



TERMS AND CONDITIONS OF SALE CAMPING PARADIS

INTRODUCTION

These Terms and Conditions of Sale apply to all services offered on the website www.laradaparc.com or any other means of communication.

The campsite L'Arada Parc is a company of French law with a capital of 3963,67€. Its address is 88 rue de la Baratière 37360 Sonzay, registered under siren number : 42820967000010. You can contact it by e-mail at the following address : info@laradaparc.com or by phone: 00 33 (0)247247269. The booking of one of our stays implies the acceptance of the general terms and conditions of sale.

The purpose of the website content is to inform clients. 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 provided for information purposes only and are subject to change and valid only for the current season. The service will be provided at the rate applicable on the date of the order. Prices include all taxes. Any change in the VAT rate will result in a change in the price. In accordance with the Tourism Code, The camping Paradis L'Arada Parc reserves the right to make changes to the information on the website or any other means of communication. Major changes will be communicated on the website as erratum.

1. BOOKING CONDITIONS

- Contracting parties must be at least 18 years of age and have the legal authority to contract and must not be under guardianship. The contracting party must be present for the entire duration of the stay.

Bookings are valid only upon agreement by the campsite, after receipt of the deposit and either the completed and signed booking contract or acceptance of the terms and conditions of sale when booking online.

- Camping pitch or rental bookings are 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.

Camping Pitches

- The basic package includes the pitch for a tent, trailer or camper for one or two people and access to the sanitary and reception facilities. Additional fees (extra person, pets, extra vehicle, etc) are not included in the basic package rate and will be charged as add-ons. Camping pitches can accommodate up to six people maximum (baby included).

Rentals

- Rental accommodations are equipped. The basic package is for 2 to 12 people (baby included) depending on the type of rental. The occupation of the accommodation is strictly limited to the indicated number of people. The rates include the access to the reception and leisure facilities as well as the normal consumptions of water, gas and electricity .
- The Camping Paradis L'Arada Parc reserves the right to refuse access to the campsite to groups or families arriving with more guests than the capacity of the rented accommodation.

Booking fees

Booking fees are €20 for rentals and camping pitches.

2. RATES, TOURIST TAX & ECO-PARTICIPATION

- The listed prices are valid for the 2023 season. Prices are listed in euros, including VAT, and correspond to the chosen accommodation, number of people and duration of stay. Local taxes and optional add-ons are not included.
- A tourist tax collected for Communauté de Communes Gâtines et Choisses is payable upon arrival, per night and per person over 18 years of age.
- An eco-participation is payable upon arrival, per night and per person over 3 years of age. Our business is subject to taxes for use of natural resources (clean water) and waste treatment (waste water, household waste, etc.). We therefore charge compensation of (€0.25/pers over the age of 3/night) to raise awareness for these expenses.

3. PAYMENT CONDITIONS

- In a rental accommodation, for bookings made more than 30 days in advance, a deposit of 30% of the price of the reserved services is payable when booking. The balance is payable no later than 30 days before the arrival date.
- In a camping pitch, for bookings made more than 30 days in advance, a deposit of 30% of the price of the reserved services is payable when booking. The balance is payable no later than the arrival day.
- For reservations made less than 30 days in advance, the stay is payable in full when booking.

4. NO RIGHT OF WITHDRAWAL

In accordance with article L.221-28 of the consumer code, The Camping Paradis L'Arada Parc informs its clients that the sale of accommodation services provided on a given date, or for a given frequency, is not subject to the 14-day withdrawal period.

5. PAYMENT

Accepted payment methods

You may honor your booking with the following payment methods, both for the deposit and balance:

Postal order or cash, credit card, national or international bank transfer

Terms and conditions of payment

On the campsite website

An official booking request by the buyer can be broken down as follows:

- 30% deposit + booking fees + cancellation insurance (optional)
- Balance at the latest 30 days before arrival for rentals and camping pitches. In the event that the balance is not paid within the time limits indicated, the booking is considered cancelled and our cancellation conditions described below apply.

By mail

An official booking request by the buyer can be broken down as follows:

- 30% deposit + booking fees + cancellation insurance (optional). This reservation has contractual value only upon receipt by the purchaser of a booking confirmation issued by the campsite.
- Balance at the latest 30 days before arrival for rentals. In the event that the balance is not paid within the time limits indicated, the booking is considered cancelled and our cancellation conditions described below apply.



6. CANCELLATIONS AND CHANGES

Changing your booking

- The Client may request a change to their stay at the same campsite (dates, type of accommodation). Without prejudice to the fact that the balance is payable in full before departure, any changes at the request of the client may incur change fees. All change requests must be confirmed in writing by the client and are subject to availability and acceptance by the Camping Paradis L'Arada Parc. In the event that the contractor wishes to extend their stay, the current rate will apply. Any changes made from higher range to lower range services will not incur a refund.
- Any request to reduce the length of your stay is considered a partial cancellation and will be subject to the cancellation and interruption of stay conditions.
- Any request by the CLIENT to change or cancel their STAY must be sent to Camping Paradis L'Arada Parc by registered letter with acknowledgement of receipt. The time limits indicated below are from the date on which the letter is received, as evidenced by the postmark. Cancellation or changes to the STAY will incur at minimum the following fees:

* **More than 30 days before the beginning of the STAY:** 30% of the total cost + processing fees + insurance fees (if taken out)

* **Less than 30 days before the beginning of the STAY:** 100% of the total cost + processing fees + insurance fees (if taken out).

Unused services

Any interrupted or shortened stay (late arrival, early departure) or failure to appear at the campsite for a reserved accommodation will not incur a refund.

Cancellation by Camping Paradis L'Arada Parc

If Camping Paradis L'Arada Parc cancels your stay, except in cases of force majeure, the entire cost of the stay will be refunded. However, you may not receive payment of damages. In order to receive compensation when possible, we recommend that you take out cancellation or interruption of stay insurance upon booking.

Cancellation Insurance

We recommend that you take out cancellation or interruption of stay insurance upon booking.

	CONFORT	PREMIUM
Evènements couverts	Tout événement prévisible, indépendant de votre volonté, qui vous empêche de partir : maladie, licenciement, décès d'un proche, convocation judiciaire....	Annulation sans motif Changement d'avis peu importe le motif.
Remboursement	Pourcentage des frais d'annulation facturés par le camping	Pourcentage des frais d'annulation facturés par le camping
Modalité d'annulation	Annulation possible jusqu'au jour du départ inclus	Annulation possible jusqu'au jour du départ inclus
Justificatifs	Liste des documents à fournir (CF notice d'information)	Aucun
Maximum remboursement	5000€	5000€
Franchise	30€ pour motif médical / 20% pour autres motifs	30%
Minimum remboursement	A partir de 0€ pour motif médical/50€ pour autres motifs.	A partir de 50€
Montant de l'assurance en fonction du prix du séjour et de la garantie choisie		
Prix du séjour	Montant de l'assurance	Montant de l'assurance
<250€	17€	29€
251 à 399€	25€	39€
400 à 599€	35€	49€
600 à 799€	45€	59€
800 à 999€	59€	79€
1000 à 1399€	79€	99€
>1400€	89€	99€

7. YOUR TRIP

Arrival

- Camping pitches: arrivals are from 12:00 p.m. onwards
- Rental accommodations: you may check in starting at 6:30 p.m. on your day of arrival, and a security deposit is required when you receive the keys to the rental.
- No key will be given without the payment of the balance and without the deposit ; after 8pm unless previously asked by the costumer. Beyond 24 hours without news from you, the campsite can have your accommodation.
- A deposit of **350€** will be asked to the customer **by credit card** on arrival.
The contents of each accommodation are listed on an **inventory** posted in each accommodation, the campsite strongly advise the customer to check it to avoid any dispute on the day of departure.

During your stay

The campsite declines all responsibility in the event of an incident falling under the civil responsibility of the camper. All clients must comply with campsite rules. Guests are responsible for any disturbances caused by persons staying with or visiting them. We remind you shorts and bermuda shorts are forbidden in the swimming pool.

The campsite could not held responsible for nuisance which would come to perturb your stay (power, water, gas or telephone failure, works). The customer will be informed about these possible nuisances on the only condition that the campsite L'Arada Parc is informed in itself.



Departure

- Rental accommodations: on the day of departure indicated on your contract, the rental accommodation must be vacated before 10:00 a.m. The accommodation must be returned in a perfect state of cleanliness, the inventory may be verified, any broken or damaged object will be at your expense, as well as any repairs to the accommodation that may be necessary. Please have a look on the Extra page about the deposit.
- Your deposit will be returned at the end of your stay, after deduction of any fees incurred, with invoices provided, for any damage found at the exit inventory. Non repayment of the deposit does not preclude payment of additional compensation in the event that the costs exceed the amount of the deposit.
- If the accommodation has not been cleaned before your departure, a minimum cleaning fee of €35 to €145 including tax will be charged depending on the accommodation.
- For any late departure, you may be charged an extra day at the current nightly rate.

8. VISITORS

Visitors are admitted to the campsite after checking in at reception and paying the visitor's fee. Cars and animals are forbidden in the campsite (parking at the entrance). When visitors are accepted, they can have access to all the campsite facilities. Any undeclared visitor will be excluded from the site and will be subject to a fixed fine.

9. PETS

Pets are allowed (except 1st and 2nd category dogs) for a fee payable when booking. They must be leashed. They are prohibited around swimming pools, in food shops and in buildings. Dogs and cats must have their vaccination record up to date. They are **not allowed to stay alone** on a pitch, in an accommodation or in the car.

10. IMAGE RELEASE

You expressly authorise the Camping Paradis L'Arada Parc to use photographs and/or videos that may be taken during your stay for the communication needs of the Camping Paradis group. Any guest refusing to be photographed or filmed during their stay must inform the Camping Paradis L'Arada Parc in advance and in writing. You also authorise distribution, publication and marketing of these images and videos on all types of media.

11. DISPUTES

- Any complaints regarding non-conformity of the services provided with contractual commitments can be reported by mail or e-mail to Camping Paradis L'Arada Parc

12. MEDIATION

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

- Send a letter by registered mail with acknowledgement of receipt to Camping Paradis L'Arada Parc.
- Free mediation service CM2C : <https://www.cm2c.net/declarer-un-litige.php> or by mail : Centre de Médiation de la Consommation des Conciliateurs de Justice – 14 rue Saint Jean – 75017 PARIS.

13. Camping Paradis L'Arada Parc LIABILITY

The client expressly acknowledges that Camping Paradis L'Arada Parc cannot be held liable for communication by its partners. All photos and text used on the Camping Paradis L'Arada Parc website are non contractual. They are provided for information purposes only.

14. DATA PROTECTION

The information that you provide in your order will not be communicated to any third party. This information will be considered by Camping Paradis L'Arada Parc to be confidential. It will only be used by Camping Paradis L'Arada Parc in order to process your order and to improve and customise communication and services offered that are reserved for clients of Camping Paradis L'Arada Parc based on your interests. In accordance with the French Data Protection Act of 6 January 1978, you have the right to access, rectify and oppose any of your personal data. To do this, simply send us a request by mail to the following address: Camping Paradis L'Arada Parc – 88 rue de la Baratière – 37360 SONZAY, indicating your last name, first name and address.



ANNEXE CAUTION

Now, the checking out will be made after the departure. The amount of the deposit is 350€ to prevent the possible damages and the lack of cleanliness.

The deposit must be made before your arrival or on your arrival with Credit card 100% safe (WE DON'T ACCEPT CASH !)

SOLUTION 1

-> By phone or on arrival with the payline/plbs system

- With your credit card number
- No cost
- Pre-authorization impacting the limit of your bank card

SOLUTION 2

-> Via our partner Swikly <https://swikly.link/2mjGQA4>

- With your credit card number
- Without impact on your credit card limit
- Trusted third party, Swikly will act as our intermediary and carries out an impartial arbitration in case of dispute
- Check in /Check out online
- Cost : 4,03€



METHODS OF RETENTION OF THE DEPOSIT

The deposit could be kept in case of possible damage or if the accommodation isn't as cleaned as it was on your arrival.

Cleaning deposit

If you don't clean, we can keep between 30 and 130€ depending the time needed by **the cleaning service**.

Damage deposit

The content of each accommodation will be sent to you before your arrival. The campsite strongly advise the customer to check it to avoid any dispute on the day of departure. The possible observed damage will be invoiced to him :

- Dish : from 1 to 5€
- Home appliance : price
- Damages : repair costs.

In the event that the deposit does not cover the repair costs following a finding of possible degradation, an invoice for the repairs to be made will be sent to you. We remind you that civil liability insurance with camping/rental extension must be taken out. Ex: broken bay window!