

**CAMPING DU LAC DE NARLAY  
SAS LA PETITE ECOSSE**

**GENERAL TERMS AND CONDITIONS OF SALE AND BOOKING**

Customers are reminded, in accordance with article L. 221-28 12° of the French Consumer Code, that they do not have the right of withdrawal set out in article L. 221-18 of the Consumer Code.

**1 - PRICES:**

Our prices do not include:

- Tourist tax of €0.22. This is not payable for guests under 18.
- Eco-contribution (€0.20 per person).
- Optional cancellation insurance (4% of the cost of the stay)

Campsite: our basic price is shown per day from 2pm to 1pm based on the number and age of guests staying. The age of guests shown on the quote must be their actual age at the time of your stay.

You must pay the charges for any supplements (vehicle, pet, electric hookup, etc.).

An electric hookup can be used by 6 users. A second hookup fee is payable for more than 6 users.

Rental properties: our price is shown for a furnished rental property in accordance with the description provided, and the number of guests must not exceed that stipulated for each property. You must pay the charges for any extras (pet, bedding and towels, etc.).

**2 - BOOKINGS:**

Our booking fee is €5.00.

For any stay booked on our website, the customer pays the full amount at the time of booking.

Please note: deposits or balances paid by bank transfer in a currency other than Euros may incur a supplement payable on your arrival for currency exchange costs, up to the amount of €25.00 (banking proof provided).

**3 - ARRIVALS AND DEPARTURES:**

- Campsite: Arrival times: from 2pm to 7pm.

Departure times: before 1pm. If guests exceed these times without prior approval of the management they may be charged an additional night.

- Chalet, camping pods and tents lodges: Arrivals between 3pm and 7pm. Departure time: 10am.

From 06/07/2022 to 30/08/2022, bookings must be for a minimum of 4 nights.

- Tents Escapades and Belle Etoile : Arrivals between 3pm and 7pm. Departure time: 10am.

From 06/07/2022 to 30/08/2022, bookings must be for a minimum of 2 nights.

An identity document for each guest will be requested at reception to carry out mandatory formalities. Any person (except young children) without their identity document may be refused access to the campsite.

Minors not accompanied by an adult cannot stay at the campsite.

**4 - BOOKING CHANGES:**

**4-1 MODIFICATIONS:**

Changes to a booking made online, including the addition or removal of a person, vehicle or facility, can be made up to 30 days prior to arrival by submitting a written request. A change fee may apply. No refunds can be made if cancellation insurance was not taken out at the time of booking.

We cannot guarantee a pitch to holidaymakers who do not have a reservation, including if they arrive with people who have made a reservation.

A previously booked stay may be extended on site depending on availability and with an additional charge. Any holidaymaker wishing to shorten their stay will not be entitled to any reimbursement if they have not taken out cancellation insurance at the time of booking.

**4-2 GUESTS:**

If, on arrival, one of the participants registered on the booking is absent, no refund can be requested if cancellation insurance was not taken out at the time of booking. The absent holidaymaker may however be replaced by a third person, after agreement with the management, and subject to price changes.

**4-3 PITCHES:**

If on arrival, an electric hookup pitch at the same price is available, you can change pitch free of charge subject to our agreement. If you move your booking to a higher price bracket, we will charge you the difference; if you move it to a lower bracket you will not be entitled to a refund.

If you decide to camp on a pitch without electric hookup, you will not be entitled to a refund for any electricity not used.

**5 - CANCELLATION**

**5.1 - CANCELLATION BY THE HOLIDAYMAKER:**

An optional cancellation insurance can be taken out at the time of booking and will not be refundable under any circumstances. The price of the insurance corresponds to 4% of the amount of the stay.

This insurance managed by Campeze-Couvert is proposed to guarantee the reimbursement of your deposit in case of cancellation, interruption of stay or late arrival, minus the reservation fee (5,00€) and cancellation fee (15,00€) which are not refundable under any circumstances.

We advise you to consult their website and to read their general cancellation conditions available on our website before subscribing.

In case of cancellation, please inform the reception by e-mail: [camping.narlay39@gmail.com](mailto:camping.narlay39@gmail.com) and declare your cancellation or interruption of stay directly to your insurance online [www.campez-couvert.com/declarer-un-sinistre](http://www.campez-couvert.com/declarer-un-sinistre) or by e-mail [sinistres@campez-couvert.com](mailto:sinistres@campez-couvert.com)

For holidaymakers who have not taken out cancellation insurance, no refund will be made for any reason.

We do not process any refund requests. Only our partner Campeze Couvert is able to proceed to the refund of a stay.

A cancelled stay, whatever the reason, cannot be postponed to another date.

**5.2 - CANCELLATION BY THE CAMPSITE:**

In case of prohibition of opening not allowing to receive the holidaymakers in the conditions initially envisaged, the campsite commits itself to postpone the stay on a later period chosen by the holidaymaker on the current season or to refund entirely the paid sums, including if the holidaymaker did not subscribe to a cancellation insurance.

## 6 - LATE ARRIVAL:

Bookings for stays longer than 2 nights continue to be valid for 48 hours after the scheduled arrival date. After this time and if we have heard nothing from you, the booking will be cancelled, and any payments will be non-refundable.

## 7 - PETS:

Pets are permitted for an additional fee and owners are fully responsible for them throughout their stay. Owners must keep their pets on a lead and make sure they don't cause any form of nuisance. They must also clean up after them and ensure they are properly vaccinated.

The Management reserves the right to expel a holidaymaker whose animal would disturb the peace and quiet of the campsite.

## 8 - THE MANAGEMENT RESERVES THE RIGHT:

- To decline a booking without having to provide a reason for doing so.
- To evict anyone who causes a nuisance - noise, aggression or any type of damage - without that person being eligible for a refund.

## 9 - SAFETY:

We accept no responsibility for thefts on the campsite from tents, caravans, camping pods, the chalet or vehicles.

French standard NFC 15100 states that electrical connections must be 3-wire (2 phases + 1 earth). Non-compliant connections will not be permitted. The campsite is equipped with hookup points compliant with European standards.

## 10 – INSURANCE:

Customers must have civil liability insurance covering bodily injury and material damage that they could cause.

Any damage, whether deliberate or accidental, will be charged to the customer, who will have to advance the money required to replace the equipment pending a possible payout from their insurance policy.

## 11 – LITIGATION:

In the event of a dispute and after having referred the matter to the Management of the establishment, any client of the campsite may refer the matter to a consumer mediator within a maximum period of one year from the date of the written complaint, by registered letter, to the operator. The contact details of the mediator who may be contacted by the customer are as follows Société Médiation Professionnelle located at 24, rue Albert de Mun 33000 BORDEAUX (FRANCE); Siret N°81438535700011

In the event of a dispute not being dealt with by the mediator, the matter may be referred to the competent court.

## 12 - DATA PROTECTION:

### PRIVACY POLICY

We are delighted to welcome you to our website and are very pleased with the interest you have shown in our establishment. A new regulation on the protection of personal data which came into force on 25 May 2018 requires us to have a privacy policy. To find out more about the "General Data Protection Regulation", please visit the following address: <https://eur-lex.europa.eu/legal-content/EN/ALL/?uri=celex%3A32016R067>. Our website has been designed by our company and is hosted in France by WIX.

### 1 Collection and processing of personal data

On all pages of the website [www.camping-narlay.com](http://www.camping-narlay.com), your personal data is only collected, saved or processed to the extent that the law allows or if you have given us your consent. This data protection declaration contains detailed information on all the services which are offered on the site and which process personal data.

### 2 We obtain data in two ways:

#### 2.1 Data you communicate to us:

As a general rule, you can use our Internet pages without actively communicating personal data to us. For contact or booking forms, we ask you for personal information. This will include, for example, your last name, first name, phone number and email address. This is necessary for us to process your request quickly and provide you with your booking information.

#### 2.2 Data we obtain following use of our services:

Some personal data is already produced automatically and for technical reasons when you visit our Internet pages. This information is not kept on our server. Personal behavioural data of users is only used on our website if you fill out the contact or booking form.

### 3 Transmission of data

Personal data collected during use of our website [www.camping-narlay.com](http://www.camping-narlay.com) is not transmitted to third parties.

### 4 Cookies

Your browser allows you to display the cookies saved on your computer, to delete them or configure your browsing so that only certain cookies are saved, or even no cookies are saved. We would like to draw your attention to the fact that certain functions will no longer be available or will no longer be performed correctly if you disable saving of cookies.

### 5 Contact and booking forms

We collect the information requested in the relevant forms (for example, your last name, first name, phone number and email address) so that we can respond quickly and personally to your request.

The information provided is used only to respond to your request and to send you documents related to booking of activities. It will not be used for any other purpose, for sales canvassing or advertising, to the extent that you have not expressly requested it.

### 6 Contact

You retain control of all personal data that you provide online to our establishment. At your request, we can send you in writing and free of charge the personal data that we hold on you. You can also ask us to delete your saved data provided that it is not necessary to progress contractual relations between you and us and if current legislation does not oblige us to keep it. In this case, please send your request to the following email address: [camping.narlay39@gmail.com](mailto:camping.narlay39@gmail.com) For more information on your data protection rights, please visit the following address: <https://www.cnil.fr/fr/les-droits-pour-maitriser-vos-donnees-personnelles>

### 7 Consent

By using our website, you consent and agree to our privacy policy.