

# 2025 reservation contract

to:

Dates of stay from:

		Length	Width	Surface	,
ent and base		m	m	m	2
Caravan		m	m	m	2
Motorhome		m	m	m	2
Awning		m	m	m	2
Trailer		m	m	m	2
	Quantity	€/night	No. of nights	€	On a statustati
Camping-car pitch package, large caravan or large tent pitch package					Special wish
Small caravan or tent pitch package (- 10m²)					
Trailer					
Additional small tent and base					
Additional car					
Additional camper+ of 3 years					
Camper - 2 years old					
Choice location					
		Tourist tax: €0.30	) / adult / day		
		2 50% ca	Application fees ncellation insurance	8,€	
	3.30% cancellation insurance  Total stay				
			30% deposit		-

	Quantity	No. of nights	Rate €
POD cabin	-	-	
Toilé Maori			
Shepherd's hut			
HLL Morea 5 places			
Mobil Home 4 Pl			
Mobil Home 4 Pl Bergamo			
Mobil Home 6 Pl			
Mobil Home 6 Pl comfort			
Additional car			
End-of-stay cleaning		For the stay	
Sheet hire		For the stay	
Trailer		For the stay	
Choice location		For the stay	
	Tourist tax:	€0.30 / adult / day	
	0,€		
		0% cancellation urance	
		Total stay	
		30% deposit	

Special wish	y

	el:	
Po	ort/GSM:	
E	mail:	
N	ationality	
:		
	Colour :	
First Name	<b>Né</b> le/Date of birth	
□ Bank transfer IBAN: FR76 1333 5	000 4008 0007 7794 504 -	)
		conditions for booking a
	SIGNATURE OF THE CAMPSITE	SIGNATURE OF THE TENANT
	First Name    Cheque payable to SARL Camping   Bank transfer IBAN: FR76 1333 5 BIC: CEPAFRPP3   Bic price list, the description and the g	Colour :   Né le/Date of birth

# **SUMMARY OF GENERAL BOOKING CONDITIONS**

# **ARTICLE 2 - RESERVATIONS**

Reservations are only confirmed once we have received the 30% deposit and the booking contract, duly completed and signed.

The Order shall not be deemed final until the Supplier has sent the Customer confirmation of acceptance of the Order by e-mail within 24 hours. The deposit will be deducted from the amount of the fees...

# **ARTICLE 3 - BALANCE**

THE BALANCE OF THE STAY must be paid 30 days before the date of arrival...

# ARTICLE 10.3. CANCELLATION

If the Customer cancels the Reservation after it has been accepted by the Supplier, for any reason whatsoever other than force majeure:

- more than 30 days before the planned date of the reserved Rental, the deposit paid at the time of Reservation, as defined in the article of these GTC, will be refunded to the customer, less €8 processing and administration costs
- less than 30 days before the scheduled date of the reserved Rental, the deposit paid at the time of the Reservation, as defined in the article of these GCS, will be acquired by the Service Provider, by way of compensation for breach of contract, and may not give rise to any reimbursement whatsoever.
- less than 15 days before the date booked, the customer will be obliged to pay the full price of the holiday and will not entitled to any refund.

Cancellation insurance can be included in your rental contract. This insurance reimburses you for the debit you are obliged to pay in the event cancellation of your stay, calculated according to our rental conditions and the clauses of this insurance (see IPID sheet on www.camping-le-rey.eu website).

# **ARTICLE 11 - CIVIL LIABILITY**

Customers staying on a pitch or in accommodation must have third-party liability insurance. A certificate of insurance may be requested from the Customer before the start of the service.

# **ARTICLE 12 - ANIMALS**

Pets are not allowed in July and August. Outside these two months, they are accepted only on pitches 1 to 7 (except dogs in categories 1 and 2) for a fee payable at the time of booking. Where dogs are allowed, they must be kept on a lead at all times. Dogs are not allowed near the swimming pool, in the snack bar or in the toilets. Vaccination certificates for dogs and cats must be up to date.

# ARTICLE 13 - INTERNAL RULES

House rules are displayed at the entrance to the establishment and at reception. Customers are required to read them and comply with them. They can be sent on request.

Please note that for swimming, only trunks and boxer shorts, bikinis and one-piece swimming costumes are permitted, as opposed to any other clothing. It is forbidden to connect electric cars to camping or mobile home terminals.

# **GENERAL BOOKING CONDITIONS**

#### **DEFINITIONS:**

ORDER or RESERVATION or RENTAL: Purchase of Services. SERVICES:

Rental accommodation or pitch.

ACCOMMODATION: Tents, caravans, mobile homes and light leisure accommodation. GENERAL

CONDITIONS OF SALE: GCS

#### ARTICLE 1 - SCOPE OF APPLICATION

These General Terms and Conditions of Sale apply, without restriction or reservation, to any rental of accommodation or pitches on the Le Rey campsite operated by Mrs MICHEL Céline and Mr MICHEL Arnaud ('the Provider') to non-professional customers ('the Customer') on its paper brochure. The main characteristics of the Services are set out in the brochure. The Customer is obliged read them before placing an order. The choice and purchase of a Service is the sole responsibility of the Customer: Camping Le Rey, 1 route de Lourdes - 64260 LOUVIE JUZON These terms and conditions apply to the exclusion of all other terms and conditions, in particular those applicable to other sales channels for the Services. In the absence of proof to the contrary, the data recorded in the attached contract constitutes proof of all transactions concluded with the Customer.

Under the conditions defined by the French Data Protection Act and the European Data Protection Regulation, the Customer has the right to access, rectify object to all his personal data at any time by writing, by post and providing proof of his identity, to: Camping Le Rey, 1 route de Lourdes - 64260 LOUVIE JUZON.

The Customer declares that he/she has read these General Terms and Conditions of Sale and accepted them by ticking the box.

#### ARTICLE 2 - RESERVATIONS

The Customer selects the services they wish to order on the site, as follows:

Reservations only become effective once the 30% deposit has been received.

It is the customer's responsibility to check the accuracy of the order and to report any errors immediately. The order will not be considered definitive until confirmation of acceptance of the order by the pestataire has been sent to the customer by e-mail within 24 hours.

Any order placed on the www.camping-le-rey.eu website constitutes the formation a contract concluded remotely between the customer and the service provider. All orders are nominative and may not, under any circumstances, be transferred.

#### ARTICLE 3 - BALANCE

THE BALANCE OF THE STAY must be paid 30 days before the date of arrival. No deduction will be made for late arrivals or early departures.

In accordance Article L.121-21-8 of the French Consumer , we hereby inform you that the provision of accommodation , which must be supplied on a specific date or for a specific period, is not subject to the 14-day right of withdrawal.

#### **ARTICLE 4 - PAYMENTS**

Payments made by the Customer will only be considered final once the amounts due have been effectively collected by the Service Provider.

Late payment will result in the immediate payment of all sums due by the Customer, without prejudice to any other action that the Service Provider may be entitled to take against the Customer in this

#### 4.1. NON-COMPLIANCE WITH PAYMENT TERMS

In addition, the Service Provider reserves the right, in the event of non-compliance with the payment conditions set out above, to suspend or cancel the provision of the Services ordered by the Customer and/or to suspend the performance of its obligations.

#### 4.2. MEANS OF PAYMENT

The Customer may not be billed for any additional costs in excess of those borne by the Service Provider for the use a means of payment.

#### ARTICLE 5 - PRICES

The prices or information published on our website www.camping-le-rey.eu are the basic prices and do not include optional services (texts and photos are non-contractual). The price agreed at the time of booking includes current VAT.

The contractual price may be subject change, within the legal and regulatory limits, in the event of variations in the applicable VAT rates between the date of booking and the date of payment of the balance. Partner" advantages and promotions cannot be applied to a booking that has already been paid for in full or in part.

# ARTICLE 6 - TOURIST TAX

The tourist tax, collected on behalf of the Communauté de Communes de la Vallée d'Ossau (CCVO), is not included in the prices. The amount is determined per person per day and varies depending on the destination. It must be paid at the time of booking.

# ARTICLE 7 - SECURITY DEPOSIT

For accommodation rentals, a security deposit of €350 is required from the tenant on the day the keys are handed over. It will be returned within 15 days of the end of the rental period, less any costs incurred for repairs, cleaning not ordered in advance (55€), unpaid services, loss of keys (75€) handed over on arrival, etc.

This guarantee does not constitute a limit of liability.

# ARTICLE 8 - AVAILABILITY

accommodation or pitch may be occupied from 3 p.m. on the day of arrival and must be vacated by 10 a.m. for accommodation and 12 noon for bare pitches on the day of departure. An inventory is kept in the accommodation. It is the tenant's responsibility to check the inventory and report any anomalies on the same day.

Any dissatisfaction with the state of cleanliness must be notified on arrival before the accommodation is moved in. No complaints will be accepted once you have settled into accommodation.

# ARTICLE 9 - USE OF SERVICES

The accommodation and pitches are designed for a specific number of occupants and may under no circumstances be occupied by more people (including children and babies). In the latter case, the campsite manager has the right to refuse any additional persons.

Minors not accompanied a parent or legal guardian may not be admitted.

# ARTICLE 10 - DELAY, INTERRUPTION OR CANCELLATION OF THE HOLIDAY BY THE CUSTOMER

No discount will be granted for late arrivals, early departures or changes in the number of people (whether for all or part of the planned stay).

# 10.1. MODIFICATION

In the event of a change to the dates or number of people, the Provider will do its utmost to accept requests to change the date, subject to availability, at no extra cost. Any request to reduce the length of the stay will be considered by the Provider as a partial cancellation, the consequences of which are governed Article 10.3.

# 10.2. INTERRUPTION

Early departure will not give rise to any reimbursement.

# 10.3. CANCELLATION

If the Customer cancels the Reservation after it has been accepted by the Supplier, for any reason whatsoever other than force majeure:

more than 30 days before the planned date of the reserved Rental, the deposit paid at the time of Reservation, as defined in the article of these GTC, will be refunded to the customer, less €8 processing and administration costs

less than 30 days before the scheduled date of the reserved Rental, the deposit paid at the time of the Reservation, as defined in the article of the present GTCS, will be automatically acquired by the Service Provider, by way of compensation.

and shall not give rise to any reimbursement whatsoever.

Cancellation less 15 days before the booked rental date will result in the customer being obliged to pay the full price of the holiday and not give rise to any reimbursement whatsoever. Any booking cancellation must be made in writing and sent to the campsite by registered letter with acknowledgement of receipt. Deadlines are calculated from the date of receipt of the letter with acknowledgement of receipt.

Cancellation insurance can be included in your rental contract. This insurance reimburses you for the debit you are obliged to pay in the event of cancellation of your stay, calculated according to our rental conditions and the clauses of this insurance (see IPID sheet on the www.camping-le-rey.eu website).

#### ARTICLE 11 - CUSTOMER LIABILITY

Customers staying on a pitch or in accommodation must have third-party liability insurance. A certificate of insurance may be requested from the Customer before the start of the service.

#### ARTICLE 12 - ANIMALS

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#### ARTICLE 14 - LIABILITY OF THE SERVICE PROVIDER - GUARANTEE

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

In order to assert its rights, the Customer must inform the Service Provider, in writing, of the existence of any defects or lack of conformity within a maximum of 2 hours of the Services being provided.

The Service Provider will refund or rectify or have rectified (as far as ) the services deemed to be defective as soon as possible and at the latest within 2 days following the Service Provider's discovery of the defect or fault. The refund will made by crediting the Customer's bank account or by cheque sent to the Customer.

The Service Provider's guarantee is limited to reimbursement of the Services actually paid for by the Customer and the Service Provider not be held liable or in default for any delay or non-performance resulting from the occurrence of an event of force majeure as usually recognised by French case law.

The Services provided via the Service Provider's www.camping-le-rey.eu website comply with the regulations in force in France.

#### ARTICLE 15 - RIGHT OF WITHDRAWAL

Activities relating to the organisation and sale holidays or excursions on a given date or during a specified period are not subject to the withdrawal period applicable to distance selling.

#### ARTICLE 16 - PROTECTION OF PERSONAL DATA

The Service Provider, as drafter of this document, processes personal data on the following legal basis:

- Or the legitimate interest pursued by the Service Provider when it pursues the following purposes:
- prospecting
- managing relations with customers and prospects,
- organisation of, registration for and invitation to the Service Provider's events,
- processing, executing, prospecting, producing, managing and monitoring customer requests and files,
- deeds on behalf of its clients.
- $\bullet$  or to comply legal and regulatory obligations when it carries out processing for the purpose of :
- $\hbox{- the prevention of money laundering and terrorist financing and the fight against corruption,}\\$
- billing,
- accounting.

The Service Provider only keeps data for as long as is necessary for the purposes for which it was collected and in compliance with current regulations.

In this respect, customer data is kept for the duration of the contractual relationship plus 3 years for marketing and canvassing purposes, without prejudice to retention obligations or limitation periods. With regard to the prevention of money laundering and the financing of terrorism, the data is kept for 5 years after the end of the relationship with the Service Provider. For accounting purposes, data is kept for 10 years from the end of year. Prospective customers' data is kept for a period of 3 years if they have not part in or registered for any of the Service Provider's events. The data processed is intended for authorised persons within the Service Provider. Under the conditions defined by the French Data Protection Act and the European Data Protection Regulation, individuals have the right to access, rectify, query, limit, port or delete data concerning them. Data subjects also have the right to object at any time, reasons relating to their particular situation, to the processing of personal data whose legal basis is the legitimate interest of the Service Provider, as well as the right to object to commercial canvassing. They also have the right to define general and specific directives defining the way in which they intend the aforementioned rights to be exercised after their death. by e-mail to the following address: contact@camping-le-rev.eu

or by post to the following address Camping Le Rey, 1 route de Lourdes - 64260 LOUVIE JUZON with a copy a signed identity document. The persons concerned have the right to lodge a complaint with the CNIL.

# ARTICLE 17 - INTELLECTUAL PROPERTY

The content of the www.camping-le-rey.eu website is the property of the Service Provider and its partners and is protected by French and international intellectual property laws. Any total or partial reproduction of this content is strictly prohibited and may constitute an infringement of copyright. In addition, the Service Provider retains ownership all intellectual property rights in the photographs, presentations, studies, drawings, models, prototypes, etc. produced (even at the Customer's request) with a view to providing the Services to the Customer. The Customer is therefore prohibited from reproducing or exploiting the said studies, drawings, models and prototypes, etc., without the express, written and prior authorisation of the Service Provider, which may be subject to a financial consideration.

# ARTICLE 18 - APPLICABLE LAW - LANGUAGE

These General Terms and Conditions of Sale and the transactions arising from them are governed by and subject to French law. These General Terms and Conditions of Sale are written French. In the event that they are translated into one or more foreign languages, only the French text will be deemed authentic in the event of a dispute.

# ARTICLE 19 - DISPUTES

All disputes to which the purchase and sale transactions entered into pursuant to these General Terms and Conditions of Sale may give rise, concerning their validity, interpretation, performance, termination, consequences and consequences, and which cannot be resolved between the Service Provider and the Customer, shall be submitted to the competent courts under the conditions of ordinary law. The Customer is hereby informed that, in the event of a dispute, he/she may have recourse to a conventional mediation procedure or any other alternative dispute resolution method.

In particular, they may have free recourse to the following Consumer Mediator:

electronically: www.bayonne-mediation.com; by

post: BAYONNE MEDIATION

32 rue du Hameau - 64200 BIARRITZ

Version applicable from 03/04/2025