

TERMS OF SALES

These general rental conditions are valid for all stays from January 1, 2025.

Preamble

These terms govern the contractual relations relating to the sale of individual stays between the company NANTOSUELTA (Camping Les Templiers) and its CUSTOMERS.

They regulate all the steps necessary for making the reservation and payment for stays, as well as their monitoring between the contracting parties.

NANTOSUELTA makes its best efforts to ensure that its commercial documents and in particular prospectuses, advertisements, website, are as faithful as possible to the services offered. However, it is possible that the CUSTOMER's perception of the photographic representation of the services does not correspond exactly to the services themselves. Their purpose is therefore essentially informative.

The Terms of Sales are accessible on the WEBSITE (www.campinglestempliers.fr).

Definitions

“WEBSITE” refers to the website www.campinglestempliers.fr, published by the company Sarah MERLET.

“NANTOSUELTA” refers to the company NANTOSUELTA, SAS, registered in the Nice trade and companies register under number 951 924 778, whose head office is located in Quartier la Bourgade, 06450 Roquebillière, represented by its legal representative in office. It is designated by its commercial name: Camping Les Templiers

“PITCH” refers to the bare pitches rented for the installation of CUSTOMERS' tents, caravans, vans or motorhomes in Camping Les Templiers as well as Camp'Etoile.

“RENTAL” means all types of accommodation (mobile homes, tithomes, tents, etc.) excluding PITCHES, offered for rental by Camping Les Templiers.

“STAYS” means the offer of a RENTAL or a LOCATION accompanied, where applicable, by free or paid additional services.

“CUSTOMER” means any person reserving a STAY and/or any services offered by Camping Les Templiers on the WEBSITE, via telephone, by mail or directly with the campsite. The CUSTOMER acknowledges having the capacity to contract, that is to say in particular having the legal majority and not being the subject of a protective measure, or failing that having the authorization of the from his tutor or curator if he is incapable.

Obligations

These general conditions express the entirety of the obligations of the parties. In this sense, the CUSTOMER is deemed to accept them without reservation and in accordance with the provisions of article 1126 of the Civil Code. These general conditions of rental and reservation of stays in Camping Les Templiers apply to the exclusion of all other conditions. They are accessible on the WEBSITE www.campinglestempliers.fr and will prevail, where applicable, over any other version or any other contradictory document.

NANTOSUELTA and the CUSTOMER agree that these general conditions exclusively govern their relationship. NANTOSUELTA reserves the right to modify its general conditions from time to time. They will be applicable as soon as they are put online.

If a rental or stay reservation condition were to be missing, it would be considered to be governed by the practices in force in the sector of rental of campsites and stays whose companies have their headquarters in France.

Purpose

The purpose of these general conditions is to define the rights and obligations of the parties in the context of the rental of campsite PITCHES, RENTAL accommodation or STAYS offered on Camping Les Templiers to the CUSTOMER, from the WEBSITE but also by telephone to reception, or by mail.

Pre-contractual information

The CUSTOMER acknowledges having been informed, prior to his reservation, of these general conditions of sale, rental and stays, and of all the information listed in article L. 111-1 of the Consumer Code.

The CUSTOMER has all the information online or can also obtain full details on the services offered by Camping Les Templiers by telephone on +33 (0)4 93 03 40 28, in French and English, from Monday to Sunday from 9 a.m. to 7 p.m. during the campsite's opening period (subject to changes to schedules) and by email to camping.templiers@wanadoo.fr at any time.

Services and prices

- Stay on pitch

Camping Les Templiers provides the customer with a bare PITCH, which can accommodate up to 2 or 6 people depending on the PITCH, for their tent, caravan, van or motorhome. Camping Les Templiers offers different types of PITCHES whose descriptions are presented on the website.

- a) Price-Services included in the price

The price of the PITCH: This is a fixed price per night of occupancy for the type of PITCH concerned. Rates and additional options vary according to the seasons and can be consulted on the WEBSITE by entering your desired stay dates. All packages provide free access to health and reception facilities, play areas and activities offered free or for a fee. For security reasons, the number of people arriving for a stay cannot exceed the capacity of the campsite. The campsite reserves the right to refuse access to the PITCH to any person beyond the planned capacity. Connection to electrical terminals must be made using cables and sockets that comply with current legislation.

- b) Arrivals and departures

PITCHES are available from 3 p.m. on the day of arrival and must be vacated before 12 p.m. on the day of departure. Any PITCH not vacated by 12:00 p.m. will result in automatic billing for an additional night, unless the CUSTOMER has chosen the late departure option and the latter has been authorized by Management.

In the event of late arrival and not reported after reception closes, Management reserves the right to refuse the CUSTOMER or to charge late arrival fees.

The campsite gate is closed between 10 p.m. and 7 a.m. No arrivals will be permitted during this period. The night not spent at Camping Les Templiers will not be refunded and will be the responsibility of the CUSTOMER.

- Stay in rental accommodation

- a) Price-Services included in the price

The price of renting accommodation includes the rental of the accommodation, depending on the number of people (depending on capacity), charges (water, gas, electricity), a parking space for 1 vehicle or 2 motorcycles, access to reception services, play areas, other equipment and activities offered (free or paid).

The description, minimum rental periods and prices vary according to the seasons; RENTAL rates as well as additional options can be consulted on the WEBSITE by entering your desired stay dates.

For security reasons, the number of people arriving for a stay cannot exceed the capacity of the accommodation. The campsite reserves the right to refuse access to accommodation to any person beyond the planned capacity, without reimbursement of amounts paid. The RENTAL, fully equipped, must be returned clean and in good condition upon departure. RENTALS are non-smoking.

- b) Arrivals and departures

RENTALS are available from 3 p.m. on the day of arrival and must be vacated before 10 a.m. on the day of departure. In order to have the RENTAL in the morning, the reservation for the previous night is necessary. Any delay in the arrival time must be reported in order to allow retention of the rental and access to the RENTAL.

In the event of late arrival and not reported after reception closes, Management reserves the right to refuse the CUSTOMER or to charge late arrival fees.

The campsite gate is closed between 10 p.m. and 7 a.m. No arrivals will be permitted during this period. The night not spent at Camping Les Templiers will not be refunded and will be the responsibility of the CUSTOMER.

Any RENTAL not vacated by 10:00 a.m. will result in automatic billing for an additional night, unless the CUSTOMER has chosen the late departure option and the latter has been authorized by Management. After 11:30 a.m., the Management reserves the right to evacuate the CLIENT's personal belongings in order to allow the RENTAL to be cleaned.

Cession and sublease

All rentals are nominative; it cannot be transferred or sublet without prior agreement from the management of Camping Les Templiers.

Evolution of prices

Prices are dynamic and can change as the season progresses. Camping Les Templiers cannot under any circumstances be held responsible for a difference in cost between two stays booked for the same period. The prices indicated are in euros, VAT included at the rate in effect at the time of the STAY reservation date.

The total price of the STAY includes the rental price of the PITCHES or RENTAL, the additional services chosen, the administration fees and any cancellation insurance. This total price is indicated prior to validation by the CLIENT of the reservation of their STAY, whether the reservation is made on the WEBSITE or through another reservation channel.

Any change or modification of rates as well as any evolution of the taxes applicable to the stay, on the billing date, may be reflected in the price of the stay.

Tourist tax

The tourist tax collected and payable on behalf of the municipalities is included in the final total price.

Promotions

Promotional offers are subject to certain conditions and in particular availability. Furthermore, price reductions or promotional operations cannot be combined with each other unless otherwise stated and are not retroactive. On these occasions, it is possible that for the same stay, customers paid different prices. Customers who have paid the highest price will under no circumstances be able to benefit from a refund of the difference between the price they paid and the promotional price.

Reservation and payment

- Booking conditions

The customer has the option of making their reservation online, by telephone or by mail, based on the presentation of the pitches, accommodation and services offered on the website www.campinglestempliers.fr

All reservations must be accompanied by a payment including:

- A deposit determined according to the type of STAY reserved, the rate chosen by the CUSTOMER and the date of reservation, between 30% and 100% of the total amount of the STAY (rental only or rental with services).
- Any administration/reservation fees and any subscription fees for cancellation-interruption of stay insurance.

The Camping draws the CUSTOMER's attention to the fact that, whatever the channel chosen, the reservation becomes effective only after sending the written confirmation of reservation by Camping Les Templiers by email (and on request, by post), after collection of the amount due of the deposit, and any administrative fees and any cancellation insurance subscription fees. This written reservation confirmation contains the details of the reservation made by the CUSTOMER as well as all the information relating to their STAY.

Concerning reservations on the WEBSITE, for the order to be validated, the CUSTOMER must, after having previously read them, accept these General Conditions by clicking in the place indicated, and validate their payment. Following their reservation, the CUSTOMER will receive a confirmation by email containing the details of their STAY (content of services, dates and duration, price and payment terms).

Electronic signature applicable to online sales:

The online provision of the customer's bank card number and the final validation of the order will constitute proof of the customer's agreement:

- payment of sums due for the reservation,
- signature and express acceptance of all operations carried out

- Balance payment

In addition to the deposit paid when booking, the entire price of the STAY (RENTAL/PITCH) is due:

- 21 days before the start of the STAY
- immediately for any reservation made less than 21 days from the start of the STAY

If these amounts are not paid within the aforementioned deadlines, the STAY will be considered canceled by the CLIENT and the cancellation fees provided for in the article "CANCELLATION OF STAY" will apply.

- Right to retract

According to article L. 221-28 12° of the Consumer Code, the right of withdrawal is not applicable to accommodation, transport, catering and leisure services provided on a specific date or at a specific frequency.

- Payment methods

Several payment methods are offered to pay the deposit or the entire STAY:

- Bank card,
- Bank transfer,
- Cash

When payment is made by bank card the transaction is immediate and the amount is immediately debited from the CUSTOMER's bank account after verification of the latter's data. To this end, the CUSTOMER confirms that he is the holder of the bank card to be debited and that the name appearing on his bank card is indeed his own.

When payment is made by cash, the campsite recommends opting for the registered letter with acknowledgment of receipt. The campsite accepts no responsibility in the event of lost mail.

Mail should be sent to the following address:

Camping Les Templiers - Quartier la Bourgade - 06450 Roquebillière - France.

Bank transfers are no longer accepted within 5 working days of arrival.

- Stays without reservation

For all STAYS not booked in advance, payment of the balance is made directly at the campsite reception on the day of arrival. Accepted payment methods are:

- Bank card
- Cash

Allocation of pitches and accommodation

The allocation of places (LOCATION or RENTAL) is carried out without distinction in the order of registration of reservations. Camping Les Templiers cannot under any circumstances guarantee that the PITCH or RENTAL requested by the CUSTOMER during their reservation will be allocated to them.

PITCHES are allocated automatically based on the equipment specified when booking by the customer:

- Small, medium and large tent
- Minivan <5m or van >5m
- Camping Car or Caravan of less than 6.5 meters
- Camping Car or Caravan (car + caravan) from 6.5 to 7.5 meters
- Trailer, awning
- Electricity option

Size of tents to respect:

Small tent: 2 x 3 meters - 1 to 3 people

Medium tent: 3 x 5 meters - 1 to 4 people

Large tent: 4 x 7 meters - 1 to 6 people

Tents that can accommodate more than 6 people are not accepted at the campsite.

The campsite is not accessible to long convoys. CUSTOMERS with a unit over 7.5 meters long (motorhome, car + caravan, car + trailer) must contact the campsite in advance before making any reservation.

Camping Les Templiers cannot be held responsible if the customer does not specify their equipment (number and size) when booking and if, as a consequence, the PITCH allocated is not suitable. Therefore, the CUSTOMER will not be able to claim any claim or reimbursement if their equipment cannot be installed on the location and no other location is available.

Shaded PITCHES are given priority to long stays and reservations made in advance (> 1 month before the arrival date), depending on availability. In the event of non-payment of the balance within the deadline, the PITCH will no longer be allocated.

Group Booking

Any reservation of more than 2 RENTALS or 2 PITCHES by the same individual or by different individuals who know each other and are traveling together for the same reasons on the same dates of stay is considered a group. Our accommodation is aimed exclusively at individual customers.

Any group reservation request must be made by telephone, by e-mail or via our Contact Us section on the WEBSITE. Camping Les Templiers reserves the right to study the reservation request before accepting or refusing it.

Vehicle parking

For the peace of mind of the campsite, only one vehicle (or 2 motorbikes) per PITCH is allowed to park inside the campsite. All RENTALS and PITCHES have a single parking space. For LOCATIONS, each vehicle and trailer must be able to park on the LOCATION.

In the event of an additional vehicle or equipment that is too numerous or too bulky on the LOCATION, the vehicles will have to park outside the site or pay a "parking" supplement to benefit from a parking space in the location. within the campsite, depending on places available.

Modification of stay

- Modification by the CUSTOMER

Any change of dates or types of accommodation is considered a modification of the STAY. The modified STAY, when modification is possible, must take place before the last day of opening of the campsite of the current year. No further postponement is possible. If the amount of the new STAY is greater than the initial STAY, the CUSTOMER will have to pay the difference. Otherwise, the price difference will not be refunded.

The possibilities for modifying the STAY vary depending on the rate chosen by the CUSTOMER and as specified in the conditions associated with the rate on the WEBSITE.

Modification of the STAY is possible, depending on the availability of the campsite:

- With costs (15€ per stay) when the STAY has been booked without cancellation insurance
- Free of charge and up to 15 days before arrival when the stay has been booked with cancellation insurance then with costs (15€) if the modification occurs less than 15 days before arrival

Any request for modification of services provided for during the STAY by the CUSTOMER may be made by mail or email or directly at reception. Camping Les Templiers will try to do everything possible to accommodate this request depending on availability.

- Modification by Camping Les Templiers

In the event that Camping Les Templiers is obliged to modify the services initially planned for the STAY, it will make every effort to provide similar services; the CUSTOMER may either accept the modification or terminate the Contract and obtain reimbursement of the sums paid, under the conditions referred to in article L 214-1 of the Consumer Code.

Temporary interruption of stay

- Interruption by the CUSTOMER

In the event that the CUSTOMER chooses to spend one or more nights outside the establishment during their STAY, these nights will not be reimbursed.

- Interruption by Camping Les Templiers

In the event that Camping Les Templiers is obliged to temporarily interrupt the STAY, particularly in the event of evacuation of the campsite, overnight stays cannot be carried out within the campsite (defined as the impossibility of accessing the accommodation after 10 p.m.) will be reimbursed on the basis of the rate of the second night, less any administrative fees, cancellation insurance and commission fees in the event of a reservation by an external service provider (Booking, Pitchup, Campings.com, etc.) . The CUSTOMER must then contact the service provider to request a possible reimbursement of this commission.

CUSTOMERS will then be able to choose another accommodation at their own expense.

CUSTOMERS wishing to shorten their STAY will benefit from a credit valid until the end of the current season and the following from the date of interruption of the STAY, depending on the availability of the campsite. Any unused credit will not give rise to any refund.

Cancellation of stay

- Cancellation by Camping Les Templiers (except in cases of force majeure)

In the event of cancellation up to 24 hours before the CUSTOMER's arrival at the Campsite, the sums paid by the CUSTOMER will be refunded in full by the Campsite after notification of the cancellation by email or post with acknowledgment of receipt and under the conditions referred to in article L 214-1 of the Consumer Code.

In the event of cancellation less than 24 hours from the CUSTOMER's arrival at the Campsite, Camping Les Templiers undertakes to offer CUSTOMERS an alternative by possibly paying any additional price and, if the services accepted by the CUSTOMER are of quality lower, the Camping will reimburse the difference.

- Cancellation (total or partial) by the CUSTOMER

The possibilities for canceling the STAY vary depending on whether or not you have subscribed to the cancellation insurance offered by the Campsite. If the CUSTOMER wishes to cancel, he must notify Camping Les Templiers either by sending a letter to the following address: Camping Les Templiers, Quartier la Bourgade, 06450 Roquebillière; or by sending an email to camping.templiers@wanadoo.fr.

The Campsite draws the CUSTOMER's attention to the fact that in the absence of cancellation without taking out cancellation insurance, the CUSTOMER will be required to pay all sums due under the Contract. Regardless of the cancellation date chosen, processing fees and any insurance purchased are non-refundable. The date of acknowledgment of receipt of the cancellation letter/email will determine any cancellation fees according to the following scale:

Cancellation scale:

- fees of 30% or 50% depending on the amount of the deposit paid, up to 21 days before the arrival date
- 100% fee from 21 days before arrival date

- Non-consumption of additional services

Additional services reserved by the CUSTOMER and not used by him/her do not give rise to any reimbursement.

Cancellation insurance

Cancellation and interruption of stay insurance is optional but the CUSTOMER is invited to take out it when booking. Its amount is a percentage of the total amount of the stay.

The insurance named "Campez-couvert" is delegated to our partner Gritchen Insurance. It covers in particular cancellations of STAYS in the event of illness (hospitalization), serious accident or death, disasters resulting in significant damage to your home, dismissal or modification of your leave due to the employer, following a summons to an examination or in court. All of the clauses of the cancellation insurance contract can be consulted at any time via this link:

<https://www.campez-couvert.com/en/for-private-individuals/general-terms-and-conditions-of-insurance/gtcp/>

In the event of cancellation or interruption of stay, for a cause falling within the scope of the contract subscribed to, the CUSTOMER must declare the claim online: <https://www.declare.fr/?lang=en>

It is recalled that under the provisions of Article L121-4 of the Insurance Code, when several insurance policies are taken out without fraud, each of them produces its effects within the limit of the guarantees of each contract, and in compliance with the provisions of Article L121-1 of the Insurance Code.

Delayed arrival, early departure

In the absence of an information message from the CUSTOMER by any means specifying that he had to postpone his arrival date, the PITCH or RENTAL becomes available 24 hours after the arrival date provided for in the Contract (i.e. from 3 p.m. the day after scheduled arrival), and full payment of services remains required.

No reduction will be granted in the case of early departure for RENTAL (see reimbursement possibilities under the cancellation insurance).

In the case of early departure from a PITCH, reimbursement will only be granted, after deduction of any modification fees of €15, only in the following cases:

- CUSTOMERS who have not subscribed to cancellation insurance
- or if the cancellation insurance does not cover the reason for early departure

No reduction or refund will be granted in the case of late arrival, after the reception or campsite gate has closed, if as a result the CUSTOMER cannot access their PITCH or RENTAL.

Security deposit, deposit

- Rental

The CUSTOMER can send the deposit corresponding to the RENTAL reserved, either by sending a bank check to the campsite address when paying the balance, or upon arrival in cash, by check in euros or by bank pre-authorization, no amount being debited from the CUSTOMER's bank account.

This deposit amount is determined by the type of rental and can be consulted on the campsite's price list.

Under no circumstances will the CUSTOMER be able to take possession of their RENTAL before the DEPOSIT has been given to the campsite.

In the event of sums owed by the CUSTOMER to the Camping, the deposit may be used to cover:

- cleaning costs,
- costs linked to non-return or damage to ancillary rentals such as barbecues, refrigerators, baby kits, etc.,
- costs linked to damage caused by the CUSTOMER to the RENTAL,
- all sums owed by the CUSTOMER to the campsite for the accommodation service and/or ancillary services consumed on site and not paid by the CUSTOMER at the time of departure,
- costs linked to the loss of keys given to the CUSTOMER upon arrival at the campsite concerned
- fixed compensation linked to non-compliance with the internal regulations and the charter of good conduct for groups

In the event of deduction of cleaning costs, key replacement costs or costs linked to damage caused by the CUSTOMER to the RENTAL, Camping Les Templiers issues a corresponding invoice.

- Group

A deposit will be requested from the group leader whether for a STAY for a PITCH or RENTAL, in order to ensure compliance with the internal regulations. Its amount can be consulted on the campsite's price list and on the WEBSITE.

The group leader is informed in advance of the amount of the deposit which must be paid on the day of arrival by cash or by pre-authorization from the bank, no amount being then debited from the CUSTOMER's bank account.

This deposit does not replace the deposit for the RENTAL which will remain due for each RENTAL reserved.

Cleaning

The CUSTOMER must return the RENTAL in perfect clean condition according to the cleaning schedule provided by the Campsite upon the CUSTOMER's arrival. When booking and up to 7 days before arrival, the CUSTOMER can request that cleaning be carried out, for a cleaning fee to be paid on site. Prices can be viewed on the campsite's WEBSITE.

Rental of additional equipment

Depending on availability, the CUSTOMER can rent additional equipment (sheets, towels, barbecue, refrigerator, baby kit, etc.) when booking the STAY or directly from Camping Les Templiers during their STAY and depending on availability.

The rented equipment is returned to the CUSTOMER in good working order. It is the CUSTOMER's responsibility to ensure use consistent with normal and reasonable use of the rented ancillary equipment and to take all necessary precautions when using it.

A deposit of €50 may be requested from the CUSTOMER.

Leisure activities

Any free or paid activity mentioned on our WEBSITE, in an email or offered on site may, in certain circumstances, be modified or canceled upon your arrival at the Campsite.

Payment of on-site expenses at the end of your stay

The CUSTOMER who has reserved a RENTAL can pay at the end of the stay for all purchases of products and services on site. The CUSTOMER who has reserved a PITCH must pay for their purchases as they go.

In the event of a dispute by the CUSTOMER regarding one or more operations assigned to him, he must notify reception as soon as possible, who will take the necessary measures.

In the event of non-payment by the CUSTOMER of all or part of the expenses recorded during their stay as part of the payment at the end of the stay, the amount due may be retained by the campsite from the RENTAL deposit. The collection is made within 8 days following the CUSTOMER's departure.

Minors

Reservations for STAYS for minors can only be accepted for pitches and on the condition that the parents act as guarantors and that a significant other is present on the day of arrival. Only reservations by telephone will be accepted.

Animals

Only one pet is allowed per RENTAL or PITCH, subject to payment of a lump sum per day not included in the rental price of the RENTAL and PITCHES. The CUSTOMER must indicate this when booking or upon arrival on site.

Pets cannot move freely and must be kept on a leash.

Their reception meets several conditions:

- valid rabies vaccination
- identification by tattoo or chip certified by a card published by the Société Centrale Canine
- the CUSTOMER undertakes to protect the RENTAL equipment, in particular the duvets with duvet covers. For any duvet returned with hair, a cleaning fee of €25 will be deducted from the deposit.

The CUSTOMER must provide the animal's health record and comply with the internal regulations of the Campsite.

Dangerous or aggressive animals (1st and 2nd category dogs prohibited) as well as dog breeds not recognized in France are not accepted.

Internal regulations

In order to facilitate the progress of the CUSTOMER' STAY, internal regulations are available at the campsite reception as well as on the WEBSITE.

Any reservation request and acceptance of the General Conditions of Sale constitutes acceptance of the internal regulations. In the case of blatant non-compliance with these regulations, in particular noise pollution after 10 p.m. and damage to the RENTAL, the management of Camping Les Templiers may take sanctions which may go as far as termination of the contract and exclusion of the CUSTOMER of the Campsite.

Losses, thefts, damage

Camping Les Templiers draws the CUSTOMER's attention to the fact that campsite rental does not fall within the scope of the liability of hoteliers provided for in articles 1952 et seq. of the Civil Code.

Consequently, the Campsite declines all responsibility in the event of theft and damage to personal objects both in the RENTAL and in the CUSTOMER's equipment on the PITCHES or in common premises. The Camping cannot be held responsible in the event of theft or damage to CUSTOMERS' personal items except in the event of proven failure by Camping Les Templiers to fulfill its obligations. Please also note that the car parks are not guarded and that parking is therefore at the CUSTOMER's own risk. The Camping also declines all responsibility in the event of an incident falling under the civil liability of the CUSTOMER.

Personal data

The implementation of a confidentiality policy by Camping Les Templiers is explained by its desire to inform the CUSTOMER on the nature of the personal data which may be collected when booking STAYS, the reason for their collection, the how they can be used and the rights he has over this data. In addition to these conditions, the Campsite invites the CUSTOMER to consult its confidentiality policy accessible via the following link:

<http://www.campinglestempliers.fr/politique-de-confidentialite/>, which forms an integral part of these conditions.

During the STAY, the CUSTOMER may be photographed or filmed and his or her image broadcast on the campsite's advertising media such as the WEBSITE or brochures under the image rights regulations. Any refusal must be notified by registered letter, accompanied by a copy of the identity document.

Responsibility of the campsite

All photos and texts used in the brochure or on the Camping Les Templiers website are non-contractual. They are only indicative. It may happen that certain activities and facilities offered by the Campsite and indicated in the description in the brochure are canceled, in particular for climatic reasons, security or in the event of force majeure as defined by the French courts.

Force majeure

The occurrence of a force majeure event within the meaning of article 1218 of the Civil Code (i.e. any event beyond the control of the debtor and which could not be reasonably foreseen when the contract was concluded and whose effects cannot be avoided by appropriate measures), will result in the suspension of the parties' obligations under the Contract.

The party invoking a case of force majeure as previously referred to will immediately notify, by all written means, the other party of its occurrence. The parties will come together to examine the impact of the event and, if necessary, agree on the conditions under which execution of the Contract can be resumed.

Any circumstances beyond the control of the parties preventing the execution under normal conditions of their obligations are considered as causes of exemption from the obligations of the parties and result in their suspension.

The party invoking the circumstances referred to above must immediately notify the other party of their occurrence, as well as of their disappearance.

All irresistible facts or circumstances, external to the parties, unforeseeable, inevitable, independent of the will of the parties and which cannot be prevented by the latter, despite all reasonably possible efforts, will be considered as force majeure. Expressly, are considered as cases of force majeure or fortuitous events, in addition to those usually retained by the jurisprudence of French courts and tribunals: storms, floods, lightning, earthquakes, fires, shutdown of telecommunications networks or difficulties specific to telecommunications networks external to customers, blocking of means of transport or supplies, epidemic or pandemic.

The parties will come together to examine the impact of the event and agree on the conditions under which the execution of the contract will be continued. If the force majeure lasts for more than three weeks, the pitch rental and accommodation contracts will be terminated automatically.

Consumer mediation

In the event of a dispute, the CUSTOMER has the possibility of resorting free of charge to a consumer mediator. The contact details of the consumer mediator that the customer can enter are as follows:

CM2C mediator

- by email to cm2c@cm2c.net
- by mail to 49 Rue de Ponthieu, 75008 Paris
- via the online form at <https://www.cm2c.net/declarer-un-litige.php>

Applicable law

These general terms of sales are subject to the application of French law subject to mandatory provisions from which the parties cannot derogate.