TERMS OF SALES

These general rental conditions are valid for all stays in 2027.

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 1119 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

Access to the campsite and settling into a PITCH or a RENTAL UNIT are subject to the prior approval of Camping Les Templiers. Making a reservation does not exempt the CLIENT from complying with the arrival times and procedures communicated by the campsite.

- **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 flat rate per night of occupancy (defined as 3:00 PM to 11:00 AM the following day) for the specific type of pitch. Rates and optional extras vary by season and can be viewed on the website by entering your desired travel dates. All rates include access to sanitary facilities, reception areas, playgrounds, and free activities offered by the campsite. Activities that incur a charge are available subject to their respective pricing terms. For safety reasons, the number of people arriving for a stay may not exceed the capacity of the camping pitch. The campsite reserves the right to deny access to the pitch to any number of people exceeding the designated capacity. Connections to electrical hook-up points must be made using cables and plugs that comply with current legislation. Electricity provided at the pitches—whether included in the rate or charged as an extra—does not cover the charging of electric or plug-in hybrid vehicles. Charging any vehicle via the electrical hook-up points at the pitches is strictly prohibited. Guests wishing to charge their vehicle must exclusively use the dedicated charging station provided within the campsite. Any guest who uses an electrical hook-up point for this purpose will be charged a flat fee of €50 per instance.

b) Arrivals and Departures

PITCHES are available from 3:00 PM on the day of arrival and must be vacated by 11:00 AM on the day of departure. Any PITCH not vacated by 11:00 AM will automatically incur a charge for an additional night. The entrance gate closes at 7:00 PM in April, May, June, and September, and at 8:00 PM in July and August. It remains closed until 8:00 AM the following morning. Arrivals and setting up on PITCHES are not permitted after the reception and campsite gate have closed. Any GUEST who sets up on a PITCH after the gate has closed, without prior agreement from Camping Les Templiers, will be considered an unauthorized arrival. The campsite reserves the right to refuse entry to the GUEST or to grant access subject to a flat-rate surcharge of €15 for an after-hours arrival, in addition to the cost of the STAY. No unauthorized late arrival shall entitle the GUEST to a refund, discount, or compensation due to their inability to access the campsite after the gate has closed. Departures in motorhomes, caravans, camper vans, or any other type of converted vehicle are not permitted before 7:00 AM.

- **Stay in rental accommodation**

a) Prices - Services included in the price

The rental price for an accommodation unit includes the rental itself—based on the number of occupants (up to the unit's capacity)—utility costs (water, gas, electricity), one parking space (for one vehicle or two motorcycles), and access to reception services, play areas, and free activities offered by the campsite. Activities that incur a charge are available subject to their specific pricing terms. The electricity provided in the rental units is not intended for charging electric or plug-in hybrid vehicles. Charging any vehicle using the power outlets in the rental units is strictly prohibited. Guests wishing to charge their vehicle must exclusively use the dedicated charging station provided on the campsite premises. Any guest who uses a power outlet not intended for this purpose will be charged a flat fee of €50 per instance. Descriptions, minimum rental durations, and rates vary by season; rental rates and available optional extras can be viewed on the website by entering your desired travel dates. For safety reasons, the number of guests arriving for a stay may not exceed the accommodation's stated capacity. The campsite reserves the right to deny access to the accommodation to any person(s) exceeding the maximum capacity, with no refund of amounts already paid. The fully equipped rental unit must be left clean and in good condition upon departure. All rental units are non-smoking.

b) Arrivals and Departures

Rental units are available from 3:00 PM on the day of arrival until the reception closes, and must be vacated by 10:00 AM on the day of departure. To access a rental unit as early as 9:00 AM, you must book the preceding night. If a rental unit is not vacated by 10:00 AM, an additional night will be automatically charged. After 11:30 AM, the management reserves the right

to remove the guest's personal belongings to allow for the unit to be cleaned. The entrance gate closes at 7:00 PM in April, May, June, and September, and at 8:00 PM in July and August; it remains closed until 8:00 AM the following morning. Arrivals at rental units are not permitted after the gate has closed without prior authorization from Camping Les Templiers. Late arrivals may be permitted in exceptional cases, but only upon the guest's prior request and with the campsite's approval. A request for a late arrival does not grant an automatic right to arrive after the reception has closed. Camping Les Templiers reserves the right to accept or decline any such request, depending on its capacity to accommodate the guest. If a late arrival is approved, a fee of €15 per 15-minute increment will be charged, starting from the time the reception closes. Any 15-minute increment that has begun is payable in full. If a guest arrives late without authorization and is consequently unable to access the campsite due to the gate being closed, they shall not be entitled to any refund, discount, or compensation. In the event that the CLIENT fails to arrive on the scheduled date, and following several unsuccessful attempts to reach them via telephone, text message, or email, the STAY shall be considered cancelled by the CLIENT as of 10:00 a.m. the following morning, and the accommodation may be made available for re-booking immediately.

- **Additional guests and failure to declare**

The number of people staying at the campsite must match the number indicated at the time of booking and may not exceed the capacity of the pitch or rental unit. Any additional person must be declared to Camping Les Templiers prior to arrival; this is subject to the campsite's approval and the payment of the corresponding additional fee. In the event that an undeclared person is present, the applicable additional fee will be charged at double the current rate for the entire duration of the stay in question.

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 is collected by Camping Les Templiers on behalf of the relevant local authority. The amount is shown separately on the booking summary and on the invoice.

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 may make reservations online or by phone, based on the pitches, accommodations, and services presented on the website www.campinglestempliers.fr.

The campsite does not accept reservations made by mail using paper forms.

All reservations must be accompanied by a payment consisting of:

- 30% of the total cost of the STAY for stays of less than 10 days, in any season;
- 50% of the total cost of the STAY for stays of 10 days or longer, in any season;
- 100% of the total cost of the STAY for any reservation made less than 30 days before the start date of the STAY.

Please note that, regardless of the booking method used, a reservation only becomes effective once Camping Les Templiers has sent a written confirmation via email, and once the required deposit—along with any applicable booking fees or cancellation insurance premiums—has been received. This written confirmation will include the details of the reservation made by the CLIENT, as well as all relevant information regarding their STAY.

For reservations made via the WEBSITE, the order is only validated once the CLIENT has reviewed and accepted these General Terms and Conditions of Sale (by clicking in the designated area) and has completed the payment process. Following the reservation, the CLIENT will receive an email confirmation detailing their STAY (including the services provided, dates and duration, price, and payment terms).

Electronic signature for online sales:

Providing a bank card number online and completing the final order validation serves as proof of the CLIENT's agreement to:

- the payment of all sums due in relation to the reservation;
- the 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:

- 30days 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

Any payment constitutes immediate and unreserved acceptance of the general terms and conditions of sale and the internal regulations.

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.

Tents designed to accommodate more than 6 people are not permitted at the campsite.

The pitches are not suitable for the use of hammocks.

The campsite is not accessible to long vehicles or combinations. Guests with a setup exceeding 7.5 meters in length (such as a motorhome, or a car with a caravan or trailer) must contact the campsite before making a reservation. It is the guest's responsibility to verify—using available tools such as Google Street View—that their vehicle or combination can access the campsite. Camping Les Templiers cannot be held liable if a guest is unable to access the site due to the size of their vehicle or combination; in such cases, the guest shall not be entitled to any refund.

Camping Les Templiers cannot be held liable if a guest fails to specify their equipment (number and size) at the time of booking, resulting in an assigned pitch that is unsuitable for their needs. Consequently, the guest may not lodge a complaint or request a refund if their equipment cannot be set up on the assigned pitch and no alternative pitch is available.

Group Booking

Specific terms and conditions for group bookings are detailed on the "Group Bookings" page of the WEBSITE, accessible at the following address: https://campinglestempliers.fr/accueil-groupes-mercantour/

The CLIENT is required to review these terms and conditions prior to making any reservation.

Any booking for multiple RENTAL UNITS or PITCHES (two or more), whether made by the same individual or by different individuals who know each other and are staying together during the same dates for the same purpose, is considered a group booking—even if the reservations are made separately.

All group booking requests must be submitted via telephone, email, or the "Contact Us" section of the WEBSITE. Camping Les Templiers reserves the right to review any request before deciding whether to accept or decline it.

In the absence of prior approval from the campsite, the campsite reserves the right to refuse entry to the group upon arrival. In such cases, any amounts already paid will not be refunded.

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 request for a modification must be submitted in writing to Camping Les Templiers. All modifications are subject to the express approval of the campsite and to the following conditions.

A single modification request may be accepted, provided it is received at least 15 days before the originally scheduled arrival date and subject to availability. No modifications will be accepted within 15 days of the arrival date.

A modification shall only become effective upon written confirmation from Camping Les Templiers and receipt of payment for the corresponding modification fees.

If the balance for the stay has not yet been paid, it remains due in accordance with the deadlines set out in these General Terms and Conditions of Sale, based on the rate applicable to the modified stay, adjusted—where necessary—to account for any difference in price.

Failure to pay the modification fees will result in the original booking remaining in effect.

Changing Dates

Changes to the dates of a stay may be accepted, provided the request is received at least 15 days before the originally scheduled arrival date and subject to availability.

For RENTAL ACCOMMODATIONS, no date changes will be accepted for stays scheduled during July and August.

For PITCHES, date changes remain possible during July and August, subject to availability and the campsite's approval.

Modification fees are as follows:

RENTAL ACCOMMODATIONS: €30 per modification, regardless of the length of the stay.

PITCHES: €2 per night originally booked.

Any change of dates must apply to a stay taking place within the same operating season as the original booking. Postponement to the following season is not permitted.

If the new dates result in an increase in the price of the accommodation or pitch, the difference will be charged to the CLIENT. If the new price is lower than the original price, no refund will be issued for the difference.

Changing Accommodation Category Without Changing Dates

Subject to availability and the campsite's approval, the CLIENT may request to change their accommodation category while keeping the originally booked dates.

If the new accommodation is more expensive, the difference will be charged to the CLIENT. If the new accommodation is less expensive, no price difference will be refunded.

No modification fee applies in this case. However, this change counts as the only permitted modification for the booking.

Reducing the Length of Stay

Any request to reduce the length of a stay is considered a partial interruption of the stay and remains subject to the provisions set out in the "INTERRUPTION OF STAY" section. Unused nights will not be refunded.

If a request for a change is denied, the original booking remains in effect and continues to be subject to the payment and cancellation terms and conditions set out in these General Terms and Conditions of Sale.

- 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.

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 30 days before the arrival date
- 100% fee from 30 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/en/for-private-individuals/general-terms-and-conditions-of-insurance/

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/

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

Bookings consisting solely of minors are not accepted. Any minor staying without being accompanied by their parent(s) or legal guardian(s) must provide a written and signed parental authorization, along with a copy of the signatory's identification document. These documents may be requested prior to arrival or at the time of check-in. The campsite reserves the right to deny access to any minor unable to provide the required documentation; no refunds will be issued in such cases.

Animals

Two pets are allowed in some RENTAL ACCOMMODATION or 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 ensure a pleasant stay for all guests, the campsite’s internal regulations are available at reception and on our website.

By requesting a reservation and accepting our General Terms and Conditions of Sale, you also agree to abide by these internal regulations. In the event of a clear violation—such as causing noise disturbances after 10:00 PM, engaging in verbal or physical aggression toward other guests or campsite staff, or damaging rental accommodation—the management of Camping Les Templiers reserves the right to impose sanctions, which may include terminating the contract and requiring the guest to leave 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.

Forgotten Items

Personal items left behind by the CLIENT at Camping Les Templiers may, upon request, be sent to an address provided by the CLIENT. All shipping costs are the sole responsibility of the CLIENT. The CLIENT must provide Camping Les Templiers with a prepaid shipping label, corresponding to the package and the chosen shipping method. An additional processing fee of €5 will be charged for preparing the package and handing it over to the carrier.

Camping Les Templiers cannot be held liable for any damage, loss, or delays occurring during transit once the package has been handed over to the carrier.

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. The CLIENT may object to the use of their image by sending a request to Camping Les Templiers at the following address: contact@campinglestempliers.fr

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.

Video Surveillance

To ensure the safety of people and property, certain areas of the campsite are under video surveillance. Footage is recorded and stored for a limited period, in accordance with applicable regulations.

The processing of this footage is carried out under the responsibility of Camping Les Templiers. Individuals have the right to access footage concerning them, as well as other rights provided for by applicable personal data protection regulations.

The areas in question are clearly marked with specific signage on-site.

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.