

# GENERAL SALE CONDITIONS

## 1. REQUEST FOR BOOKING AND PAYMENT FOR YOUR STAY

Tariffs published by SARL SOGESHPA are not binding and may be subject to change without prior notice. The contractual tariff will be determined during the booking confirmation.

The contract will be binding after final booking. The booking will only be valid on receipt of the booking form, down payment and booking fee (20.00 €). The booking will then be confirmed by the SARL SOGESHPA.

Payment is made by credit card by the security system of our website or by international bank transfer.

The down payment represents 30 % of the total amount of the stay + 20,00 € booking fee per camping pitch or rental accommodation; The balance must be paid 30 days prior to the start of the stay at the latest for rental accommodations and on arrival for camping pitches.

If these terms are not respected, the SARL SOGESHPA reserves the right to consider the booking to be canceled, without the possibility to claim it and the down payment of 30% will be kept by the campsite.

Booking of a pitch or an accommodation is made strictly on a personal basis. Under no circumstances may you sublet or transfer your reservation without the prior consent of the campsite.

Only two pets (dog and cat only) are allowed per booking. You must send us a copy of its vaccination booklet with your booking (category 1 and 2 prohibited).

All bookings made for more than 3 accommodations by one person or made by different people who know each other and who are travelling together for the same reasons and for the same period, are deemed to be group bookings. To ensure the peace of residents and families, for all group booking requests, you must contact the campsite by email. The campsite reserves the right to examine booking request before accepting or declining them.

## 2. PAYMENT OF YOUR STAY

For payment 30 days before your arrival., the payment will be made by international bank transfer or credit card by the security system of our website.

For payment between 29 and 15 days before your arrival, you can pay by credit card on our website or by international bank transfer.

For payment from 14 days before your arrival, you must pay by credit card on our website.

For payment at the reception when you arrive, you can use credit card or cash.

## 3. ARRIVAL AND DEPARTURE TIMES

- **For a camping pitch:** Arrivals can take place from midday. A deposit of 20€ will be required by credit card when you arrive in case of rental fridge, European plug, or extension cable. Departure times are before midday.

- **For accommodations:** stays run from Saturday 4 pm to Saturday 10 am. In high season, we highly recommend you to fix a precise time for giving back keys of the rental. Please do so on the day before you leave at the latest. In low season, arrival and departure days are free, subject to approval by the management.

A warranty deposit of 200€ will be asked by credit card at your arrival and will be handed back to you within 24 hours after your departure (as a guarantee for possible damage, broken or lost items that have not been notified on departure).

You will find a list with the inventory inside your rental, sticked in a cupboard. Anomalies or missing items must be notified as quickly as possible, meaning the day after arrival before midday at the latest, to avoid liability.

An additional warranty deposit of between 90 € and 130€ according to the type of accommodation, will be also asked of you by credit card (as a guarantee for the cleaning of your rental). This deposit will be handed back to you within 24 hours after your departure if the mobile home is left in a clean state.

**SPECIFICITIES FOR PRIVATE SPA:** An additional warranty deposit of 150 € by credit card will be asked of you. This amount will be handed back to you within 24 hours after your departure (as a guarantee for possible damage, broken or lost items that have not been notified on departure).

A global warranty deposit which encompasses the warranty deposit for material, the warranty deposit for cleaning the rental and the warranty deposit for the private SPA if necessary.

## 4. CANCELLATION INSURANCE

The SARL SOGESHPA offers an optional cancellation and interruption insurance with your rental contract. Our partner Gritchen Affinity commits to partial or complete refund of the stay for customers who have subscribed to the Insurance Campeze Couvert.

In case of cancellation, please inform the campsite in writing of your withdrawal in case of an event preventing you from leaving. If the event is listed in the general terms (available on the website [www.campezcouvert.com](http://www.campezcouvert.com) or at the campsite) you must inform the insurer within 48 hrs. and provide all the necessary information and supporting documents.

In case you cancel with no insurance subscribed, the following amounts will be kept of due, to compensate the breach of contract: \* An amount equal to 30 % of the stay if you cancel more than 30 days prior to the planned arrival date. \* The total amount of your stay if you cancel less than 30 days prior to the planned arrival date.

In any case, the booking fee will not be refunded.

## 5. DURING YOUR STAY

Any persons present on the camping site commit to respecting the internal rules, particularly when it concerns the peace at night (After 11 pm).

For security and insurance reasons, it is strictly forbidden to exceed the number of persons allowed on each pitch; In case of false declarations during the booking, the campsite reserves the right to cancel the booking and keep the down payment.

Charcoal barbecues are strictly forbidden on our site according to the prefectural decree of the Var department. It is possible to rent a gas barbecue and pay fees following the applicable prices.

Smoking is prohibited inside the accommodation.

Visitors must be declared at the reception before their arrival and must pay a visitor's fee following the applicable prices.

The management reserves the right to immediately exclude any person who would lack to respect other holidaymakers and / or the internal rules.

All stays which are stopped before or in case of late arrival for personal reasons, no reimbursement will be possible except if you have subscribed an insurance for cancellation and if the exceptional event is covered by Campeze Couvert. Within the limits of its legal liability, the S.A.R.L. SOGESHPA cannot be held responsible in the following cases: Theft, loss or damage of any kind during or after a stay on the campsite. Failing or not functioning technical equipment, failing or closing of campsite facilities. Damage caused by vehicles parked on site, driving on site or outside the campsite. Injuries or accidents that may occur during any of the activities organized on site or outside the campsite.

## 6. RIGHT OF WITHDRAWAL

Pursuant to Article L221-28 of the Consumer Code, the SARL SOGESHPA informs its customers that the sale of accommodation services provided on a specified date, or at a specified periodicity, it is not subject to 14-day cooling-off provisions.

## 7. IMAGE REPRODUCTION RIGHT

You authorize Camping Oasis du Verdon to use pictures of you or your children made during your stay, for any type of media and to the purpose of promoting the campsite. You'll agree to the image reproduction right without any.

## 8. MEDIATOR

In case of dispute and after having seized the client service of the campsite, any client of the campsite has the possibility to seize a customer mediator, within a maximum of one year from the date of the written complaint, by registered letter with acknowledgement of receipt, addressed to the campsite. The contact details of the Mediator are below :

Médiation Solution - 222, chemin de la bergerie 01800 SAINT JEAN DE NIOST- téléphone : +33 (0) 482 539 306

## 9. ADDITIONAL FEES

- **Eco participation:** 1.70€ per day per pitch
- **Contribution energy 2024** to face the sharp increase of gas and electricity prices: 1.15€ per day per pitch. This contribution will be revised annually according to the evolution of energy prices
- **Additional fee for electric car** to charge electric car on your pitch is subject to declaration and authorization and additional of 5.00€ per night. In case of charging without authorization, an additional fee of 10.00€ will be applied part night.
- **Local taxes:** 0.86 per day per person up to 18.

## 10. DATA-FILES & INDIVIDUAL LIBERTIES

The information you provide us with at the time of your booking will not be transmitted to any third party. The SARL SOGESHPA shall treat the information as confidential. It shall be only used by the SARL SOGESHPA for processing your booking and to reinforce and personalize communication, and services offered by the SARL SOGESHPA. 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 campsite's address, stating your full name and address.