purposes only and are subject to change and valid only for the current season. The service will be provided at the rate applicable on the date of the order. Prices include all taxes. Any change in the VAT rate will result in a change in the price. In accordance with the Tourism Code, camping Paradis l'Europe reserves the right to make changes to the information on the website or any other means of communication. Major changes will be communicated on the website as erratum.

1. BOOKING CONDITIONS

- Contracting parties must be at least 18 years of age and have the legal authority to contract and must not be under guardianship. The contracting party must be present for the entire duration of the stay.

Bookings are valid only upon agreement by the campsite, after receipt of the deposit and either the completed and signed booking contract or acceptance of the terms and conditions of sale when booking online and at the reception of the balance of your stay maximal 30 days before your arrival.

- Camping pitch or rental bookings are made on a strictly personal basis. Under no circumstances may you sublet or transfer your booking without the prior consent of the campsite.
- Minors must be accompanied by their parents or legal guardians.

Camping Pitches

- The basic package includes the pitch for a tent, trailer, or camper for one or two people and access to the sanitary and reception facilities. Additional fees (extra person, pets, extra vehicle, etc.) are not included in the basic package rate and will be charged as add-ons. Camping pitches can accommodate up to eight people maximum (baby included).

Rentals

- Rental accommodations are equipped. The basic package is for two to twelve people (baby included) depending on the type of rental.
- Camping Paradis l'Europe reserves the right to refuse access to the campsite to groups or families arriving with more guests than the capacity of the rented accommodation.

Booking fees

Booking fees are €20 for rentals and camping pitches.

2. RATES, TOURIST TAX & ECO-PARTICIPATION

- The listed prices are valid for the 2024 season. Prices are listed in euros, including VAT, and correspond to the chosen accommodation, number of people and duration of stay. Local taxes and optional add-ons are not included.
- A tourist tax collected for the City of Muroi is payable upon arrival, per night and per person over 18 years of age. (0.60€/adult/night)
- An eco-participation is payable upon arrival, per night and per person. Our business is subject to taxes for use of natural resources (clean water) and waste treatment (wastewater, household waste, etc.). We therefore charge compensation of 0.90€ per person/night to raise awareness for these expenses.

3. PAYMENT CONDITIONS

- In a rental accommodation, for bookings made more than 30 days in advance, a deposit of 30% of the price of the reserved services is payable when booking. The balance is payable no later than 30 days before the arrival date.
- In a camping pitch, for bookings made more than 30 days in advance, a deposit of 30% of the price of the reserved services is payable when booking. The balance is payable no later than 30 days before the arrival date.
- For reservations made less than 30 days in advance, the stay is payable in full when booking.

4. NO RIGHT OF WITHDRAWAL

In accordance with article L.221-28 of the consumer code, camping Paradis l'Europe informs its clients that the sale of accommodation services provided on a given date, or for a given frequency, is not subject to the 14-day withdrawal period.

5. PAYMENT

Accepted payment methods

You may honor your booking with the following payment methods, both for the deposit and balance:

Check, French postal check, holiday voucher, postal order or cash, credit card, national or international bank transfer

Terms and conditions of payment

On the campsite website

An official booking request by the buyer can be broken down as follows:

- 30% deposit + booking fees + cancellation insurance (optional)
- Balance at the latest 30 days before arrival for rentals and camping pitches. If the balance is not paid within the time limits indicated, the booking is considered cancelled, and our cancellation conditions described below apply.

By mail

An official booking request by the buyer can be broken down as follows:

- 30% deposit + booking fees + cancellation insurance (optional)
- Balance at the latest 30 days before arrival for rentals and camping pitches. If the balance is not paid within the time limits indicated, the booking is considered cancelled, and our cancellation conditions described below apply.

This reservation has contractual value only upon receipt by the purchaser of a booking confirmation issued by the campsite.

The balance of the stay is payable at the latest 30 days before arrival. If the balance is not paid within the time limits indicated, the booking is considered cancelled, and our cancellation conditions described below apply.

6. CANCELLATIONS AND CHANGES

Changing your booking

- The Client may request a change to their stay at the same campsite (dates, type of accommodation). Without prejudice to the fact that the balance is payable in full before departure, any changes at the request of the client may incur change fees. All change requests must be confirmed in writing by the client and are subject to availability and acceptance by camping Paradis l'Europe. In the event that the contractor wishes to extend their stay, the current rate will apply. Any changes made from higher range to lower range services will not incur a refund.
- Any request to reduce the length of your stay is considered a partial cancellation and will be subject to the cancellation and interruption of stay conditions.
- Any request by the CLIENT to change or cancel their STAY must be sent to camping Paradis l'Europe by registered letter with acknowledgement of receipt. The time limits indicated below are from the date on which the letter is received, as evidenced by the postmark. Cancellation or changes to the STAY will incur at minimum the following fees:

* **More than 30 days before the beginning of the STAY:** 70% of the total cost + processing fees + insurance fees (if taken out)

* **Less than 30 days before the beginning of the STAY:** 100% of the total cost + processing fees + insurance fees (if taken out).

Unused services

Any interrupted or shortened stay (late arrival, early departure) or failure to appear at the campsite for a reserved accommodation will not incur a refund.

Cancellation by camping Paradis l'Europe camp site

To receive compensation, when possible, we recommend that you take out cancellation or interruption of stay insurance upon booking.

camping Paradis l'Europe cancels your stay, except in cases of force majeure, the entire cost of the stay will be refunded. However, you may not receive payment of damages.

Cancellation Insurance

We recommend that you take out cancellation or interruption of stay insurance upon booking.

Campez Couvert insurance covers all cancellations which are not caused by you for your stay.

In plain language, everything is covered, except changing your mind!

What we cover: • Death, accident or serious illness, hospitalization of the insured person, a relative or a close family friend. • Material damage or substantial theft. • Complications of the pregnancy for the insured person. • State of pregnancy contraindicating the trip due to the nature of the trip. • Redundancy / contractual termination. • Summons to a retake exam. • Contraindications or consequences of vaccinations. • Depression, psychological, emotional, or mental illness. • Serious vehicle damage. • Getting a job. • Cancellation or change to paid leave. • Professional transfer. • Tourist visa refusal. • Summons: in preparation of adopting a child, as either a witness or jury member or for an organ transplant. • Natural disasters (according to the Law No. 86-600 of 13 July 1986, as amended). • Site access prohibited. • Cancellation of one of the persons accompanying the insured person (maximum 9 people). • Separation (civil partnership or marriage). > Find all the insurance terms and conditions: www.campezcouvert.com

7. YOUR TRIP

Arrival

- Camping pitches: arrivals are from 15:00 p.m. onwards
- Rental accommodations: you may check in starting at 5:00 p.m. on your day of arrival, and no security deposit is required when you receive the keys to the rental. Your rental inventory is available on our website... At your entrance, please tell us if anything is wrong with your rental accommodation, we will fix immediately.

During your stay

The campsite declines all responsibility in the event of an incident falling under the civil responsibility of the camper. All clients must comply with campsite rules. Guests are responsible for any disturbances caused by persons staying with or visiting them.

Departure

• Rental accommodations: on the day of departure indicated on your contract, the rental accommodation must be vacated before 10:00 a.m. You must get an appointment with someone from the reception 48H before your departure. The accommodation must be returned in a perfect state of cleanliness, the inventory may be verified, any broken or damaged object will be at your expense, as well as any repairs to the accommodation that may be necessary.

• If the accommodation has not been cleaned before your departure, a minimum cleaning fee of €80 including tax will be charged.

• For any late departure, you may be charged an extra day at the current nightly rate.

Camping Pitches: the departure is asked before 12AM

8. VISITORS

Visitors are admitted to the campsite after checking in at reception and paying the visitor's fee. Visitors will have access to the campsite's facilities, except for the pool area.

9. SWIMMING POOL

Our swimming pool is heated at 28 degrees and opens from 10 AM to 6 PM, and to 7PM in July and August. Our pool is unsupervised and strictly reserved to our guests. Children under 18 years are under the adult's responsibility. We ask you to wear our pool strap during your stay.

10. PETS

Pets are allowed (two max. and 1st and 2nd category dogs) for a fee payable when booking. They must be leashed. They are prohibited around swimming pools, in food shops and in buildings. Dogs and cats must have their vaccination record up to date.

11. CARS

One car is accepted per pitch/rental. Your registered plate could be asked anytime. Any extra car will be free or could be parked outside the camping for free.

Our camping is limited to 20 kilometers speed. Our gate will close at 10 PM until 7 AM. Traffic is prohibited during the night.

12. IMAGE RELEASE

You expressly authorize camping Paradis l'Europe to use photographs and/or videos that may be taken during your stay for the communication needs of the Camping Paradis group. Any guest refusing to be photographed or filmed during their stay must inform camping Paradis l'Europe in advance and in writing. You also authorize distribution, publication and marketing of these images and videos on all types of media.

13. BARBECUES/PLANCHAS

Electric planchas and electric barbecue are forbidden to use. Only charcoal barbecue could be used.

14. DISPUTES

- Any complaints regarding non-conformity of the services provided with contractual commitments can be reported by mail or e-mail to camping Paradis l'Europe

15. MEDIATION

In the event of a dispute, you can contact us as follows:

- Send a letter by registered mail with acknowledgement of receipt to camping Paradis l'Europe at: Camping Paradis l'Europe, Service litige, 63790 MUROL.

16. Camping Paradis l'Europe RESPONSABILITY

The client expressly acknowledges that camping Paradis l'Europe cannot be held liable for communication by its partners. All photos and text used on the camping Paradis l'Europe website are non-contractual. They are provided for information purposes only.

17. DATA PROTECTION

The information that you provide in your order will not be communicated to any third party. This information will be considered by camping Paradis l'Europe to be confidential. It will only be used by camping Paradis l'Europe to process your order and to improve and customize communication and services offered that are reserved for clients of camping Paradis l'Europe based on your interests. In accordance with the French Data Protection Act of 6 January 1978, you have the right to access, rectify and oppose any of your personal data. To do this, simply send us a request by mail to the following address: contrats@camping-europe-murol.com indicating your last name, first name and address.