



BOOKING TERMS AND CONDITIONS

These booking terms and conditions are valid starting the 1st of December 2020, supersede and render null all previous terms and conditions. The Management invites you to read these terms and conditions in their entirety. The booking request implies acceptance of all the provisions of these terms and conditions. These terms and conditions are governed exclusively by French laws and translated in English. In case of discrepancy between the versions, the French version shall prevail over the English version.

ARTICLE 1 – PRICES. The prices indicated on our website (www.camping-europa.com) are in euros, VAT included, tourist taxes excluded. The access to the swimming-pools and to the children activities (July and August) are included in the price. The tourist tax = number of persons involved x number of nights x 0,55 euros. Persons under 18 years old are exempt of the tourism tax.

ARTICLE 2 – BOOKING CAMPING PITCH or ACCOMODATION

- The Management accepts only one booking per customer.
- The booking is nominative and cannot be transferred to a third party. Only participants, registered on the booking request form, are allowed to occupy the camping pitch or the accommodation during the stay.
- A minor without its legal representative for the duration of the stay, will not be allowed to stay at Camping Europa.
- The Management reserves the right to refuse access to the camping pitch or to the accommodation to any customer who arrives with a number of participants greater than the authorized capacity. A baby is considered a person.
- Children born in 2021/2020/2019 are for free.
- Arrivals are authorized until 7 p.m. (reception and gate closing time).
- The management allows one vehicle per camping pitch or accommodation. Any additional vehicle will be charged at the current rate and will have to park on a parking reserved for this purpose.
- The definitive camping pitch number is assigned by the management the arrival day. Pitch number communicated before the arrival day is not definitive.
- The deposit is a first payment to be used on the total amount of the stay. It is proof of a firm commitment on the part of the customer and Camping Europa. If the customer withdraws, he engages his contractual liability and may be ordered to perform his obligation, namely to pay the balance of his stay.

2.1 BOOKING REQUEST by INTERNET. The booking request will become effective upon dully filled in the booking request, read and accept the booking terms and conditions, proceed to the payment of the deposit (30% of the total amount of the stay) + 30 euros of booking fees + cancellation insurance fees (optional). A booking confirmation, subject to availability, will be sent by e-mail to the customer. In the event that the booking request is refused for lack of availability, the deposit will be fully refunded to the customer within 7 working days.

2.2 BOOKING REQUEST BY EMAIL or by PHONE. An option is valid for 4 working days from its creation date. The customer must return, within this time limit, the booking request form duly filled in and signed, the booking terms and conditions signed, the payment of the deposit + the booking fees or/and cancellation insurance fees (optional). Failing received the requested documents, the option will be automatically cancelled without notice the customer. No option can be created in the delay of 30 days before the arrival date.

2.3 PAYMENT. The management accepts the payment by bank card (excepted Maestro) or by bank transfer.

2.4 CIVIL LIABILITY INSURANCE. The customer and its participants must be covered by a compulsory civil liability insurance, to repair the material and bodily damage presented to third parties and cover the risks for which he would be presumed responsible (fire, water damage, etc.).

2.5 CANCELLATION INSURANCE with COVID EXTENSION. A cancellation insurance is proposed to insure the stay of the customer in case of cancellation, modification of dates of stay, delayed arrival or arrival after the date mentioned in the contract. This insurance is optional and can be subscribed only during the booking request process. The general conditions of cancellation are available on the website www.camping-europa.com

ARTICLE 3 – PAYMENT OF THE BALANCE. The customer must pay the balance of the stay remaining due 30 days prior to the arrival date mentioned in the booking confirmation. If the customer refuses, the booking will be considered void without prior notice. The Management will dispose freely of the camping pitch or accommodation. The deposit, the booking fees and the cancellation insurance fees (optional) paid will be retained by the management and will not be refundable.

ARTICLE 4 – CANCELLATION, DELAYED ARRIVAL, PERMANENT INTERRUPTION OF STAY

4.1 CANCELLATION. In case of cancellation of the stay, the deposit + booking fees + cancellation insurance fees (optional) and/or the balance of the stay paid are not refundable and will not give rise to any discount or report or credit. An invoice will be sent to the customer by email.

4.2 DELAYED ARRIVAL OR ARRIVAL AFTER THE DATE MENTIONED IN THE BOOKING CONFIRMATION. The customer must inform the management by phone or by e-mail latest 7 p.m. the day of arrival mentioned in the booking confirmation in case of delay or a postponement of the arrival day. Without any news, the management will freely dispose of the camping pitch or the accommodation the day after the arrival date mentioned in the contract. The nights not consumed will remain due and will not give rise to reimbursement, discount, report or credit.

4.3 PERMANENT INTERRUPTION OF STAY. The customer must inform the management of any interruption of his stay. The nights and the services not consumed will not give rise to reimbursement, discount, report or credit.

ARTICLE 5 – CAMPING PITCH

- Caravan or motor-home, double axes with the length up to 8m, are not allowed.
- The management doesn't accept more than 6 persons, 1 animal and 1 car per pitch.
- Charcoal and electric barbecues are forbidden.
- Silence is requested after 10 p.m. (confers Art.9 Internal Camping Rules)

5.1 ARRIVAL AND DEPARTURE. The camping pitch will be available starting 12 - noon and must be vacated on the departure day before 11 a.m. Exceeded this schedule will result in the billing of an extra night.

5.2 REFRIGERATOR AND REFRIGERATED BOX. The customer is required to clean the refrigerator or refrigerated box before returning it. Failing this, the management will deduct an amount of 15 euros from the deposit for the restoration of cleanliness of the returned property.

5.3 ANIMALS. Only one animal is accepted per pitch. 1st and 2nd category dogs are prohibited. Dogs must be kept on a leash. They are prohibited inside swimming pools and buildings. The vaccination record is compulsory.

5.4 DEPOSIT. The management will ask to the customer, the day of arrival, a deposit, by bank card only (excepted Maestro), for the goods that will be loaned to him. The deposit amount is not debited (pre-authorization). The deposit will be canceled after hand delivery of the loaned property (s) during reception opening hours.

- o Key for the gate and the barriers Deposit of 20 euros
- o Key for refrigerated box Deposit of 20 euros

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| ○ Fridge | Deposit of 50 euros |
| ○ Key for disabled bathroom | Deposit of 20 euros |
| ○ European plug | Deposit of 20 euros |

ARTICLE 6 - ACCOMODATION

- Bed linen sheets and towels are not included.
- Animals are forbidden
- Silence is requested after 10 p.m. (confers Art.9 Internal Camping Rules)

6.1 ARRIVAL AND DEPARTURE. The accommodation will be available from 3 p.m. to 7 p.m. (closing time of the reception) and must be vacated on departure day before 10 a.m.

6.2 CHECK IN AND CHECK OUT. A check in form will be given to the customer at his arrival. The customer will have to complete, sign and return the form the day after the arrival day, before 4 p.m. at the reception. Any form not handed in at the reception, within this time limit, implies acceptance by the customer of the accommodation in good condition, clean and without missing equipment. If the customer cannot be present at the check-out made by the management during the reception opening hours, the customer cannot dispute the observations on the state of cleanliness and/or missing or deteriorated equipment of the accommodation. If the state of the accommodation is not suitable, costs will be charged on the deposit.

6.3 CLEANING SERVICE AT THE END OF THE STAY. If the customer does not want to clean the complete accommodation before his departure, he can choose the cleaning service at the end of the stay – price = 90 euros. This will not exempt the customer to clean the gas BBQ, to sweep the floor, to empty the trash of the kitchen and the bathroom.

6.4 – DEPOSIT. The customer will have to leave a deposit of 240 euros for the accommodation by bank card only (excepted Maestro). The deposit will be returned following the check-out made by the management on the departure day at the condition that no damage has been made and no equipment is deteriorated or lost and that the rental is in a perfect clean condition (inside and outside). Otherwise, the management will keep a part or all the deposit for the restoration of the accommodation.

ARTICLE 7 – SWIMMING POOLS. Our swimming pools are restricted to Camping Europa customers. Swimming pools are not supervised. Shorts and underwear are forbidden in our swimming pools. Only tight swim boxers and trunks (speedo's) are allowed.

ARTICLE 8 – SECURITY. For security reasons, visitors are not allowed inside the campsite. Wearing the bracelet, given to the customer on the day of arrival, is compulsory. Video cameras are placed at various places on the campsite.

ARTICLE 9 – INTERNAL CAMPING RULES. Any customer must comply with the internal rules of the "Camping Europa", displayed at the entrance of the campsite and are available on our web site.

ARTICLE 10 – LITIGATION. Any possible complaint concerning the non-conformity of the services with the contractual commitments must be indicated in writing (LRAR) to the manager of Camping Europa. If the answer does not satisfy you, you can enter in contact with the Medicys Mediation Center after one month following the sending of mails. You must file an online file on the following website www.medicys.fr or by post mail: Medicys - 73 Boulevard de Clichy - 75009 PARIS.

ARTICLE 11 – DATA. The information that the customer communicates to us during his booking request will not be transmitted to any third party. This information is considered confidential. They will be used only by the management, for the processing of the reservation request and to communicate with the customer. In accordance with the Data Protection Act of 6 January 1978, you have the right to access, rectify and oppose personal data concerning you. For this, make us the request by mail to the following address by indicating us your name, first name and address to Camping Europa - 1444 route d 'Albertville - 74410 Saint-Jorioz.