

GENERAL TERMS AND CONDITIONS OF SALE CAMPING LE MOULIN DE SERRE

PREAMBLE

These General Terms and Conditions of Sale apply to all services offered on the CAMPING LE MOULIN DE SERRE website or any other communication medium.

The content of the website is intended to inform customers. Some of the services offered may be subject to change depending on the occupancy rate and/or may only be

available on certain dates during the season. Prices are given as an indication only and are subject to change and valid only for the current season.

The service will be provided at the rate in force on the date the order is placed. All prices include VAT. Any change in the VAT rate will result in a change in the price. In accordance with the French

Tourism Code, CAMPING LE MOULIN DE SERRE reserves the right to make changes to the information on the website or any other communication medium.

In the event of significant changes, these will be communicated on the campsite website by means of Erratum.

1. BOOKING CONDITIONS

- All contracting parties must be at least 18 years of age and have the legal capacity to enter into a contract and not be under guardianship or curatorship. The contracting party must be present throughout the stay.

Reservations will only become effective with the agreement of the campsite, after receipt of the deposit and after receipt of either the duly completed and signed reservation contract, or after acceptance of the general terms and conditions of sale when booking online.

- The reservation of a camping pitch or rental accommodation is made on a strictly personal basis. Under no circumstances may you sublet or transfer your booking without the prior consent of the campsite.

- Minors must be accompanied by their parents or legal guardians.

Campsite pitch

- The basic package includes a pitch for a tent, caravan or camper van for 1 person, access to sanitary facilities and reception facilities. Additional costs (extra person, pets, extra vehicle, etc.) are not included in the basic package and will be added to it. Camping pitches can accommodate a maximum of 6 people (including babies).

Rental

- The rental accommodation is fully equipped. The basic package is for 2 to 8 people (including babies) depending on the type of accommodation. -

CAMPING LE MOULIN DE SERRE reserves the right to refuse access to the campsite to groups or families arriving with a number of participants greater than the capacity of the rented accommodation.

Booking fee

The booking fee is 16 € euros for a rental and for a camping pitch.

2. PRICES, TOURIST TAX & ECO PARTICIPATION

* Prices shown are valid for the season. Prices are in euros, including VAT, and correspond to the accommodation chosen, its number of people and its duration.

* Local taxes and any supplements are not included. A tourist tax collected by the REGIE TAXE DE SEJOUR CC DOMES SANCY ARTENSE is payable on arrival for all persons over 18 years of age (€0

.60/person +18 years/night - base 2024)

An eco-participation is payable on arrival, per night and per person. Our operation is subject to taxes for the abstraction of natural resources (clean water) and the reprocessing of waste (waste water, household waste, etc.). This tax is therefore passed on to the budget as compensation and to raise awareness (€0

.50/person/night).

3. CONDITIONS OF PAYMENT

-In rental accommodation, for bookings made more than 30 days before the start of the holiday, a deposit of 25% of the price of the services booked must be paid at the time of booking. The

balance must be paid no later than 30 days before the start of your stay at the campsite. -

On camping pitches, for bookings made more than 30 days before the start of the holiday, a deposit of 25% of the price of the services booked must be paid at the time of booking. The balance must be paid no later than 30 days before the start of your stay at the campsite. -

For bookings made less than 30 days before the start of the holiday, full payment must be made at the time of booking.

4. NO RIGHT OF WITHDRAWAL

In accordance with article L.221-28 of the French Consumer Code, CAMPING LE MOULIN DE SERRE informs its customers that the sale of accommodation services provided

on a specific date or at a specific time is not subject to the provisions relating to the 14-day right of withdrawal.

5. PAYMENT OF THE STAY

Accepted methods of payment

For both the deposit and the balance, you may honour your reservation or stay by the following methods of payment:

Bank cheque, French postal cheque, holiday cheque, cash, credit card, national or international bank transfer.

Terms of payment

On the campsite website

All firm booking requests from the purchaser break down as follows: ●

Deposit of 25% of the cost of the stay + booking fees + cancellation insurance (optional) ●

Balance of the stay at the latest 30 days before your arrival for stays in rental accommodation and camping pitches. If the balance is not paid within the specified time,

the holiday is considered cancelled and our cancellation conditions described below apply.

By post

All firm booking requests from the purchaser break down as follows: ●

Deposit of 25% of the cost of the holiday + booking fees + cancellation insurance (optional)

Balance of the holiday no later than 30 days before your arrival for stays in rental accommodation and camping pitches. If the balance is not paid within the time limit indicated, the booking will be considered cancelled and our cancellation conditions described below will apply. This booking is not binding until the purchaser has received confirmation of registration from the campsite.

The balance of the stay must be paid no later than 30 days before the start of the stay. If the balance is not paid within the time limit indicated, the booking will be considered cancelled and our cancellation conditions described below will apply.

6. CANCELLATION AND MODIFICATIONS

Changing your booking ●

The Customer may request a change to their stay at the same campsite (dates, type of accommodation). Without prejudice to the fact that full payment of the balance is due before

departure, any modification at the Customer's request is possible and may incur modification costs. All requests for changes must be confirmed in writing by the customer and are subject to availability and acceptance by CAMPING LE MOULIN DE SERRE. If the contracting party wishes to extend their stay, the current rate will be applied. Any change made by you, from a higher range to a lower range, will not give rise to any refund.

- Any request to reduce the length of your stay is considered to be a partial cancellation and will be subject to the cancellation and interruption of stay terms and conditions. ●

Any request by the CLIENT to modify or cancel the STAY must be sent to CAMPING LE MOULIN DE SERRE by registered letter with acknowledgement of receipt. The deadlines mentioned below apply from the date of receipt of this letter, as evidenced by the postmark. Cancellation or modification of the STAY will incur the following minimum charges: *

More than 30 days before the start of the HOLIDAY: 25% of the price of the HOLIDAY +
administrative costs

+ insurance costs (if taken out);

* Less than 30 days before the start of the HOLIDAY: 100% of the price of the HOLIDAY +

administrative
costs

+ insurance costs (if taken out).

Unused services

Any stay that is interrupted or shortened (late arrival, early departure), or in the event of no-show at the campsite of accommodation booked due to the customer's fault, will not give rise to any reimbursement of the said service.

Cancellation on the part of the campsite: CAMPING LE MOULIN DE SERRE
To obtain any compensation, we invite you to take out holiday cancellation or interruption insurance at the time of booking.

In the event of cancellation by CAMPING LE MOULIN DE SERRE, except in cases of force majeure, the stay will be fully reimbursed. However, this cancellation cannot

give

rise to the payment of damages.

Due to the government: administrative closure of the campsite or ban on movement (confinement) due to an epidemic.

Postponement of your stay free of charge, retention of the deposit as a credit note valid for 18 months (unused amount refunded) or immediate refund as for the balance.

Cancellation insurance

We invite you to take out cancellation or holiday interruption insurance when you book.

MEETCH - Cancellation insurance <https://claim.meetch.io/fr/login>

- **by e-mail:** contact@meetch.io
- **by post:** MIMAT - 15 rue des halles 75001 paris

See conditions at <https://www.moulindeserre.com/>

7. YOUR STAY

Arrival

o Campsite pitches: arrivals are from 12.00 pm

o Rental accommodation: on the day of your arrival, you will be welcomed from 5.00 pm, and when you are given the keys to your accommodation, you will be asked to pay a deposit.

During your stay,

the campsite declines all responsibility in the event of an incident for which the camper is liable. All customers must comply with the internal regulations.

Each tenant is responsible for any disturbance or nuisance caused by people staying with them or visiting them.

Departure

- Rental accommodation: on the day of departure indicated on your contract, the rental accommodation must be vacated before 10 am. The accommodation will be left in a clean and tidy condition

, and the inventory will be checked. You will be responsible for any broken or damaged items, and for restoring the property if necessary.

-The deposit will be returned to you at the end of your stay, after deduction of any compensation deducted, on the basis of supporting invoices, for any damage noted in the departure inventory.

Withholding the deposit does not preclude additional compensation if the costs exceed the amount of the deposit. -

If the accommodation has not been cleaned before your departure, you will be asked to pay

a cleaning fee of at least €105 including tax.

- For any late departure, you may be charged for an extra day at the current nightly rate.

Security deposit

For rental accommodation, a security deposit of €300 and €105 for cleaning (by cheque or in cash) will be required on arrival, which will be returned to you

at the end of your stay following an inventory of fixtures.

The campsite reserves the right to keep part or all of the sum in the event of damage to the accommodation and its contents and/or to equipment on the campsite.

The campsite also reserves the right to retain the sum of 105€ to cover cleaning costs if this has not been carried out on departure.

8. VISITORS

Visitors are admitted to the campsite after presenting themselves at the campsite reception and paying the visitor fee. Visitors will have access to the campsite facilities , with the exception of the aquatic areas.

9. PETS

Pets are accepted (except 1st and 2nd category dogs) for a fee payable at the time of booking. They must be kept on a lead at all times.

Under no circumstances may they be tied to trees or plantations, or left alone in the absence of their owners. To satisfy their natural needs, pets must be accompanied outside the campsite.

They are not allowed near swimming pools, in food shops or in buildings. Vaccination certificates for dogs and cats must be up to date.

10. IMAGE

You expressly authorise CAMPING LE MOULIN DE SERRE , without compensation, to use photographs and/or films that may be taken during your stay for the

purposes of communication by Camping Le Moulin de Serre.

Any holidaymaker refusing to be photographed or filmed during their stay must inform CAMPING LE MOULIN DE SERRE in advance and in writing. You also authorise their distribution, publication and marketing on any type of media likely to be used.

11. DISPUTES

- Any complaint concerning the non-conformity of the services in relation to the contractual commitments can be notified by post or e-mail to LE MOULIN DE SERRE CAMPSITE: moulindeserre@wanadoo.fr

12. MEDIATION

In the event of a dispute, you can contact us as follows:

- Send a letter by recorded delivery with acknowledgement of receipt to CAMPING LE MOULIN DE SERRE.

MEDIATOR: CM2C (Centre de la Médiation de la Consommation des Conciliateurs de Justice) - 14 rue Saint Jean - 75017 PARIS - 01 89 47 00 14 / 06 09 20 48 86 - cm2c@cm2c.net,

Represented by its Chairman Mr Alain Yung-Hing.

Sarl MERVILLE-BOCQUELET, registered office: Camping le moulin de serre 63690 Singles, capital 50000, RCS CLERMONT FERRAND Clermont-Ferrand B 797 734 886 , Intracommunity VAT number: FR09797734886

Classification by Atout France on 24/05/2022: Camping Tourisme 3 étoiles 99 emplacements

In accordance with article L.121-18 4° of the French Consumer Code, there is no right of withdrawal.

13. LIABILITY: CAMPING LE MOULIN DE SERRE

The customer expressly acknowledges that CAMPING LE MOULIN DE SERRE may not be held responsible for any information provided by its partners. All photos and Texts used on the CAMPING LE MOULIN DE SERRE website are non-contractual. They are for information purposes only.

14: PROTECTION OF PERSONAL DATA

We may collect and process certain personal data.

If you have any questions about how we manage your data or if you wish to exercise your rights, please contact us at :

- By email to the following address: moulindeserre@wanadoo.fr
- By post to the following address Camping le Moulin de Serre-1850 route de Larodde - 63690 Singles.

We attach great importance to safeguarding the personal data entrusted to us by our customers as part of our Services: by submitting the booking form, you agree that the information entered will be used solely for the purposes of requesting information, availability, booking and the commercial relationship that may result.

15-SECURITY

A document setting out the safety instructions and precautions to be observed will be given to each occupant of the site on arrival.

16-PLAYGROUND / SWIMMING POOL

Children are under the sole care of their parents, who are civilly and criminally liable, particularly when they are using

the playground equipment and the swimming pool.

Access to the swimming pool is regulated; any breach of these rules will be immediately penalised.

Swimming shorts are forbidden.

17-COMPETITION AND DISCIPLINE

Outside the recreation area, noise and singing are prohibited from 10.30 pm to 7.30 am. During this time, please respect the sleep of other campers. During the day, noise pollution must be as discreet as possible.

18- CLEANLINESS AND APPEARANCE OF FACILITIES

Users must empty all polluted water into the facilities provided for this purpose, use the rubbish bins and keep the sanitary facilities in a constant state of cleanliness.

Laundry must be hung as discreetly as possible, without being hung from trees or fences.

Planting and floral decorations must be respected. It is forbidden to plant, cut branches, dig or change the nature of the soil. The site used during the stay must be returned to its original state.

19-CIRCULATION AND PARKING OF VEHICLES

Speed in the camp is limited to 10 km/h. Parking is prohibited on the access roads. Traffic is not permitted between 10.30 p.m. and 7.30 a.m. An outside car park is available for campers returning after the closing time.