

TERMS OF SALES

These general rental conditions are valid for all stays from January 1, 2026.

Preamble

These terms and conditions govern the contractual relationship between NANTOSUELTA (Camping Les Templiers) and its CUSTOMERS regarding the sale of individual stays.

They govern all the steps required to complete the reservation and payment for stays, as well as their follow-up between the contracting parties.

NANTOSUELTA makes every effort to ensure that its sales documents, including brochures, advertisements, and websites, reflect the services offered as accurately as possible. However, the CUSTOMER's perception of the photographic representation of the services may not exactly correspond to the services themselves. Their purpose is therefore primarily informative.

The Terms of Sale (TS) are available 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 received, prior to booking, these general terms and conditions of sale, rental, and stay, and all the information listed in Article L. 111-1 of the French Consumer Code.

The customer has access to all information online or can also obtain further details on the services offered by Camping Les Templiers by telephone at +33 (0)4 93 03 40 28, in French and English, Monday to Sunday from 9 a.m. to 7 p.m. during the campsite's opening hours (subject to change of hours) and by email at contact@campinglestempliers.fr at any time.

Services and prices

- Stay on pitch

Camping Les Templiers provides guests with one or more unfurnished pitches, each accommodating up to 2 or 6 people depending on the pitch type, for their tent, caravan, van, converted car, or campervan. Camping Les Templiers offers different types of pitches, the descriptions of which are presented on the website.

a) Prices - Services included in the price

Pitch price: This is a fixed price per night of occupancy (defined as 3 p.m. to 12 p.m. the following day) for the type of pitch concerned. Rates and additional options vary by season and can be viewed on the website by entering the desired dates of stay. All packages provide free access to the sanitary facilities, reception, playgrounds, and free or paid activities. For safety reasons, the number of people arriving for a stay may not exceed the capacity of the campsite pitch. The campsite reserves the right to refuse access to the PITCH to any person exceeding the designated 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 3:00 p.m. on the day of arrival and must be vacated by 12:00 p.m. on the day of departure. Any PITCH not vacated by 12:00 p.m. will automatically be charged an additional night.

In the event of late arrivals that are not reported after reception closes, Management reserves the right to refuse the CUSTOMER or to charge a late arrival fee based on a surcharge of 100% of the nightly rate. No arrivals or settling in will be permitted after reception closes. No departures in campervans, caravans, vans, or any other converted vehicles will be permitted before 7:00 a.m.

The campsite entrance gate is closed between 8:00 p.m. and 8:00 a.m. Any night not spent at Camping Les Templiers due to late arrival after 8:00 p.m. will not be refunded and will be at the CUSTOMER's expense.

- Stay in rental accommodation

a) Prices - Services included in the price

The rental price of an accommodation includes the rental of the accommodation, based on the number of people (according to capacity), utilities (water, gas, electricity), a parking space for 1 vehicle or 2 motorcycles, access to reception services, playgrounds, other facilities, and activities offered (free or paid).

The description, minimum rental periods, and rates vary according to the season; RENTAL ACCOMMODATION rates and additional options can be viewed on the WEBSITE by entering your desired dates of stay.

For safety reasons, the number of people arriving for a stay may not exceed the accommodation capacity. The campsite reserves the right to refuse access to the accommodation to anyone exceeding the planned capacity, without refunding any amounts paid. The RENTAL ACCOMMODATION, fully equipped, must be left clean and in good condition upon departure. The RENTAL ACCOMMODATION is non-smoking.

b) Arrivals and Departures

Rentals are available from 3:00 p.m. on the day of arrival and must be vacated by 10:00 a.m. on the day of departure. To have the rental available in the morning, a reservation for the previous night is required. Any delay in arrival must be reported to ensure the rental is retained and access to the rental is granted.

In the event of late arrival and unreported arrivals after reception closes, Management reserves the right to refuse the guest or charge a late arrival fee of €30.

In the event of a no-show and no response from the guest before 8:00 a.m. the following morning, the stay will be considered canceled due to the guest's fault and may be re-let immediately.

The campsite entrance gate is closed between 8:00 p.m. and 7:00 a.m. No arrivals will be permitted during this period. Any night not spent at Camping Les Templiers will not be refunded and will be at the guest's expense.

Any RENTAL not vacated by 10:00 a.m. will automatically result in an additional night being charged. After 11:30 a.m., Management reserves the right to remove the CLIENT's personal belongings to allow for cleaning of the RENTAL.

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

Customers can make their reservation online or by telephone using the presentation of pitches, accommodations, and services offered on the website www.campinglestempliers.fr.

The campsite does not offer reservations by mail using a paper form.

All reservations must be accompanied by a payment including:

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

The Campsite draws the CUSTOMER's attention to the fact that, regardless of the method chosen, the reservation becomes effective only after Camping Les Templiers has sent written confirmation of the reservation by email, after receipt of the deposit amount due, and any booking fees and cancellation insurance subscription fees. This written booking confirmation contains the details of the booking made by the CLIENT as well as all information relating to their STAY.

Regarding reservations on the WEBSITE, for the order to be validated, the CUSTOMER must, after first reading them, accept these General Terms and Conditions by clicking on the indicated area and confirm their payment. Following their reservation, the CUSTOMER will receive an email confirmation containing the details of their STAY (services, dates and duration, price, and payment terms).

Electronic signature applicable to online sales:

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

- payment of the amounts due for the reservation,
- signature and express acceptance of all transactions carried out
 - Balance payment

In addition to the deposit paid at the time of booking, the full price of the STAY (RENTAL/PITCH) is due:

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

Failing payment of these amounts within the aforementioned deadlines, the STAY will be considered canceled by the CUSTOMER, and the cancellation fees provided for in the "CANCELLATION OF STAY" section 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,

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.

International 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 permitted at the campsite.

Pitches cannot accommodate hammocks.

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

Camping Les Templiers cannot be held responsible if the customer does not specify their equipment (number and size) when booking and if, consequently, the allocated PITCH is unsuitable. Therefore, the CUSTOMER will not be entitled to any claim or refund if their equipment cannot be installed on the pitch and no other pitch is available.

Shaded PITCHES are allocated as a priority for long stays and reservations made in advance (> 1 month before the arrival date), and are subject to availability. In the event of non-payment of the balance within the given time limit, the SPACE will no longer be allocated.

Group Booking

Any reservation of multiple RENTAL ACCOMMODATION or PITCH (2 or more) 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.

All group reservation requests must be made by telephone, email, or via our Contact Us section on the WEBSITE. Camping Les Templiers reserves the right to review the reservation request before accepting or rejecting it.

Vehicle parking

For the peace and quiet of the campsite, only one vehicle (or two motorcycles) per pitch (in addition to the vehicle used for sleeping, if applicable) is permitted to park inside the campsite. All RENTAL ACCOMMODATION and PITCHES have a single parking space. For PITCHES, each vehicle and trailer must be able to park on the PITCH.

In the event of an additional vehicle or excessively large or numerous equipment on the PITCH, vehicles must park off-site or pay a parking supplement for a parking space within the campsite, subject to availability.

Modification of stay

- Modification by the CUSTOMER

Any change in dates or type of accommodation is considered a modification to the STAY. The modified STAY, when possible, must be made before the last day of the campsite's opening hours for the current year. No postponement is possible. If the amount of the new STAY is higher than the initial STAY, the CUSTOMER must pay the difference. Otherwise, the price difference will not be refunded.

In the event of a change to the stay, the CUSTOMER will not be eligible for promotions subsequent to their initial reservation; the date of the first reservation is the date of departure.

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.

Modifications to your stay are possible up to 3 weeks before arrival, subject to campsite availability and subject to the following conditions:

- With a fee (one-night rate for stays on a PITCH, or €45 for stays in RENTAL ACCOMMODATION) when the stay was booked without cancellation insurance.
- With a fee up to 3 weeks before arrival when the stay was booked with cancellation insurance, then with a fee if the modification occurs less than 3 weeks before arrival.

Changes to your stay are not possible for stays in RENTAL ACCOMMODATION between July 25 and August 16, 2026.

Any request by the CUSTOMER to modify the services planned for the stay may be made by email or directly at reception.

- 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 CLIENT 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 forced to temporarily interrupt the STAY, particularly in the event of evacuation of the campsite, any nights that cannot be spent at the campsite (defined as the inability to access the accommodation after 10 p.m.) will be refunded based on the rate of the second night, less any booking fees, cancellation insurance, and commission fees in the event of a reservation through an external service provider (Booking, Pitchup, Campings.com, etc.). The CUSTOMER must then contact the service provider to request a refund of this commission.

CUSTOMERS may choose alternative accommodation at their own expense.

CUSTOMERS wishing to permanently shorten their STAY on the date of interruption will receive a credit note valid until the end of the current season and the following season from the date of interruption, subject to campsite availability. Any unused credit note will not be refunded.

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

Cancellation options for the STAY vary depending on whether or not the cancellation insurance offered by the Campsite is purchased. If the CUSTOMER wishes to cancel, they 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 contact@campinglestempliers.fr.

The Campsite draws the CUSTOMER's attention to the fact that in the event of cancellation, the CUSTOMER will be required to pay the full amount due under the Contract. Regardless of the cancellation date, the administration fees, any insurance purchased, and commission fees in the event of a reservation made through an external service provider (Booking, Pitchup, Campings.com, etc.) are non-refundable. The date of the acknowledgment of receipt of the cancellation letter/email will determine any cancellation fees according to the following scale:

Cancellation scale:

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

The cancellation certificate will only be sent to the CUSTOMER or insurer if the full amount due under the policy has been paid by the CUSTOMER to the Campsite.

As soon as the cancellation invoice has been generated by the Campsite, the RENTAL PROPERTY or PITCH will be available for rental again.

- 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 insurance is optional, but the CLIENT is encouraged to purchase it when booking. The amount is calculated as a percentage of the total cost of the stay.

This insurance covers cancellations of STAYS in the event of illness (hospitalization), serious accident or death, losses resulting in significant damage to your home, dismissal or changes to your leave due to your employer, or following a summons to appear in court or an exam. The full terms of the cancellation insurance contract can be viewed at any time via this link: <https://www.campez-couvert.com/pour-les-particuliers/prendre-connaissance-des-cga/cga/>

In the event of cancellation or interruption of a stay, for a reason falling within the scope of the contract taken out, the CUSTOMER must report the claim online: <https://www.campez-couvert.com/declarer-un-sinistre/>

It is recalled that pursuant to the provisions of Article L121-4 of the French Insurance Code, when multiple insurance policies are taken out without fraud, each insurance policy is effective within the limits of the guarantees of each contract, and in compliance with the provisions of Article L121-1 of the French Insurance Code.

Delayed arrival, early departure

In the absence of any notification from the CUSTOMER by any means specifying that they have had to postpone their arrival date, the PITCH or RENTAL PROPERTY will become available again 24 hours after the arrival date stipulated in the Contract (i.e., from 3 p.m. the day after the scheduled arrival), and full payment for the services remains required.

No discount will be granted in the event of early departure from the RENTAL PROPERTY or PITCH (see refund options under cancellation insurance).

No discount or refund will be granted in the event of late arrival, after the reception or campsite gate has closed, if the CUSTOMER is unable to access their PITCH or RENTAL PROPERTY as a result.

Security 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 PROPERTY in a perfectly 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 may request that cleaning be carried out, for a cleaning fee to be paid on site. After this deadline, the cleaning fee will be increased. Prices are available on the campsite's WEBSITE.

Rental of additional equipment

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

The rented equipment will be provided to the CUSTOMER in good working order. It is the CUSTOMER's responsibility to ensure that the rented additional equipment is used in a manner consistent with normal and reasonable use and to take all necessary precautions.

In the event of damage, an amount may be deducted from the security deposit.

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

Customers who have reserved a RENTAL PROPERTY may pay for all their purchases of products and services on-site at the end of their stay. Customers who have reserved a PITCH must pay for their purchases as they are due.

If the Customer disputes one or more transactions assigned to them, they must notify reception as soon as possible, and the reception will take the necessary measures.

If the Customer fails to pay all or part of the expenses incurred during their stay as part of the end-of-stay payment, the amount due may be withheld by the campsite from the RENTAL PROPERTY deposit. The payment will be made within 8 days of the Customer's departure.

Minors

Les réservations de SEJOURS incluant uniquement des personnes mineures ne sont pas acceptées.

Animals

Only one pet is allowed per RENTAL ACCOMMODATION or two per PITCH, subject to a fixed daily fee, which is not included in the rental price of the RENTAL ACCOMMODATION and PITCH. The CUSTOMER must notify the customer when booking or upon arrival at the campsite.

Pets are not permitted to roam freely and must be kept on a leash.

Pets are welcome subject to several conditions:

- valid anti-rabies vaccination
- identification by tattoo or microchip, certified by a card
- the CUSTOMER agrees to protect the RENTAL ACCOMMODATION's amenities, particularly duvets, with duvet covers. For any duvets that are torn or returned with hair, dry cleaning fees will be deducted from the deposit.

The CUSTOMER must comply with the campsite's internal regulations.

Dangerous or aggressive animals (Category 1 and 2 dogs are prohibited) as well as dog breeds not recognized in France or subject to debate (e.g., the Bully type) are not accepted.

Internal regulations

To facilitate the guest's stay, internal regulations are available at the campsite reception and on the website.

Any reservation request and acceptance of the General Terms and Conditions of Sale constitutes acceptance of the internal regulations. In the event of obvious non-compliance with these regulations, particularly noise pollution after 10 p.m. and damage to the rental accommodations, the management of Camping Les Templiers may impose sanctions, up to and including termination of the contract and exclusion of the guest from 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.