

GENERAL TERMS AND CONDITIONS OF SALE

Article 1 - Scope of the general terms and conditions of sale

These general terms and conditions automatically govern all sales of holidays made on the www.night-and-day.fr website. They form an integral part of any contract concluded between the campsite and its customers.

All customers acknowledge that they have read and understood these terms and conditions before booking a holiday, for themselves and any other person taking part in the holiday.

In accordance with the law in force, these general terms and conditions are made available to all customers for information purposes prior to the conclusion of any contract for the sale of holidays. They may also be obtained on written request sent to the establishment's head office.

Article 2 - Booking conditions

2.1 Prices and payment

All prices are quoted in euros and include VAT. The customer's attention is drawn to the fact that tourist tax is not included in the price.

For campsite pitch bookings: All rentals are by name only and cannot be transferred. The rental only becomes effective with our agreement and after receipt of the total amount for the stay and the booking fee.

For rental bookings: All rentals are by name only and cannot be transferred. The rental only becomes effective with our agreement and after receipt of the total cost of the stay and the booking fee.

In the event of a late arrival that has not been notified, the pitch/rental will become available 10 hours after the arrival date stated on the booking contract. After this time, and in the absence of a written message, the booking will be cancelled and the deposit will be retained by the campsite management.

2.2 Booking changes

No reductions will be made for late arrivals or early departures.

2.3 Cancellation

In the event of cancellation by the customer, the sums paid will not be reimbursed. Any reservation that has not been paid for in accordance with the general terms and conditions of sale will be cancelled.

2.4 Withdrawal

The legal provisions relating to the right of withdrawal in the case of distance selling as set out in the Consumer Code do not apply to tourist services (article L.121-20-4 of the Consumer Code).

Therefore, for any order for a stay with the campsite, the customer has no right of withdrawal.

2.5 Cancellation insurance

We advise you to take out cancellation insurance. This policy provides you with cancellation cover so that you can get your money back if you have to cancel your holiday or leave early under certain conditions (illness, accident, etc.).

Insurance rates: 3.5% of the total price of the stay (stay and options)

Article 3 - Course of the holiday

3.1 Arrivals and departures

For rentals and campsites: arrivals from 3pm, departures before 11am, any day of the week.

3.2 Deposit

A deposit per accommodation will be required on the day of your arrival (amount indicated in the campsite price list). It will be reimbursed on the day of departure, during opening hours at the cash desk, after an inventory has been made. The cost of any damage will be added to the price of your stay, as will the cost of cleaning if you do not leave the accommodation in a perfectly clean condition. If you are unable to attend the inventory, the deposit will be returned to you by post.

3.3 Departure

If the key is returned or the pitch is vacated after 12 noon, an additional night will be charged. Any extension of your stay must be made at least 24 hours before the scheduled departure date.

3.4 Animals

Pets are allowed at an additional cost. Maximum 1 pet per rental (according to campsite rules).

Pets are not allowed to roam freely and must be kept on a lead. They are not allowed in communal areas (restaurants, auditoriums, bars, swimming pools). Two conditions must be met before pets are allowed: a valid anti-rabies vaccination and identification by tattoo or microchip, The CLIENT must bring the animal's health record and comply with the internal regulations of each site. Dangerous or aggressive animals (1st and 2nd category dogs prohibited) as well as "new pets" are not accepted.

3.5 Rules of procedure

As required by law, you must adhere to our internal rules, which have been filed with the prefecture, are displayed in our reception area and a copy will be given to you on request.

Article 4 - Liability

The Campsite declines all responsibility for damage to the camper/caravanner's equipment caused by the camper/caravanner himself/herself.

Article 5 - Applicable law

In accordance with article L. 612-1 of the French Consumer Code, the consumer, subject to article L.612.2 of the French Consumer Code, has the option of submitting a request for amicable resolution by mediation, within a period of less than one year from the date of his written complaint to the professional.

This establishment has designated **SAS Médiation Solution** as a consumer mediation body by means of a membership registered under number 50535/VM/2212.

To refer a matter to the mediator, the consumer must submit his request either in writing to: Sas Médiation Solution - 222 chemin de la bergerie 01800 Saint Jean de Niois / Tel. 04 82 53 93 06, or by e-mail to: contact@sasmediationsolution-conso.fr, or by filling in the online form entitled "Referring a matter to the mediator" on the <https://www.sasmediationsolution-conso.fr> website.

Regardless of the method of referral used, the request must contain :

- The applicant's postal address, telephone number and e-mail address,
- The name, address and Sas Médiation Solution registration number of the professional concerned,
- A brief statement of the facts. The consumer should tell the mediator what he or she wants from the mediation and why,
- Copy of the prior claim,
- all documents needed to process the application (purchase order, invoice, proof of payment, etc.)