

## 1- BOOKING CONDITIONS

- The reservation becomes effective solely with the agreement of the campsite LES 2 RIVIERES, upon receipt of the deposit (30% of amount of the stay) and either upon receipt of the booking contract duly completed and signed, or upon your agreeing to the general conditions of sale when booking online.
- Campsite LES 2 RIVIERES is free to accept or refuse bookings, depending on availability and, in general, depending on any circumstances that are likely to be prejudicial to the execution of the booking made. Campsite LES 2 RIVIERES offers family holidays, in the traditional sense, and the accommodation has been specially designed for this purpose. Campsite LES 2 RIVIERES reserves the right to refuse any booking that might contravene or attempt to pervert this principle.
- Booking of camping pitches or rented accommodation is made strictly on a personal basis. Under no circumstances may you sub-let or transfer your reservation without the prior consent of the campsite LES 2 RIVIERES.
- Minors must be accompanied by their parents or legal guardians.

### Camping pitches

- The basic package includes the pitch for the tent, caravan or camper van for one or two people, access to the toilet blocks, swimming pool and to the residential facilities.

### Renting

- Our camping pitches are for 1 to 6 people maximum.
- The campsite LES 2 RIVIERES reserves the right to refuse access to the campsite to groups or families whose number exceeds the capacity of the accommodation rented.

## 2- GROUP BOOKINGS

- Pitches appearing on the commercial campsite LES 2 RIVIERES website is intended exclusively for individual bookings.
- For all group booking requests, you must contact the campsite LES 2 RIVIERES in question by telephone, email or via the "[Contact us](#)" section. The campsite LES 2 RIVIERES contacted reserves the right to examine booking requests before accepting or declining them.

## 3- PRICES

- Prices shown are effective for the 2023 season. They correspond to one night and are quoted in euros, including VAT.

## 4- CONDITIONS AND METHOD OF PAYMENT

- A deposit of 30% of the total price of the facilities booked ( except tourist tax) must be paid to the campsite at the time of booking.
- Payment of deposits can be made by bank transfer.
- The balance of the stay can be paid by credit card, bank transfer or cash.

## 5- ABSENCE OF RIGHT TO WITHDRAW

- In accordance with article L.121-19 of the French consumer code, the campsite LES 2 RIVIERES informs its customers that the sale of accommodation services provided on a specific date, or in line with a specific timeframe, is not subject to provisions regarding the 14 day withdrawal period.

## 6- CANCELLATION AND ALTERATIONS

### 6a. Changing your booking

- Customers may request for stays to be altered in the same campsite (dates and/or types of accommodation) by writing to the campsite (by post or email) subject to availability and options. Postponements until the following season are not permitted. If no alterations are made, customers must spend their holidays as they were agreed when initially booked, or cancel.
- Requests to extend the duration of stays will be dealt with subject to availability and in line with applicable prices.
- Requests to reduce the duration of stays are deemed to be partial cancellations and will be subject to the terms and conditions which apply to cancellation and termination of stays.

### 6b. Unused facilities

- Any stay that is interrupted or cut short (late arrival, early departure) by you shall not give rise to any reimbursement.

### 6c. Cancellation by the campsite LES 2 RIVIERES.

- In the event of cancellation by the campsite LES 2 RIVIERES, except in the case of force majeure, the stay will be reimbursed in full. This cancellation shall not however incur the payment of damages and interest.

### 6d. Cancellation due to the client

- In the case of a cancellation more than 30 days before the beginning of the stay, the deposit will be returned minus € 25 cancellation fees.
- According to article L221-28 of the Consumer Code, no right of withdrawal can be exercised
- No refund will be made in the case of cancellation within 30 days before the start of your stay.
- We advise you to take a cancellation or early departure insurance.

## 7- YOUR STAY

### 7a. Arrival

- The day of your arrival at the campsite LES 2 RIVIERES, you will be welcomed from 2:00 p.m..
- Your location is kept until 12 :00 a.m. the next day of the scheduled arrival.

### 7b. During your stay

- It is up to campers to ensure they have insurance cover: campers are responsible for looking after their personal belongings (bicycles etc.).
- The campsite LES 2 RIVIERES shall in no event be held liable in case of an incident involving campers' civil liability.
- All visitors must comply with the provisions of the internal regulations. Each named tenant is responsible for disturbances and nuisance caused by persons staying with or visiting them.

### 7b. Departure

- On the day of departure indicated on your contract, the location must be vacated before 12:00 a.m. The location will be made perfectly clean.
- For any departure after 12:00 a.m. you may be charged an additional night according to the current rate.

## 8- PETS

- Pets are permitted in the campsite LES 2 RIVIERES (except dogs which are listed in France's 1st and 2nd categories), with payment required when the booking is made. When admitted, they must be kept on a lead at all times. They are prohibited from swimming pool areas, in toilet blocks and in buildings. You shall be civilly liable for your pets.
- Owners are responsible for keeping the campsite clean and quiet.
- Dogs' and cats' vaccination certificates must be up-to-date.

## 9- IMAGE REPRODUCTION RIGHTS

- You give permission to the campsite LES 2 RIVIERES, as well as to any person chosen by the campsite LES 2 RIVIERES, to take photographs of you, to record you or to film you during your stay with the campsite LES 2 RIVIERES and to use the resulting images, sounds, videos and recordings using any media (especially on the campsite LES 2 RIVIERES websites and web pages, including Facebook, on the campsite LES 2 RIVIERES information and promotion media and on travel and tourism guides).
- This permission applies for you as well as for people staying with you. The sole purpose of this is to promote and to provide information about the campsite LES 2 RIVIERES, and may in no event damage your reputation.
- This permission is provided free of charge for all countries and for a period of 5 years.

## 10- DISPUTES

- Complaints regarding non-compliance of services with regard to contractual commitments may be sent to the manager of the campsite LES 2 RIVIERES by post or email.
- In case of dispute, the jurisdiction is delegated to the courts of DIJON.

## 11- MEDIATION

In case of a dispute with the campsite LES 2 RIVIERES, you have the possibility to contact us as follows:

- Sending a letter by registered letter with acknowledgment of receipt to the manager of the LES 2 RIVIERES campsite.

## 12- CAMPSITE LES 2 RIVIERES RESPONSIBILITY

- The client acknowledges that the campsite LES 2 RIVIERES may not be held responsible for any false information supplied by its partners or by any third party that might be specified in their brochure or on their website, concerning the residential premises, and particularly its photographs, descriptions, activities, leisure activities, services and dates of operation.
- All photographs and text used in the brochure or in the campsite website do not form part of any contractual obligation. They are for information purposes only.
- Certain activities and facilities offered by the campsite and specified in the brochure description may be cancelled, particularly as a result to weather conditions or for reasons of force majeure, as defined by French law.

## 13- DATA-PROCESSING AND LIBERTIES

The information you provide us with at the time of your booking will not be transmitted to any third party. The campsite LES 2 RIVIERES shall treat this information as confidential. It shall be used solely by the campsite internal services for processing your booking and to reinforce and personalise communication and the services offered to the campsite LES 2 RIVIERES clients concerning your centres of interest.

In accordance with the data-processing and liberties law of 6 January 1978, you have the right to access, amend and change personal data relating to you. To do this, simply write to us at the following address, stating your full name and address: Camping LES 2 RIVIERES– 2 Impasse des 2 Rivières 71400 LA CELLE EN MORVAN.

Campsite LES 2 RIVIERES