



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 camping is by Mr Simon Pierre represented, and belongs to the chain store " camping paradis." This society is registered by 794 670 570, on the website directly www.camping-europe-murol.com.

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.

The reservation would be accepted after the reception of the account (30% at the reservation)

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.

If any group or family is up of this number , the campsite could not accept this or will give you an other location or pitches to rent.

Rentals:

Every location or pitch is equipped .

Pitch: A tent + a car

Or

A caravan + a car

Or

A camping car

The rental include access to sanitaires, animation and welcoming drink.

Rental:

The rentals are full equipped, from 1 to 12 persons included baby (depends of the rental type).

The campsite is allowed to accept or refuse the access to any group of persons who are up than them reservation.

Dynamic pricing

The Paradis brand applies dynamic pricing, (depends of offers and demands), the prices could be up or down.

If clients have paid more than online prices, the campsite does no refill them.

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 Murol is payable upon arrival, per night and per person over 18 years of age.
- 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.

Any reservation has a booking charge of 20 €.

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

For international bank transfer:

IBAN: FR7610096185500004004280193

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: 30% 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 campsite

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

If 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.

7. YOUR TRIP

Arrival

o Camping pitches: arrivals are from 3:00 p.m. onwards

o Rental accommodations: you may check in starting at 5:00 p.m. on your day of arrival, and a security deposit is required when you receive the keys to the rental.

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. 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.

- Your deposit will be returned at the end of your stay, after deduction of any fees incurred, with invoices provided, for any damage found at the exit inventory. Non repayment of the deposit does not preclude payment of additional compensation in the event that the costs exceed the amount of the deposit.

- If the accommodation has not been cleaned before your departure, a minimum cleaning fee of €100 including tax will be charged.

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

Any rental cancellation (in case of late arrival or anticipated departure does no be refill). In case of not arrival of the guest, the campsite is allowed to rent the guest location.

8. INTERNAL REGULATIONS

The rules and regulations are posted at the entrance to the establishment and at the reception desk. The Client is required to read and respect these rules.

9. VISITORS

Visitors are admitted to the campsite after checking in at reception and paying the visitor's fee . Visitors will have no access to the campsite& facilities.

10. PETS

Pets are allowed (2 maximum except 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. POOL AREA

The pool is open from 10 to 6 PM (7PM in summer). The pool does not be supervised and is strictly reserved to the campsite guests. Persons under 18 Y are under parents responsibility.

12. IMAGE RELEASE

You expressly authorise 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 authorise 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 rent.

14. CARS

One car is allowed by rental, license plate would be ask at the arrival.any more car has to be paid for entrance inside the campsite or could be for free park outside the campsite. Inside the campsite, the speed is limited to 10 km/h . the gate closes from 10PM to 7 AM. Cars would be park outside the campsite. The traffic is not forbidden from 10PM

15. DATA PROCESSING AND FREEDOM

The information you provide when placing your booking will not be passed on to any third party. This information will be considered by camping paradis l'europe as confidential. It will only be used by camping paradis l'europe to process your booking and to reinforce and personalize the communication and the offer of services reserved for customers according to your centers of interest. In accordance with the French law of January 6, 1978, you have the right to access, rectify, and oppose any personal data concerning you. To do this, simply send us a request by mail to the following address: Route de Jassat, 63790 MUROL indicating your name, first name and address.

17. 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

18. 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

We are required to offer a mediation service to our clients.