

### 1. ADMISSION CONDITIONS

Everyone need the authorization of the office manager to come into the campsite. Minors without parents or legal representative are not allowed to enter into the campsite.

### 2. BREACH OF CONTRACT

The owner can only break the contract before its term in the two following cases:

- Force majeure or police intervention,
- Bring into play the resolatory clause, especially in case of non-respect of internal rules and this present contract.

### 3. PERSONAL DATA

Compulsory or optional choice is mentioned by an asterisk onto the paper booking form and onto the online booking request. Collected personal data are reserved for Camping de l'Argentière and its technical services providers, with no commercial using by them. Customers may consult, modify and cancel their personal data. For more information, please check the « Personal data protection charter » available on our website and at the office.

### 4. INSURANCE

Both of customer and owner commit to have an updating annual insurance and be able to justify the validity of it in any times, especially in case of harm for one or other.

### 5. DUREE

The contract is made for a particular period set by the booking request by phone or website. The customer commit to pay the total amount of his original booking at the arrival, net of deposit and any changing before the arrival date.

### 6. ACOMPTE – FACTURATION – PAIEMENT

A 30% deposit will be charged right after the booking request in order to validate it. If the made deposit is not cashed after the request, the responsibility of l'Argentière to give to the customer a definitive booking is not committed.

The invoice of the stay and other services is due in Euros from the arrival date and right before the departure date mentioned onto it. The payment can be made by bank transfer or by credit card onto the website. The non-respect of payments delay is submitted to late payment penalty.

### 7. BOOKING VIA PARTNERS

Present general terms of sales and company rules apply to partners' customers too. More precisely to customers who have made their booking onto another platform than ours, with an online travel agency.

### 8. CANCELLATION

Cancellation request is only guarantee by the FFCC Cancellation Insurance (suggested to the customer at the booking request). Payed deposit will be kept by l'Argentière even in force majeure case. The customer commit to take possession of the rental/pitch upon the specific period fixed into the booking form.

Otherwise, if the customer did not take possession of his rental/pitch after 24 hours after his defined arrival date, the rental/pitch is cancelled by l'Argentière without any justifications and the payed deposit is kept by the campsite as financial damages. L'Argentière will rent again the rental/pitch right after expiration of 24 hours delay.

### 9. LATE PAYMENT PENALTY

In case of totally or partially default payment at the departure day, the customer will must pay a late payment penalty equal to 3 times the legal interest rate based onto the invoice date. This penalty is calculated on the total outstanding amount (with taxes), and is valid right after the expiry invoice date without any pre-emptive measure of l'Argentière.

### 10. COMPANY RULES

The customer commit to respect the company rules and inform himself about technologic risk prevention plan which is displayed at the entrance of the campsite. The present contract should be broken by the owner of the campsite in case of non-respect of the company rules. Swimming pools access is only allowed to customers. Visitors are forbidden into pools. A specific swimming pool rules is displayed at the entrance of pools and must conscientiously be respected under penalty of being definitively banned, or the instantly breach of contract by the owner of the campsite. Long trunks are forbidden, short swimsuits and bracelet are compulsory. Children without parents are not allowed to enter into the pools, even onto the bank.

#### **11. NOISE POLLUTION - DISCOURTESY**

The customer commit to respect all the rules about noise pollution and respect of neighborhood. If the customer does not, the owner may break the contract and directly ban concerned customers in order to maintain the quality of services and the security for others customers there onto the campsite.

#### **12. NATURAL RISK PREVENTION PLAN**

Natural risk prevention plans are displayed at the office and can be consulted at any time by request to the office manager. Security rules in case of fire or flood are displayed at the entrance of the campsite and into toilet blocks.

#### **13. PRESENT TO THE OFFICE**

Both customer and visitor must present himself at the office right after his arrival, in order to indicate the length of the staying.

#### **14. VISITORS**

Visitors are foreigners who want to spend time into the campsite without sleeping. They must present at the office to pay a visitor tax (price mentioned at the entrance of the campsite). They don't have access to swimming pool. Vehicles must stay onto parking spot at the entrance of the campsite.

#### **15. TAXES**

City tax: 0,37€/night/ pers. (can be changed by city hall).

Eco tax: 0,70€/day/ pers. (involvement to ecology).

#### **16. NIGHT**

A night is counted from the arrival date until the next day at midday. Passed this time, an additional night will be charged.

#### **17. RENTAL PERIOD**

Camping pitches can be rented for one night or more. Rental period for mobil-home is fixed for minimum 2 nights in april, may, june and September months and 7 nights in july and august.

#### **18. INVENTORY - HOUSEKEEPING**

An inventory is established at the check-in to control the general aspect of the rental: equipment state, cleaning etc. Customers commit to restitute the rental in the same aspect it has been given to him at the check-in. Otherwise the owner may charge special fees for rehabilitation.

Classic and Confort range are not fitted with household linen. It can be rented at the office directly. Premium range is fitted with household linen (bed sheets and towels) in july and august only.

All rentals are fitted with kitchen equipment. Cleaning must be done by the customer. The rental must be restituted cleaned at the check-out, fridge de-iced (if not, guarantee will be kept).

#### **19. RENTAL GUARANTEE**

At the arrival, customers will give two guarantee for the rental: one of 150€ and another of 60€. First one is taken to insure all the equipment and second one to insure housekeeping. Guarantees are only in cash and will be personally restituted at the check-out. If the check-out is not done during opened hours' office, the guarantee of 60€ for the housekeeping will automatically be charged. If housekeeping isn't done, the office manager will charge the 60€ guarantee. If an equipment is damaged (broke, damage, out of order) a financial compensation of equipment real amount will be charged to customer.

## **20. MAXIMAL CAPACITY ONTO PITCHES**

Rentals and pitches capacity must be respected as mentioned into the websites and leaflet. Babies under 1 year old are considered as a fully person. Therefore they are counted into the total quantity of occupants customers. Maximum capacity is defined by campsite insurance. Therefore if it isn't respected, the owner of the campsite is no more insuring security of all concerned customers.

## **21. PITCH NUMBER**

A camping pitch booking is confirmed at the cashing of the deposit but it will not insure a special pitch number. The booking is guaranteeing one pitch into the campsite during a defined period but the number is likely to change at any time until the arrival date of the customer. Changes are made in order to balance schedules of rentals. If the customer want to change his attributed pitch at the arrival, the office manager will satisfied his request in limit of availabilities.

## **22. PETS**

Only small pets are allowed into the campsite, with a weigh under 15 kilos. They must be watch carefully and kept in leash. Pets' owners are responsible of their hygiene and behavior. This is why any failure of those two points will be sanctioned by the owner of the campsite, by banning pets' owners and their companions. Health booklet shall be requested at the arrival. Dogs of categories I and II are forbidden.

## **23. COMPLAINTS**

All complaints must be sent to Camping l'Argentière by registered letter within an 8 days maximum delay after the departure of customers. After this delay, none of complaints will be taken into consideration.

## **24. RESOLUTORY CLAUSE**

All clauses of this general terms of sales are effective. Non-respect of one of them or company rules shall break the contract and give the owner the right to apply all measures needed to maintain the level of quality and security for the customers.

## **25. FORCE MAJEURE**

Responsibility of l'Argentière will not be involved if the contract can't be realized in case of force majeure. Force majeure comes from external, unpredictable and compelling event (Article 1148 Code civil).

## **26. COMPETENT COURT**

All disputes must be treated in front of competent court. Present contract is approved by both parties, owner and customer.