

## STANDARD TERMS AND CONDITIONS OF SALE

The rental of a pitch or rental accommodation implies full acceptance of the terms and conditions of sale by the contracting parties. As such, the customer declares to have read these general conditions of sale before the validation of his rental.

### **OUR SERVICES AND PRICES**

#### Rental of camping pitches:

We provide you with a bare pitch for your tent, caravan or motor home for up to 6 people.

#### The price of the pitch:

This is a price per night of occupancy. Pitches are available from 2 p.m. on the day of arrival and must be vacated by 12 noon on the day of departure. It includes an installation, 1 or 2 persons and a vehicle. This package gives free access to sanitary facilities, reception, swimming, playgrounds and activities.

Supplements: Additional persons (adults or children) or additional elements present on the pitch (second vehicle, electricity, additional tent or shelter, etc.) are subject to a daily cost.

#### Rental accommodation:

The description, the definition of the rental seasons as well as the rental periods and durations can be found in the sales brochure and on the website.

The rental rate includes: the rental of the accommodation, the persons (according to capacity), the charges (water, gas, electricity), a vehicle, access to reception, services, swimming, playgrounds and the proposed activities.

Fully equipped, sheets and towels are not provided; they are available for rent. Your accommodation must be left clean and tidy when you leave. Rentals are non-smoking. Rentals are available from 4 p.m. on the day of arrival and must be vacated by 10 a.m. on the day of departure.

#### Transfer, subletting:

All rentals are nominative and can in no case be transferred or sublet.

For safety reasons, the number of people arriving for a stay may not exceed the capacity of the accommodation/camping pitch.

Please note: the allocation of places (camping or rental pitches) is carried out without distinction in the order in which reservations are registered. The Management cannot in any way guarantee that the pitch or rental accommodation requested by the camper will be allocated to him.

Nevertheless, in case of force majeure, the Staedly campsite reserves the right to modify the allocation of the pitch or the rental.

#### Ancillary activities:

Any free or paid activity mentioned in our sales brochure or on our website or in an email may, under certain circumstances, be modified or cancelled upon your arrival on the site.

#### Rates and taxes:

The prices in our commercial brochure are in Euros, including VAT at the rate in force at the time of printing.

Any change or modification of rate as well as any change in the taxes applicable to your stay, on the invoice date, may be reflected in the price of your stay.

### **MINORS**

Minors not accompanied by their parents are not accepted on the campsites.

### **PAYMENT**

#### Payment methods accepted

Payment for your stay can be made by holiday cheque (sent by registered mail with acknowledgement of receipt), cash in Euros and cheque in Euros up to 30 days before arrival at the campsite.

For reservations on [www.camping-paysrhenan.fr](http://www.camping-paysrhenan.fr):

At the time of booking, the payment of the deposit or the entire stay is made by bank transfer or by sending a cheque. The payment of the balance of the stay can be made by cheque, by holiday vouchers (sent by registered mail with acknowledgement of receipt), and in cash in Euros up to 30 days before arrival on the campsite.

#### Payment terms

The reservation of the stay becomes effective only after confirmation by our services and payment by the renter of a deposit and booking fees (amounts appearing in the sales brochure or on the website).

#### **Rules for stays on a bare pitch:**

The balance of the stay must be paid the day before departure from the campsite or on the day of arrival, depending on the campsite.

#### **Rules for stays in rental accommodation:**

The balance of the stay must be paid, without any reminder on our part, 30 days before the date of arrival planned for the rental or on the day of arrival when the customer has not made a reservation.

In the absence of full payment on the agreed date, the Staedly campsite is entitled to consider that the customer has cancelled his reservation and keeps the sums already paid.

### **SECURITY DEPOSIT**

For rented accommodation, a security deposit, the amount of which appears on the price list, is required on arrival at the campsite. Payment may be requested by credit card. It will be returned in full on the day of departure or within eight days at the latest, after a satisfactory inventory. Otherwise, the security deposit will be kept. Damage in excess of the amount paid as a security deposit will be charged to the customer after the security deposit has been deducted.

### **LATE ARRIVAL, EARLY DEPARTURE**

In the absence of a message from the camper, specifying that he has had to postpone the date of arrival, the pitch or accommodation will become available 24 hours after the date of arrival stipulated in the rental contract, and full payment of the services remains required.

No reduction will be granted in the case of an early departure in rental accommodation (see refund possibilities within the framework of the cancellation insurance).

In the case of an early departure during a stay on a bare pitch, we will only keep the deposit for the days not used if the stay has been booked.

### **CANCELLATION OF THE STAY**

Cancellation by the Staedly campsite: the sums paid will be refunded.

Cancellation by the customer: the customer must inform the campsite in writing. Otherwise, the customer will be required to pay the amounts due under the contract.

According to Article L. 121-20-4 - 2° 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.

#### Cancellation of a rental stay:

For any stay cancelled more than 30 days before the date of arrival, the deposit, the booking fees and the amount of the cancellation insurance, if purchased, remain acquired by the campsite. Less than 30 days before arrival or in case of no-show at the campsite, the total amount of the rental, the booking fees and the insurance contribution, if paid, are kept.

#### Cancellation of a camping pitch:

Whatever the date of cancellation, the deposit and booking fees are kept by the campsite.

### **INTERNAL RULES AND REGULATIONS**

All campers are required to comply with the campsite's internal rules and regulations, under penalty of sanctions that may go as far as the cancellation of the contract.

### **INSURANCE**

We decline all liability in the event of theft and damage to personal belongings on the campsite.

The Staedly campsite cannot be held responsible in the event of theft or damage to campers' personal belongings. It is also recalled that the car parks are not guarded and that parking is therefore at the user's own risk.