GENERAL TERMS AND CONDITIONS OF RENTAL

In order to benefit from the services offered by La Pierre Verte Campsite, we ask that you read these **General Terms and Conditions of Rental** carefully.

To make this text easier to read, we have used the masculine form as a gender-neutral term, without discrimination, to refer to both women and men.

ARTICLE 1 – PURPOSE

The purpose of these **General Terms and Conditions of Rental** is to set out the terms and conditions governing the rental of accommodation offered at the campsite to an individual customer

(Hereinafter the '**Customer' or 'Customers'**)

BY Camping La Pierre Verte (hereinafter the **'Campsite'**), a limited liability company with a share capital of 698,060.00 euros, registered with the Fréjus Trade and Companies Register under No. 448 766 766, whose registered office is situated at Camping La Pierre Verte, 1880 RD4, 83600 Fréjus.

ARTICLE 2 – GLOSSARY

● **'Campsite'**: Tourist establishment

● **'Catalogue'**: All communication materials in printed (and digital) form presenting all or part of the accommodation offered by the Campsite.

● **'Customer'**: A natural person treated as a private individual who makes and initiates payment for a booking on their own behalf. The Customer may also be a partner (for example, a Social and Economic Committee) making a booking on behalf of an entitled person. The term 'Customer' is distinct from, amongst others, the terms 'holiday participant', 'group' occupant, visitor, resident or local authority.

● **'General Terms and Conditions'** or **'GTC'**: these general terms and conditions of letting.

● **'Tenancy Agreement'**: the booking confirmation and the GTC together constitute the Tenancy Agreement.

● **"Pitch":** an area without any Accommodation made available to guests arriving with their own Accommodation, provided that such Accommodation is permitted (e.g. tent, caravan, motorhome, etc.). Pitch rental prices are based on a maximum of **2 people**. For more than 2 people, and depending on their age, the price will vary.

● **‘Optional Facilities and Services’**: refers to additional facilities or services that may be added when the Customer books their stay or directly at the Campsite. The availability of these Optional Facilities and Services depends on each Accommodation or Pitch, their configuration, and stock levels. It cannot be guaranteed.

● **“Accommodation(s)”:** all rental properties (mobile homes, lodges, chalets, etc.) offered to the Customer for hire by the Campsite.

● ‘**Booking:** the status of an order placed by the Customer with the Campsite. The Booking definitively confirms the sale of a stay at the Campsite and the hire of an Accommodation or a occupant, visitor, resident or local authority.

● **‘General Terms and Conditions’ or ‘GTC’**: these general terms and conditions of letting.

● **‘Tenancy Agreement’**: the booking confirmation and the GTC together constitute the Tenancy Agreement.

● **‘Tourist season’**: the period during which the Campsite is open, comprising the following periods:

- ‘Low season’ : refers to the period from the Campsite’s opening **on 10th April 2027 until 3rd July 2027 and from 28th August 2027 until the campsite closes on 26th September 2027.**

It is specified that the campsite’s opening and closing dates may be amended at the campsite’s discretion.

- ‘High season’ : refers to the period **from 3rd July 2027 to 28th August 2027 inclusive.**

● **‘Campsite services’**: refers to the various activities, entertainment, equipment, infrastructure and/or facilities—whether free of charge or subject to a fee—offered by the campsite. The Customer’s attention is drawn to the fact that :

- Certain services are not available throughout the season (Teen Club, Spa, Shop, etc.)
- Only part of the ‘swimming pools’ area is heated during the low season (the large square pool and the paddling pool). The large rectangular pool, the water slide and the Lagoon area are not heated.

It is therefore the Customer’s responsibility to check the conditions of access to these services and their opening dates via our website or our customer service department before booking.

● **‘Website’**: refers to the Campsite’s website.

● **‘Advertising Media’**: all communication media made available by the Campsite to promote its products and services, including the Website, Social Media mobile apps…

● **'Visitor':** A visitor is a person who is not one of the participants named on the Booking and who is visiting the Customer at the Campsite.

ARTICLE 3 – GOVERNING LAW AND COMPETENT COURT

These **General Terms and Conditions** and, more generally, the Rental Agreement **are governed by French law.**

These **General Terms and Conditions** have been drafted in French and subsequently translated into various languages. In the event of a dispute, only the French text shall be deemed authentic **; the translated versions are provided for information purposes only.**

In the event that any provision of these **General Terms and Conditions** is declared null and void, this shall in no way affect the validity and enforceability of the other provisions, which shall remain fully applicable.

Any dispute or controversy arising from these Terms and Conditions, whether concerning their validity, interpretation, performance or termination, shall be brought by the party acting with due diligence before the Commercial Court of Fréjus (France), regardless of the Customer's country of origin, subject to provisions of public policy, notwithstanding multiple defendants or third-party proceedings, and even in the event of summary proceedings.

ARTICLE 4 – APPLICATION AND ACCEPTANCE OF THE GENERAL TERMS AND CONDITIONS – FORMATION OF THE CONTRACT

Application

These **General Terms and Conditions** come into force upon their publication online and supersede all previous versions.

The campsite reserves the right to amend them at any time.

These **General Terms and Conditions** shall apply at the time the Customer makes a Booking, to the exclusion of all other terms and conditions. The Campsite is free to accept or refuse a Booking, subject to a legitimate reason such as the availability of accommodation, local or exceptional circumstances, and, in general, any circumstances likely to prejudice the fulfilment of the booking made.

These **General Terms and Conditions** are available in paper format at the Campsite, or upon the Customer's request. Furthermore, they are available via the Campsite's website in a downloadable version.

The Campsite cannot accept any dispute, claim or request for a refund relating to the interpretation or performance of these **General Terms and Conditions** by a third party to the Booking.

Acceptance

By making a Booking, the Customer acknowledges that they have read and fully understood these General Terms and Conditions of Hire.

They also acknowledge that they have accepted, definitively and without reservation, the terms and conditions set out herein. Acceptance of these General Terms and Conditions must be full and complete. Any acceptance subject to conditions shall be deemed null and void.

For online bookings, this acceptance consists of ticking the box next to the following statement ***: 'By ticking this box I confirm that I have read the cancellation insurance offered and the General Terms and Conditions of Rental'.*** Ticking the box is deemed to have the same legal effect as a handwritten signature by the Customer.

When making a booking via another channel (by telephone, email, in person, etc.), the Customer acknowledges having received the web link providing access to the General Terms and Conditions of Rental (GTC) along with their booking documents, and having accepted them without reservation, insofar as they are freely accessible and downloadable onto a durable medium via the Campsite's website.

Acceptance of these **General Terms and Conditions** and the conclusion of the Rental Agreement presuppose that the Customer has the necessary legal capacity to enter into a contract, or, in the event of legal incapacity, that they have the authorisation of a guardian or trustee.

These **General Terms and Conditions**, the legal notices and the booking confirmation sent to the Customer form a single contractual package and constitute the entirety of the contractual relationship between the Customer and the Campsite. The booking confirmation sent following payment by the Customer, including partial payment (deposit), shall constitute acceptance by the Campsite.

However, the Campsite reserves the right to refuse any booking request that does not comply with these General Terms and Conditions or with the offers advertised on the Website.

Right of withdrawal

The Campsite informs its Customers that, in accordance with Article L221-28 of the French Consumer Code currently in force : "The right of withdrawal may not be exercised in respect of contracts : [...] 12° For the provision of accommodation services, other than residential accommodation, the transport of goods, car hire, catering or leisure activities which must be provided on a specific date or during a specific period".

Consequently, the 14-day withdrawal period does not apply to the booking of accommodation or a pitch.

ARTICLE 5 – DESCRIPTIONS

The Campsite shall use its best endeavours to keep the information relating to the services it offers up to date across all its advertising materials and to notify the Customer in the event of any substantial change to this information.

The Customer is advised to refer to the written description of the Accommodation or Pitches booked in order to familiarise themselves with the detailed specifications.

The reference to the 4-star rating awarded to our Campsite on 28 October 2022 corresponds to a classification established in accordance with local French standards (Atout France rating).

ARTICLE 6 – BOOKING AND RESERVATION

The Customer's Obligations

When making a Reservation, the Customer must fulfil the following obligations in order to enter into a Contract with the Campsite :

● be of legal age and have legal capacity. The Campsite reserves the right to refuse entry to minors who are not accompanied by their parent(s) or a legal guardian. The Campsite reserves the right to cancel the Booking without notice and to issue the corresponding refund should the participants in the stay be minors not accompanied by their parent(s) or a legal guardian.

● to guarantee to the Campsite that they have all the necessary rights, permission and authority to place the order and enter into the Contract in accordance with these **General Terms and Conditions;**

● to be registered as a participant in the stay and to actually take part in the stay;

● to provide all information required by the Campsite (e.g. contact details of those taking part in the stay, registration number of the vehicle to be parked on the Campsite, etc.);

● to acknowledge that you are booking in the name of and on behalf of all participants in the stay;

● to guarantee the accuracy and truthfulness of the information provided;

● agree to act as the sole point of contact and bear sole responsibility towards the Campsite, in particular with regard to financial liability and any events that may arise in connection with the Booking and the stay at the Campsite;

● acknowledge that all Bookings are made in a specific name and are personal, and that, consequently, if the Booking is transferred or sublet, in whole or in part, the Campsite must give its prior consent;

● ensure that the documents provided by the Campsite following the booking (e.g. confirmation email) and/or the Reservation (e.g. booking confirmation, voucher) contain information that corresponds to the services they have selected.

Booking Procedures

There are four ways to book a stay :

- Online : via the campsite's website

https://www.campinglapierreverte.com/

- By email : via the online contact form on our website

https://www.campinglapierreverte.com/contacter-camping/

- By telephone : by contacting our booking team on + 33(0) 4 94 40 88 30

- By WhatsApp on + 33 (0) 7 49 34 01 54

- In person : at the campsite reception.

Booking a stay is carried out **as follows :**

1) The Customer selects the duration of the stay, the departure date, the number of guests/occupants and the type of accommodation or pitch.

2) The Customer may enter any special offers, if applicable, by entering the relevant promotional code.

3) The Customer must also indicate whether they wish to take out cancellation insurance and book any other options offered by the campsite.

5) The Customer must provide all the required information :

- By completing the compulsory fields on the booking form on our website.

- To the booking team when booking by telephone or Whatsapp ;

6) The Customer is booking in the name of and on behalf of all beneficiaries (those taking part in the holiday) whom they specify. The Customer certifies and is obliged to ensure that all the information provided is correct.

7) The Customer will be able to view a summary or will receive a document setting out all the details relating to the dates, the services selected and the total price, thereby enabling them to check the details of their booking. The Customer is required to ensure that all the information displayed corresponds to that which they have selected, on the understanding that any subsequent amendment or cancellation of their Booking may result in charges being made in accordance with the terms herein.

8) The Customer confirms their booking or expressly accepts the quotation, having read and accepted these General Terms and Conditions of Campsite Hire.

9) The Customer selects their payment method and makes payment in accordance with the payment schedule provided.

In the case of bookings made online or by telephone :

🔵 If the Customer pays by credit card, the booking is confirmed immediately – barring any payment issues – and is final;

🔵 If the Customer pays by cheque, bank transfer or holiday vouchers, the booking is only confirmed and final upon receipt of payment no later than 7 days after the booking date.

🔵 For bookings made by email: the booking is only confirmed once the campsite has verified the availability of the accommodation or pitch(es) requested by the customer.

If the accommodation or pitch is unavailable, the campsite will contact the Customer to offer an alternative accommodation option or pitch. The booking will be confirmed and final once the Customer's choice has been confirmed.

The campsite will send the Customer a booking confirmation, a link to **the General Terms and Conditions of Hire**, and a payment statement.

If no alternative arrangement can be agreed with the Customer, the campsite shall refund, without delay and no later than thirty (30) days following receipt of the booking request, all sums already paid by the Customer.

10) The Customer shall receive confirmation of their booking by email. This constitutes the agreement between the Customer and the campsite.

11) The paid invoice, which entitles the Customer to their stay, will be sent to the Customer at the email address provided by them, four (4) weeks before the start of their stay, subject to payment of the balance. However, where applicable, the Customer remains obliged to pay the balance of their Booking no later than four (4) weeks before their arrival at the Campsite. It is the Customer's responsibility to provide a valid email address when making their booking.

In any event, the Campsite reserves the right to refuse any Booking in the event of :

- an existing dispute with the Customer; Customers who have been excluded from our Campsite on the grounds of non-compliance with the rules and regulations may have their booking refused by the Campsite.

- total or partial non-payment of an order placed, or any delay in payment for a current order;

- partial and/or incorrect provision of information required by the Campsite, such as, for example, the surnames, first names and dates of birth of the participants, the vehicle registration number or any other proof of identity.

Holiday guests

The Campsite wishes to remind guests that it offers family-oriented holidays. The accommodation and the Campsite are specifically designed for this purpose. The Campsite therefore reserves the right to refuse a booking and/or access to the Campsite and/or to the accommodation or pitch :

- to any group of guests whose number exceeds the maximum capacity of the accommodation or pitch booked, for safety and insurance reasons;

- and/or to any person not mentioned by the Customer at the time of booking.

- any booking(s) made by one or more Customers for more than three (3) Accommodation units or Pitches for the same period.

The campsite considers that any booking of several Accommodation units or Pitches made by the same individual, or by different individuals who know one another and are travelling together for the same reasons on the same dates, constitutes a group booking.

Therefore, all group enquiries must be submitted in writing via our contact form available on our website or by telephone to our Bookings Department on +33 (0)4 94 40 88 30, which is the only department authorised to handle such enquiries.

The Campsite reserves the right to assess any group booking in advance to check its compatibility with the Campsite's occupancy during the requested period before accepting or rejecting it.

Please note that every person staying at the Campsite, regardless of age, counts as one participant. **Therefore, a baby (or child) counts as one participant, just like an adult.**

For obvious safety reasons (swimming pool, possible evacuation of the campsite in the event of a weather alert) or health reasons (possible hospitalisation during the stay), bookings by minors not accompanied by one of their legal guardians, as defined in Article 382 of the Civil Code, are not permitted.

Furthermore, our campsite is not authorised, within the meaning of Articles L227-1 et seq. of the Social Action and Family Code, relating to the protection of minors during school holidays, work breaks and leisure activities, to provide group or individual stays away from the family home for minors under the age of 18 who are not accompanied by one of their legal guardians as referred to in the preceding paragraph.

Pets

The Campsite will charge a fee for any pet accompanying the Guest during their stay. This fee will be charged to the Guest in accordance with the current rates and as follows :

🔵 If the Guest declares that their pet will be accompanying them on the day of booking, the fee will be charged at the time of booking.

🔵 If the Guest has not declared that their pet will be accompanying them at the time of booking, these charges will be applied on the day of their arrival at the campsite.

Further information

The campsite reserves the right to refuse entry to any person not listed on the booking.

Depending on availability, dates of stay and type of accommodation, the Customer may choose the location of their accommodation or pitch on the campsite by opting for one of the following services (subject to availability and the feasibility of the request):

- "Preferred Pitch Choice" (€50), which allows a specific pitch number to be reserved.

- "Side-by-Side Pitch Selection" (€25 per pitch), which allows the Customer to request that an accommodation unit or pitch be situated next to that of another Customer.

Generally speaking, and with the exception of the aforementioned paid services, the fact that the Customer expresses one or more preferences does not guarantee the pitch or accommodation allocated on the campsite and cannot form the basis of any claim in this regard.

The Campsite reminds Customers that it cannot guarantee, in particular, shade, sunshine or the absence of noise on a pitch.

In order to benefit from the aforementioned services, and to ascertain the availability and feasibility of their request, Customers must make such a request at the time of booking via the customer service department by telephone, using the Campsite's contact details provided in these **General Terms and Conditions.**

The Campsite hereby informs guests that minimum booking periods are set at its discretion and may be amended at any time, in particular to allow guests to benefit from the aforementioned paid services. In high season, the minimum stay is generally seven (7) nights. In low season, the minimum stay is generally two (2) nights.

ARTICLE 7 – PRICES

Price display

All prices are displayed in euros, inclusive of VAT.

For pitches, the base rate shown is **for two (2) people.** The price therefore varies according to the number and age of the guests staying on the pitch.

Classic and Comfort Pitches : maximum of 5 people, including babies and children.

XL and Premium Pitches : maximum of 6 people, including babies and children.

For Accommodation, the base rate varies depending on the type of accommodation selected.

The capacity is two (2), four (4), six (6) or eight (8) people, depending on the type of accommodation.

What the prices include

- the hire of an Accommodation unit or a Pitch, including its facilities, as described on our website
- water, gas and electricity consumption for the hire of an Accommodation unit
- water and electricity consumption for the hire of a Pitch
- parking for one car per Booking near the Accommodation unit.
- access to free facilities (e.g. toilet blocks for campers, sports pitches, playgrounds, aquatic areas, lagoon-beach, etc.) and free services (e.g. entertainment, kids' clubs, etc.) available at the campsite.

What the prices do not include

By default, the prices do not include anything not mentioned in the section 'What the prices include'.

In addition, the prices do not include :

- Additional options or services offered by the campsite, such as (non-exhaustive list):
    - End-of-stay cleaning (unless otherwise stated)
    - Wi-Fi access (unless otherwise stated)
    - Catering services (e.g. breakfast, half-board, etc.)
    - Parking space for an additional vehicle (unless otherwise stated)
    - Bed linen, towels and beach towels (unless otherwise stated)
    - Equipment (e.g. fridge for campers, griddle, etc.)
    - Facilities and activities offered by the campsite at an additional cost (e.g. massage area, specialist workshops, supervised outings, etc.)
- The campsite cannot guarantee the availability of all these services. The Guest must enquire at the campsite reception to find out which services are available during their stay and the relevant pricing conditions ;

- The cost of any cancellation insurance taken out by the Guest;
- The amount of the tourist tax per day and per person aged 18 and over.

The tourist tax is charged on an actual basis and must be paid at the time of booking or on arrival at the campsite for a short stay. The tourist tax is collected in France on behalf of local authorities and municipalities ; it may be subject to an additional departmental tax or eco-contribution.

- Security deposit:

Miscellaneous equipment on loan or for hire = from €20 to €50 depending on the equipment.

Premium pitch : €50

Unusual accommodation without sanitary facilities : €100

Mobile home : €200

PRIVILEGE and Tribu XXL ranges : €400

- a booking fee of €30.00
- paid activities offered by the campsite (to be paid on site)
- transport/travel costs;
- baby equipment.
- visitors

Determination of prices and rates for the stay

The prices for accommodation or pitches, options, additional services and charges are set at the campsite's discretion

The "total cost of the stay" is the amount communicated to the Customer at the time of booking, subject to confirmation of the service's availability, either on the website or when making a booking by telephone. Any price set prior to the booking and any price changes made after the booking (for example, during promotional campaigns) have no effect on the "total cost of the stay".

When the Customer requests a quotation, its validity is stated on the quotation, subject to availability. Once the validity period has expired, the price stated in the quotation is no longer guaranteed.

Subject to the provisions of Article L.211-17-2 of the Tourism Code, in the event of a manifest error in the published price – such as a price that is derisory when compared with the average prices observed for the same stay during the same period – the Customer shall be informed of such error by the Campsite. Consequently, the booking may be cancelled and the Customer will be refunded their deposit or the full amount of any payments made, without compensation.

Adding services after booking

The Customer may order additional services to their booking prior to their stay and/or during their stay, excluding cancellation insurance.

The prices of services added after the Booking may be higher than the prices of the services selected at the time of the Booking.

For services resulting from a voluntary or involuntary extension of the stay (e.g. early arrival, late departure, etc.), the Customer remains liable for payment based on the rates in force on the day of the extension.

Cleaning Fees

The rates for the end-of-stay cleaning service vary depending on the accommodation booked. The rates will be shown to the Customer before the booking is confirmed.

Premium pitch : €30

Unique accommodation without bathroom facilities : €50

1-bedroom mobile home : €60

2-bedroom mobile home : €80

3-bedroom mobile home : €100

4-bedroom mobile home : €120

Discounts and benefits

The Customer may benefit from promotions, individual discounts (e.g. loyalty, referral schemes), credit notes and/or gift vouchers, the application of which may affect the total cost of the stay.

Unless otherwise specified in writing and brought to the Customer's attention :

- No discounts or benefits may be applied to a Booking that has already been paid for in full or in part;

- Discounts and benefits offered during promotional periods are only applicable to Bookings made during those promotional campaigns;

- Individual discounts cannot be combined on the same Booking.

The Campsite manually checks whether discounts and benefits are applicable. If a discount and/or benefit has been incorrectly applied, the Campsite will notify the Customer concerned of this incorrect application and the amount of the discount will be claimed from the Customer. In the event of non-payment by the Customer, the Campsite may cancel the Booking.

ARTICLE 8 – PAYMENTS

General Provisions concerning payments

General Provisions concerning payments. The Campsite offers the Customer various payment methods.

If the booking is made 30 days or less before the start of the stay, the full amount due must be paid immediately at the time of booking.

If the booking is made more than 30 days before the start of the stay : a 30% deposit must be paid immediately at the time of booking and the balance must be paid no later than 30 days before the arrival date.

If the Customer chooses to pay in instalments, the full amount due must be paid no later than 30 days before the arrival date.

The Campsite reserves the right to cancel the Booking in accordance with the cancellation terms set out in the 'Cancellation' section of these General Terms and Conditions if the full amount due is not paid within the specified time limits.

Depending on the booking method chosen, the following payment methods are accepted :

- Credit card for all types of bookings.

- A bank cheque made payable to 'CAMPING LA PIERRE VERTE', to be sent by post to the following address : Camping La Pierre Verte, 1880 RD4, 83600 Fréjus.

The minimum amount for payment by **Chèques-Vacances (paper or Connect)** is set at **€20**, with the option to top up using a credit or debit card. As this payment method is neither fungible nor liquid, Any sums actually paid shall not entitle the customer to any refund. Where necessary, the sums actually paid will therefore be credited as a voucher, valid for a future holiday booking for one (1) year from the date of issue.

- Chèques-Vacances Connect (CV Connect) : this payment method is available via the Chèque-Vacances mobile payment app. The campsite cannot be held liable in the event of any failure to use this payment method and/or any malfunction of the app.

- ANCV Holiday Vouchers : if this payment method is used, the ANCV Holiday Vouchers must be duly completed and sent to the campsite by registered post (or any other secure means) to the following address : Camping La Pierre Verte, 1880 RD4, 83600 Fréjus.

The vouchers must be sent detached from the booklets, with the top detachable slip attached, and without staples or paper clips. Only holiday vouchers actually received will be counted. It is the Customer's responsibility to check the number before posting and to keep the stubs of the holiday vouchers sent. ANCV holiday vouchers that are out of date, have expired and/or are fraudulent will not be accepted. The campsite cannot under any circumstances be held liable for the non-receipt of ANCV holiday vouchers.

- **Credit Note/Gift Voucher** : Available exclusively via our telephone booking service. To use a credit note or gift voucher, the Customer must comply with the terms and conditions of use set out on the credit note or gift voucher itself.

- **Bank transfer to the campsite's bank account**, quoting the reference number shown on your booking confirmation, quotation or option.

All payment methods are subject to change from time to time. Please find full details on our website.

Payments to be made before your arrival at the campsite

The Customer must pay the "total cost of the stay", in one or more instalments (up to a maximum of three instalments, with an initial deposit of 30 per cent).

This payment covers all services included in the Booking (accommodation or pitch fees, optional extras, insurance, booking fees, etc.), except as specified in the following paragraph, "Services to be paid for on arrival at the campsite".

If payment is not made within this period, the Campsite reserves the right to treat the Booking as cancelled, in which case the terms of Article 11 'Cancellation' shall apply.

Services to be paid for on arrival at the campsite and during your stay

On arrival at the campsite, the Guest must make the following payments :

- the security deposit, which must be paid separately in a single instalment.

- any additional services ordered on arrival at the campsite and/or during your stay must be paid for immediately.

General provisions regarding payment in instalments

Payment in three (3) instalments, as offered by the Campsite, is a payment facility that is only available when the Customer makes their Booking more than 60 days before the start date of their stay.

When paying in three instalments, the Campsite sets out a payment schedule, the amount of each of the three instalments and the due dates on which the sums are payable. This schedule is provided in writing to the Customer at the time of their initial booking.

The Customer undertakes in all cases to :

- adhere to this schedule regarding payment dates and the sums due;

- make payments directly online via their customer account. Specifically : **30% upon booking, 30% as an interim payment and 40% for the balance of the stay.**

If the total cost of the stay changes, a payment schedule will be updated and communicated in writing to the Customer. This updated schedule shall be the only valid payment schedule.

In the event of non-payment of the deposit (first instalment), the order will not be confirmed and therefore no booking will be created.

In the event of non-payment of the interim instalment or payment that does not correspond to the amounts due, the Customer shall be notified. They must make payment of the instalment in accordance with the terms communicated to them. The Campsite reserves the right to cancel the Booking on such grounds, and the cancellation terms set out in **Article 11 "Cancellation**" of **these General Terms and Conditions** shall apply.

Booking with "non-digital" payment

When the Customer makes a booking and chooses a "non-digital" payment method (e.g. cheque, bank transfer, holiday vouchers, etc.), whether in one or more instalments, the Campsite will give them a maximum of 7 days to pay the amounts due, as stated in the booking confirmation documents. Pending payment, the booking is considered a "booking pending payment". The booking is only confirmed and final upon receipt of payment no later than 7 days after the booking date.

For any "non-digital" payment (e.g. cheque, bank transfer, holiday vouchers), the customer must:

- quote their booking reference,
- make the payment payable to the Campsite,
- where sending by post, use registered post with acknowledgement of receipt.

Booking with "digital" payment

When the Customer makes a Booking and selects a "digital" payment method, they are redirected directly to the secure environment of one of the Campsite's payment partners.

When paying by credit card, the Booking is confirmed immediately – provided there are no payment issues – and is final.

General provisions regarding payment using a credit note or gift voucher

In these specific cases, the Customer must follow the instructions provided to them in order to use the amount of their credit note or gift voucher when placing their order. The credit note or gift voucher must be valid.

ARTICLE 9 – PERSONAL DATA

When the Customer browses the Company's website or makes a Booking, we collect three general categories of personal data (hereinafter referred to as 'PD') :

- data provided to us by the Customer;
- data we collect automatically whilst the Customer is using the website;
- data we collect from third parties.

The data collected is intended for the Campsite, in its capacity as data controller, which is responsible for providing the service covered by the accommodation contract, and for any subcontractors where applicable.

The Campsite and its data processors implement technical and organisational measures to ensure the security and protection of personal data.

The Campsite regards this personal data as confidential. It is used solely for the purpose of processing the booking and to enhance and personalise communications and the range of services offered to the Campsite's guests, based on the guest's interests.

By ticking the box labelled ***« By ticking this box, I confirm that I have read the General Terms and Conditions of Hire »*** when making their Booking, the Customer gives their specific, free and informed consent, by which they agree that their personal data may be used by the Campsite and/or certain of its partners, whose services are intended to :

- ensure the proper fulfilment of the Booking and the Contract between the Campsite and the Customer in connection with a Booking, including the management of payment defaults ;

- or to ensure the quality of the follow-up regarding the Booking and the stay, including the management of disputes and complaints;

- or to gather feedback following their Booking and stay;

- or to send communications required by law to the Company or communications informing the Customer of a substantial change regarding their order, Booking or stay.

Personal data is retained by the Company for as long as is necessary to fulfil the Accommodation Contract and is then archived in accordance with the legal provisions in force. Data relating to marketing activities is deleted within the statutory time limits. For further information on our privacy policy regarding personal data and the processing of your data, please consult our privacy policy available on the Campsite's website.

If your personal data is processed by the Campsite, you have the right to access, rectify and erase your personal data (the 'right to be forgotten'), to restrict the processing of your personal data, to object to its collection and processing, and not to be subject to a decision based on automated processing.

You also have the right to data portability, and in certain cases you may object to the processing of your personal data and specify what is to happen to your personal data after your death.

For further information on our data protection policy, the Customer may consult the "Legal Notice & Cookies" page on our website.

To exercise the above rights free of charge and for any enquiries regarding your personal data, you may contact the Company's Data Protection Officer :

- **By post at the following address :** Administration Department – Camping La Pierre Verte, 1880 RD4, 83600 Fréjus

- **By email at the following address :** ***administration@campinglapierreverte.com***

The DPO may ask you to provide a valid proof of identity, which must be sent by post for security reasons.

ARTICLE 10 – AMENDMENTS

General provisions

The Campsite reminds you that the Customer who placed the order or made the Booking is the sole party responsible in dealings with the Campsite.

Customers who have booked using an offer from their Works Council are advised to contact the Works Council to find out the procedures for amending their stay.

Changes requested by the Customer

Any request to change an order or a Booking must be made :

- By telephone : to our booking team on 04.94.40.88.30 (cost of a local call)

- By WhatsApp : to our booking team on +33 (0) 743 340 154

- Via our contact form : https://www.campinglapierreverte.com/contacter-camping/

Any stay that has commenced must be paid for in full. No compensation will be paid in the event of a late arrival or early departure.

Any request to amend a booking will be considered by the campsite and may be accepted or refused, subject to availability, during the same calendar year as the original stay.

If the change is not accepted, the Customer must either proceed with their stay under the original terms or cancel it.

Where the campsite has given prior approval to the request for a change, a change fee of **€30** (including VAT) applies (unless otherwise specified in writing to the Customer on the day of their booking).

If the new “total cost of the stay” exceeds the amount of the booking, the €30 changes fee applies and the Customer must pay the difference between the new “total cost of the stay” and the sums already paid.

If the new “total cost of the stay” is less than the amount of the Booking, a €30 amendment fee applies and :

● if the request for amendment was received 30 days or more than 30 days before the start of the original stay:

1/ and provided that all sums owed by the Customer to the Company have been paid, the Customer shall be refunded the difference between the sums paid and the new “total cost of the stay”, plus the €30 amendment fee ;

2/ and if the Customer still owes money to the Campsite, the payment instalments will be adjusted so that the Customer pays only the difference between the sums paid and the new “total cost of the stay”, plus the €30 amendment fee ;

● if the request for amendment is received less than 30 days before the start of the original stay,

The campsite does not issue any refunds.

In any event, any request for a change made 7 days or less than 7 days before the start of the stay shall be automatically rejected.

Any request for a change will result in a recalculation of the "total cost of the stay" based on the prices in force on the date of the change. Customers should note that, in the event of a change to their stay, they will not be eligible for any promotions introduced after their initial booking. The date of the original booking shall prevail.

In the event that the Campsite is unable to accommodate the Customer's request for a change, the original booking will stand unless the Customer cancels it.

Changes made by the Campsite

The Campsite may need to make changes to the booking before it begins. In this case, it will use its best endeavours to inform the Customer as soon as possible, in a clear and comprehensible manner and in a durable medium, in order to set out the terms of such a change.

The Campsite must inform the Customer of any impact on the price when notifying them of the change.

The Customer must respond to the Company's proposed alternative within the specified timeframe.

The Customer may :

● either cancel the Booking, decline to respond or refuse. The Campsite will then refund all payments already made, including booking fees and any insurance premiums, as soon as possible after receiving notification of the Customer's cancellation.

● or agree to take part in the amended holiday.

If this change results in a reduction in the price of the stay, the difference in price will be refunded to the Customer.

If this change results in an increase in the price of the stay compared with the initial amount of the Booking, the Campsite will cover part of the difference in price depending on the dates of the amended stay and will inform the Customer of this before the Customer makes their choice.

If the Customer fails to reply within the specified time limit, the Campsite will automatically cancel the stay.

In the event of a change made by the Campsite due to exceptional and unavoidable circumstances, and unless an exemption is granted by the competent authorities, all sums paid will be refunded to the Customer as soon as possible. No additional compensation will then be offered.

Transfer of the Booking

The Customer may request that the campsite transfer their Contract to a person who meets all the conditions applicable to the Contract. The Customer and the transferee are jointly and severally liable for payment of the outstanding balance, as well as any fees, charges or other additional costs incurred as a result of this transfer. The campsite will inform the Customer of the actual costs of the transfer. A transfer fee of fifty euros (€50) including VAT will be charged.

ARTICLE 11 – CANCELLATION

General provisions

The Campsite reminds you that the Customer who placed the order or made the Booking is the sole party responsible in dealings with the Campsite.

Customers who have booked using an offer from their Works Council are advised to contact the Works Council to find out the cancellation terms and conditions applicable to their stay.

A cancellation is only valid if the Campsite has issued a document notifying the Customer of the cancellation. Without this document, the Booking and all contractual obligations arising from it remain in full force and effect.

Cancellation by the Customer

Any cancellation of an order or a Booking must be made in writing :

- **By email :** *reservation@campinglapierreverte.com*

If the cancellation is received :

🔵 after the start date of the stay, regardless of whether or not the Customer has arrived at the campsite, the campsite will charge the full amount for the stay;

🔵 **less than 7 days** before the start of the stay, **the Campsite will charge the full amount** for the stay;

🔵 **between the 29th and the 7th day inclusive** before the start of the stay, **the Campsite will charge 90 %** of the total rental amount as well as **100 % of ancillary charges** (booking fees, insurance, etc.);

🔵 **between the 59th and the 30th day inclusive** before the start of the stay, **the campsite will charge 50 % of the total rental** cost as well as **100 % of ancillary charges** (booking fees, insurance, etc.);

🔵 **between the 89th and the 60th day inclusive** before the start of the stay, **the campsite will charge 25 % of the total rental** amount as well as **100 % of ancillary costs** (booking fees, insurance, etc.);

🔵**90 days or more** before the start of the stay**, the campsite will charge 10% of the total rental** amount as well as **100 % of ancillary charges** (booking fees, insurance, etc.);

Cancellation by the Campsite

It may happen that, prior to the Customer's arrival, the campsite is obliged to cancel their Booking for any reason whatsoever, without offering an alternative solution or the possibility of alternative accommodation. In such circumstances, all sums paid by the Customer shall be refunded in full in accordance with Article R.211-10 of the Tourism Code.

Cancellation due to exceptional circumstances

In accordance with Article L.211-14 of the Tourism Code and unless an exceptional exemption is granted by the competent authorities, in the event of cancellation by the campsite or by the Customer prior to departure, and if the cancellation is due to exceptional and unavoidable circumstances occurring at the destination or in its immediate vicinity which have a significant impact on the performance of the contract, the full cost of the stay will be refunded, but no additional compensation will be payable by the campsite.

These terms and conditions apply in the event of a travel ban issued by the government authorities expressly prohibiting travel to the area where the campsite is located, or in the event of a general lockdown ordered by the government authorities, preventing the Customer from travelling to the holiday destination on the dates booked. However, it should be noted that individual lockdown, even if mandatory, in the event that the Guest is unwell, and/or the lack of a valid health pass, or where applicable a vaccination certificate, valid for the entire duration of the stay, are not considered grounds for cancelling or amending the stay free of charge. As such, and after reviewing the cover provided, it is advisable to take out cancellation insurance.

ARTICLE 12 – CANCELLATION INSURANCE

The campsite offers Cancellation and Interruption of Stay Insurance through its insurance partner, **Gritchen Affinity**. Cancellation insurance is available for all bookings, and the cost of this insurance is set at **4 % of the total cost of the stay.**

This insurance, which can only be taken out at the time of booking, entitles the Customer to a refund of the cancellation fees for their booking, as set out in the 'Cancellation' section of these General Terms and Conditions, in the event of an incident preventing their departure, or a refund for any unused nights of their stay in the event of an incident delaying their arrival or cutting short their stay.

This insurance only takes effect once the insurance premium has been paid in full to the Campsite on behalf of the insurer. Except in cases provided for by the provisions relating to the 14-day cooling-off period for insurance products, or unless specific details are brought to the Customer's attention at the time of booking or in the documents relating to the booking, the insurance premium is non-refundable.

The contact details for the cancellation insurance are as follows :

- **By email :** sinistres.affinity@gritchen.fr

The general terms and conditions of the insurance and the events covered by it are set out in the General Terms and Conditions of the cancellation insurance, available on our website and at www.campez-couvert.com

In the event of cancellation, the insurance will reimburse the full amount paid (excluding the excess, insurance premium, visa fees, administration fees and all taxes) prior to the start of the holiday and in the event of an incident triggering the cover.

In the event of an interruption, the insurance will reimburse the amount corresponding to the unused portion of the holiday, calculated on a pro rata basis according to the length of the booked holiday. (Excluding the excess, insurance premium, visa fees, administration fees and all taxes).

In the event of a covered incident, the Customer must notify the campsite of their cancellation and contact the insurer in accordance with the procedures set out in these General Terms and Conditions of Cancellation Insurance, within 48 hours of the incident occurring, providing the necessary information and supporting documents.

As soon as the Customer requests the cancellation of their Booking or the interruption of their stay using the form provided, this request is firm and final and results in the cancellation of the Booking by the Campsite. The Customer may not claim any compensation, indemnity or refund from the Campsite, nor may they request that the Booking be maintained, should the insurer reject the Customer's cancellation claim.

ARTICLE 13 – STAY

Campsite Rules and Responsibilities

The Customer undertakes to familiarise themselves with the campsite's rules upon arrival. They acknowledge that these rules govern their stay, in addition to these **General Terms and Conditions**.

During their stay, the Customer undertakes to comply with, and to ensure that persons staying with them and/or their Visitors, who are under their responsibility, comply with, all the provisions of the campsite's house rules. In the event of non-compliance with the house rules, campsite representatives are authorised to enforce these rules and to impose any necessary sanctions, such as, for example :

- and/or immediate expulsion from the campsite (following formal notice or immediately, depending on the seriousness of the offence, and without the Customer being entitled to claim a refund or compensation),

- and/or any future booking made by the said Customer and/or their companions shall be automatically cancelled, without compensation, or refused.

The Guest is advised that failure to comply with certain rules set out in the campsite's regulations may result in civil and/or criminal liability.

The Campsite reminds guests that smoking (cigarettes, e-cigarettes, etc.) is strictly prohibited in all enclosed and covered communal areas, as well as in outdoor areas not designated as smoking zones. Accommodation is non-smoking. Any breach of this prohibition will be deemed a breach of the campsite rules.

As the campsite is not a hotel operator within the meaning of Article 1952 of the French Civil Code, it cannot under any circumstances be held liable for the loss or theft of personal belongings during the

stay. The Customer is solely responsible for keeping an eye on their belongings (e.g. bicycles, clothing, flip-flops, shoes, car, etc.).

In order to insure these against theft, loss, damage or destruction for any reason whatsoever, the Guest is advised to contact their own insurance company to extend their comprehensive home contents cover for the duration of their stay (under the 'holiday accommodation' cover).

The Guest is advised to check before departure that they have third-party liability insurance covering any damage they may cause during their stay.

Minors accompanied by their legal guardians remain the responsibility of the latter. It is strictly forbidden to leave them alone, unsupervised, within the campsite grounds.

Arrival at the Campsite

Check-in times **for pitches : 2.00 pm to midnight**

Check-in times **for accommodation : 5.00 pm to midnight**

Unless prior agreement has been obtained from the campsite, no check-in is permitted outside the specified times.

The campsite will not issue any refunds or compensation in the event of arrival or departure outside the originally scheduled times and days, which may have prevented the Guest from gaining access to their accommodation or pitch.

In the event of a no-show at the campsite on the scheduled arrival day, and unless the Guest has sent written notification to the campsite within a maximum of 48 hours, the campsite reserves the right to re-offer the accommodation or pitch for sale.

Wearing an identification wristband is compulsory on the campsite ; this is to ensure maximum safety for guests and to identify them amongst all those present on the campsite.

Upon arrival at their accommodation or pitch, it is the guest's responsibility to carry out a check : inventory and condition of the premises. They must report any issues in writing to the reception team no later than 24 hours after arrival. The reception team will do their best to resolve the matter promptly. No claims will be considered after this deadline.

Similarly, any incident that occurs during the stay must be reported to the reception team, who will do their best to resolve it.

Check-out from the Campsite

Keys must be handed in at Reception by **10.00 am at the latest.**

The checkout inspection will be carried out by the reception team after the guest has left ; they will check the condition of the accommodation or pitch.

If the accommodation or pitch is left in a condition deemed 'satisfactory' by the reception team, the security deposit (paid by credit card only) will be refunded within 7 days.

Otherwise, should the reception team identify any non-compliance, sums will be deducted from the security deposit and/or invoiced to the Customer within one month. Supporting invoices will be provided to the Customer. If the amounts invoiced exceed the security deposit, the deposit will not be refunded and the campsite is entitled to claim the sums due from the Customer.

Among these faults, the campsite specifically refers to the following examples, without this list being exhaustive :

🔵 failure to clean or an abnormally dirty condition.

The campsite reminds the Customer that, unless the **'Cleaning Included' option** has been taken out, the Customer is required to clean the following areas/items :

▪ empty the bins

▪ wash and put away their crockery

▪ Empty the fridge

▪ Do not leave any perishable food behind

▪ Sweep and mop the communal areas

▪ Clean the kitchen area – coffee machine, microwave and sink

▪ Clean the bathroom, shower (drains), washbasin and mirror

▪ Clean the toilet

▪ Clean surfaces and windows, and dust

▪ Tidy and clean the terrace and outdoor furniture

▪ Empty and clean the barbecue

▪ Leave bed linen and towels near the entrance

If the Guest has opted for the 'Cleaning Included' option, they are asked to clean the following areas/items :

▪ empty the bins

▪ empty the fridge

▪ tidy the patio and the furniture

▪ clean out the barbecue

▪ wash and put away your own crockery

▪ do not leave any perishable food behind.

● breakage, damage, loss or discrepancies with the check-in inventory of any item or equipment made available to the Guest during their stay;

● failure to return items entrusted to the Guest, such as keys, or equipment on loan or hire

Visitors

A **'visitor'** is defined as any person not listed on the booking contracts and/or on the police registration form completed on arrival at the campsite. All visitors must report to the security office with the campsite guest in order to complete the 'Visitor Registration Form'.

Visitors (**maximum 5 people**) who are permitted on the campsite undertake to comply with the campsite's rules and regulations and remain under the responsibility of the guest hosting them.

The campsite does not permit visitors to remain in the accommodation or on the booked pitch outside the visiting hours set out in the campsite rules (even if the capacity of the accommodation or pitch allows it), nor to use the campsite's facilities and equipment.

On departure, the departing visitor must report to the security desk, which will record the time of departure. If visitors do not leave at the agreed time, a charge will be applied to the Guest's account in accordance with the current rates.

● **In low season:**

Immediate payment of the current rate at reception upon arrival.

Visitors may stay free of charge from 7.00 pm until midnight at the latest, without access to the facilities.

Vehicles must be parked outside the campsite.

● **In high season:**

The campsite considers that on-site capacity has reached its maximum and cannot accept visitors during the day with access to communal areas.

Visitors are permitted free of charge from 7.00 pm until midnight at the latest, without access to the facilities.

Vehicles must be parked outside the campsite.

Image rights

By accepting these **General Terms and Conditions of Rental**, the customer expressly authorises the campsite, free of charge, to photograph or film them during their stay and to use the photographs, videos or audio recordings in any medium for a period of 5 years. This authorisation also applies to all persons staying with the customer. Its purpose is to promote the campsite nationally and internationally on its website, in its brochures, on social media, in marketing materials or in tourist guides.

If a customer recognises themselves in any of the photographs, they may request its immediate removal by contacting the campsite.

Pets

🔵 Only one (1) dog or cat per booking will be permitted.

🔵 Dogs classified as Category 1 or 2, as defined by the legislation in force on the date of the booking, are prohibited;

The campsite reserves the right to refuse access to the accommodation or pitch if the guest fails to comply with the above conditions.

The Guest undertakes to comply with and ensure compliance with the conditions for accommodating dogs, as set out in the dedicated policy and the campsite's rules and regulations, which the Guest undertakes to read.

Any dog or cat accompanying the Guest on their stay is the Guest's responsibility, and the Guest must comply with the campsite's rules and regulations (presentation of an up-to-date vaccination certificate, keeping the animal on a lead, supervision, etc.).

The campsite specifies that only one (1) dog or cat per booking is permitted. Accordingly, all other types of animals are prohibited from staying on the premises.

For hygiene reasons, dogs and cats are not permitted in the aquatic area or the lagoon.

Water Parks

The Customer undertakes to comply with, and to ensure that all guests staying in the Accommodation or on the Pitch comply with, the rules and regulations governing the water parks and the Lagon Plage.

The Customer is hereby informed that :

● for hygiene reasons, unless a medical certificate is provided, access to the aquatic area (swimming pools and lagoon) is restricted to people wearing swimwear (swimming trunks/Lycra boxer shorts/one-piece or two-piece swimsuits), to the exclusion of any other clothing, including in particular swimming shorts, thongs, Bermuda shorts, burkinis, wetsuits, and long and/or waterproof clothing.

● Lifeguards have full authority to ask offenders to leave the premises.

Optional equipment

● Open-flame and charcoal barbecues are strictly prohibited in all forms.

● Gas and electric planchas (maximum 1,600 watts) are permitted.

● Baby equipment (subject to availability). The Guest is informed that they may select baby equipment at the time of booking at the current rate.

● Electric vehicles : the campsite prohibits guests from charging their vehicles using the power supply in the accommodation units. Failure to comply with this requirement may result in the same penalties as those applicable for breaching the campsite's rules and regulations. Charging points are available at reception at the current rate.

ARTICLE 14 – SECURITY DEPOSIT

By credit card only.

A security deposit of between **€100 and €400,** depending on the type of accommodation, will be required from the Customer on arrival at the campsite.

Please note that the campsite reserves the right to retain all or part of the security deposit in the event of damage to the accommodation or the campsite.

No security deposit is required for pitch-only bookings.

The security deposit will be refunded to the Customer following an inspection of the premises and an inventory check carried out by the campsite.

The campsite will ensure that the accommodation has been cleaned properly and that there is no damage or deterioration to the accommodation.

In the event of obvious damage or if the accommodation is not left clean, the campsite may charge the Customer for the costs of restoration.

No claims will be accepted from the Guest in the event of departure without a property inspection, if the Guest has not submitted the check-in inventory form to Reception.

If the Guest does not submit the check-in inventory form, it will be assumed that they took possession of the Accommodation in a good general condition and clean.

If the accommodation is returned in good condition, the security deposit held on the credit card will be released within 7 days.

The campsite may request additional security deposits for the loan or hire of equipment.

Damage

Any damage to property found in the accommodation will be charged to the Customer up to a maximum of €1,000, depending on the damage observed.

ARTICLE 15 – LIABILITY

Liability of the Campsite

The Company shall not :

- be held liable in the event of any alteration, cancellation, non-performance or improper performance of any service relating to the Booking that is attributable to exceptional and unavoidable circumstances caused by the Customer or those taking part in the holiday, or to disruption or a total or partial strike, in particular affecting postal services, transport and/or communications;

- unless otherwise provided for by law, be held liable for the fault of a third party, in particular one of its partners;

- be held liable for any indirect damages arising from this agreement, including loss of business, loss of profit, loss of opportunity, damages or costs.

Warranty and Liability – Website

The campsite has only an obligation of means in respect of all stages of accessing the Website, the booking process and subsequent services.

The information made available on our Website and in our brochures is accurate as at the date of booking. However, it is subject to change.

The photographs illustrating our accommodation or pitches on the website and in the brochure are provided for information and illustrative purposes only.

The campsite cannot be held liable for any false, misleading or incorrect information contained in the catalogues or on partner websites, including, in particular, promotional photographs, descriptions, activities, leisure facilities, services and operating dates, where such information has been provided by partner companies or any third party who have declared that they hold the rights to the photographs.

Although the Campsite makes every effort to maintain an operational service, it cannot offer any guarantee as to the continuity of access to its website and therefore accepts no liability for any direct and/or indirect damage caused by the inability to access it in whole or in part, or which may arise from a user's use of the service.

The Campsite cannot be held liable, either criminally or civilly, for any consequences arising from the inappropriate or unauthorised use of partner websites or their content by users or any other third party.

Furthermore, the Campsite shall not be held liable for the non-performance or improper performance of the contract entered into, in the event of fault on the part of the Customer, in the event of force majeure, exceptional circumstances or due to the unforeseeable and insurmountable actions of a third party not involved in the provision of the services provided for in the contract.

In any event, should the Campsite be found liable for any reason whatsoever, any compensation for direct or indirect losses shall be limited to the cost of the stay.

ARTICLE 16 – COMPLAINTS AND MEDIATION

Complaints and mediation procedures

Any complaint arising during the stay must be reported by the Customer to Reception within 24 hours of the event giving rise to the complaint, so that the campsite can make every effort to remedy the non-compliance or acknowledge it and meet the Customer's expectations as far as possible.

If the matter is not resolved to the Guest's satisfaction, they may lodge a complaint :

- **By post :** Camping La Pierre Verte, 1880 RD4, 83600 Fréjus FRANCE

- **By e-mail :** **reservation@campinglapierreverte.com**

The Customer must provide all the information required by the Campsite to support their claim. No claim will be considered if the facts have not been reported to the reception team during the stay.

The Campsite's customer service team will deal with any claim as soon as possible (within a maximum of 2 months from the date of receipt of the claim).

In accordance with Articles L612-1 et seq. Of the Consumer Code, the Customer may resort to a conventional mediation procedure if they are not satisfied with the response provided by the Campsite's customer service department. Any request for mediation must be submitted as soon as possible to MEDICYS :

- On line website : www.medicys.fr ;

- by post : MEDICYS – Centre for Mediation and Amicable Settlement by Bailiffs – 73, Boulevard de Clichy, 75009 – Paris

Pursuant to the provisions of Article 1368 of the Civil Code, it is expressly agreed that the data stored in the Campsite's and/or its partners' information systems shall constitute probative evidence. Accordingly, any data stored in computerised or electronic form, if produced as evidence by the Campsite in any litigation or other proceedings, shall be admissible, valid and enforceable between the parties.

ARTICLE 17 – COMPANY CONTACT DETAILS

All other correspondence with the Company must be sent to the following address :

- **By post :** Camping La Pierre Verte, 1880 RD4, 83600 Fréjus

ARTICLE 18 – CAMPSITE SERVICES

The Campsite shall use its best endeavours to keep the information and descriptions relating to the Services it offers on the Website up to date. Certain activities and facilities on offer may be cancelled or altered, in particular due to weather conditions, in cases of force majeure, or due to operational issues during the early or late season. The Campsite shall, as far as possible, inform the Guest of any works or improvements being carried out on site during their stay.

ARTICLE 19 – MODERATION OF REVIEWS

The Campsite undertakes to provide a space for constructive dialogue between the Customer and users of the Website.

The Customer is informed and agrees that any reviews they submit regarding their stay may be used by the Campsite for promotional purposes across all its communication channels, including websites, catalogues, brochures and other marketing materials.

The Campsite reserves the right to moderate reviews to ensure they are clearly understood by all readers, whilst taking care never to alter the positive or negative sentiment originally expressed by the Customer.

ARTICLE 20 – GENERAL PROVISIONS

In the event that any clause of this contract is rendered null and void by a change in legislation, regulations or a court ruling, this shall in no way affect the validity of and compliance with these **General Terms and Conditions**.

All Bookings are made in the Customer's name and are personal ; consequently, the rights and obligations arising from the contract may not be transferred by the Customer to third parties in any form or for any reason whatsoever without the campsite's prior written authorisation.