CAMPING EUROPA
GENERAL TERMS AND CONDITIONS OF SALE

Applicable version as of 10 November 2026

These General Terms and Conditions of Sale (GTCS) govern all bookings made with Camping Europa. Any booking request constitutes full, complete and unconditional acceptance of these GTCS.

ARTICLE 1. RATES

The rates shown on the website www.camping-europa.com are basic rates, excluding options, inclusive of VAT and excluding tourist tax.

The contractual rate may be amended within the limits permitted by law if the VAT rate changes between the booking date and the date on which the balance is paid.

Tourist tax must be paid when settling the balance and is calculated as follows: number of persons liable for the tax × number of nights × amount of the tax. Persons under 18 are exempt in accordance with Article L.2333-31 of the French General Local Authorities Code (CGCT).

Children born in 2027/2026 stay free of charge. Proof of age will be requested on the day of arrival.

ARTICLE 2. BOOKING A STAY

Camping Europa offers family-oriented stays and reserves the right to refuse any booking that is contrary to this principle.

A booking is personal and may under no circumstances be transferred to a third party. Only the persons listed on the booking request form (participants) are authorised to occupy the camping pitch or rental accommodation.

A minor who is not accompanied by one of their legal guardians for the entire duration of the stay will not be permitted to stay at the campsite (Decree No. 2002-883 of 3 May 2002).

Camping Europa reserves the right to refuse access to rental accommodation to any customer arriving with more people than the authorised capacity. A baby is considered one person.

The pitch number communicated to the customer before the arrival date is not final and may be changed.

Customers are invited to download the “My Cool’n Camp” application, which enables them to complete the inventory/check-in report for their accommodation on arrival, consult practical information about their stay and receive weather alerts.

2.1. BOOKING REQUEST

All booking requests must be made on the website www.camping-europa.com and will be confirmed subject to availability.

Payment of the deposit constitutes a firm and final commitment. No right of withdrawal or cancellation in exchange for a fee is available.

Where the deposit is paid by bank transfer, the customer has 4 working days to ensure that the funds are received. Failing this, the booking request will be automatically cancelled without prior notice.

The holder of ANCV holiday vouchers must be the customer or one of the participants in the stay. Sending the vouchers is the customer's responsibility and is at their own risk.

Payment by cheque is not accepted.

2.2. PAYMENT OF THE BALANCE

The balance of the stay must be paid 30 days before the arrival date.

⇨ SPECIFIC CONDITIONS FOR CAMPING

ARTICLE 3. STAY ON A CAMPING PITCH

Arrivals are permitted until 6:30 p.m.

Caravans and dual-axle motorhomes with an overall length exceeding 8 metres are not accepted.

Each pitch may accommodate a maximum of 6 people, 1 pet and 1 vehicle. Any vehicle not parked on the customer's pitch will be charged at the rate applicable to an additional vehicle.

The sanitary block showers are strictly reserved for campers and are accessible using a magnetic card provided on arrival.

Electric and charcoal barbecues are prohibited.

3.1. ARRIVAL AND DEPARTURE

The camping pitch will be available from 1:30 p.m. and must be vacated before 11:30 a.m. on the day of departure.

3.2. REFRIGERATOR OR REFRIGERATED LOCKER RENTAL

The customer must return the item clean, in perfect working order and without damage. Failing this, Camping Europa will deduct all or part of the deposit to cover the cost of restoring the item.

3.3. PETS

Category 1 and Category 2 dogs are not permitted. Dogs must be kept on a lead and are strictly prohibited in the swimming pool area and inside buildings (sanitary facilities, restaurant, reception, etc.). Vaccination records are compulsory.

3.4. SWIKLY ONLINE SECURITY DEPOSIT

A security deposit of €20 (covering the access badge, shower card and cleanliness of the pitch) must be provided 14 days before the arrival date by means of a bank-card pre-authorisation through our partner SWIKLY's secure platform. The security deposit will be released no later than 14 days after departure, provided that the badges have been returned and the pitch is left perfectly clean (illegal disposal of grey water is prohibited). Otherwise, Camping Europa will deduct all or part of the security deposit to restore the pitch.

⇨ SPECIFIC CONDITIONS FOR RENTAL ACCOMMODATION

ARTICLE 4. STAY IN RENTAL ACCOMMODATION

Arrivals are permitted until 6:30 p.m.

Any additional vehicle will be charged at the current rate and must be parked in a designated parking area.

The customer is required to carry out a full clean of the rental accommodation at the end of their stay. This includes cleaning the kitchen, electrical appliances, bathroom (washbasin and shower cubicle), toilets, bedrooms, cupboards, windows, floors and outdoor terrace.

Pitching a tent next to the rental accommodation is prohibited.

Bed linen and towels are not provided, except for rentals for which this option is included.

Pets are not permitted.

4.1. ARRIVAL AND DEPARTURE

The rental accommodation will be available from 3:00 p.m. and must be vacated before 9:30 a.m. on the day of departure.

4.2. SWIKLY ONLINE SECURITY DEPOSIT

A security deposit of €300 (covering equipment and the cleanliness of the rental accommodation) must be provided 14 days before the arrival date by means of a bank-card pre-authorisation through our partner SWIKLY's secure platform. The security deposit will be released no later than 14 days after the check-out inspection carried out by Camping Europa, provided that no damage has been found, no equipment or fittings are damaged or missing, and the rental accommodation is left in perfect condition (inside and outside). Otherwise, Camping Europa will deduct all or part of the security deposit to cover the cost of restoring the rental accommodation.

4.3. CHECK-IN AND CHECK-OUT INVENTORY

The customer must complete the check-in inventory using the My Cool'n Camp application no later than the day after arrival. Failing this, the customer acknowledges that the rental accommodation was provided in good condition.

If the customer cannot be present for the check-out inspection, which is carried out during reception opening hours, they acknowledge that the findings made by Camping Europa regarding the cleanliness of the rental accommodation and any missing or damaged equipment will be deemed conclusive. These findings may not be disputed at a later date. Camping Europa is not required to provide the customer with supporting photographs or videos. It reserves the right to deduct from the security deposit all or part of the amounts required to restore the rental accommodation.

4.4. BARBECUE OPTION

For safety reasons, empty gas cylinders may only be exchanged during reception opening hours.

The customer must return the barbecue clean. Otherwise, restoration/cleaning costs may be deducted from the security deposit.

4.5. OPTIONAL CLEANING PACKAGE

The cleaning package is an optional service offered when making a booking. It does not include washing the dishes or removing rubbish. Its price varies depending on the type of accommodation booked.

Any request to purchase the cleaning package on the day of arrival or during the stay may be refused, depending on campsite availability.

ARTICLE 5. CANCELLATION OR INTERRUPTION OF A STAY, LATE OR DEFERRED ARRIVAL

5.1. CANCELLATION / INTERRUPTION OF A STAY

In the event of cancellation, the deposit and/or balance paid will not be refunded and will not give rise to any discount, postponement, credit note or voucher.

5.2. LATE OR DEFERRED ARRIVAL

In the event of a late or deferred arrival, the customer must notify Camping Europa by telephone or email no later than 6:30 p.m. on the contractually scheduled arrival date. Failing this, Camping Europa will be free to reallocate the pitch or rental accommodation. Nights and services not used as a result of the delay or deferred arrival will remain payable and will not give rise to any refund, discount, postponement, credit note or voucher.

ARTICLE 6. SWIMMING POOLS

Access to the swimming pools is strictly reserved for Camping Europa customers.

The ZEN pool area is exclusively reserved for adults aged 18 and over. Water games and diving are not permitted.

The swimming pools are unsupervised. Minors must be accompanied by a parent within the pool area. Anyone who cannot swim must wear armbands.

Only swim trunks, briefs, one-piece swimsuit bodysuits and two-piece bikinis are permitted. Long shorts, Bermuda shorts and underwear are prohibited.

In the event of drought, water use may be restricted by a prefectural order lifting the ban on filling swimming pools in the Saint-Jorioz area and consequently resulting in the closure of the pools. As this is considered a force majeure event, the customer will not be entitled to a credit note, partial refund or any discount.

ARTICLE 7. OPTIONAL CANCELLATION INSURANCE

Cancellation insurance is optional and may only be purchased at the time of the booking request. The insurer's (Campez Couvert) general cancellation terms and conditions can be viewed and downloaded from our website.

ARTICLE 8. SAFETY

Wearing the wristband is compulsory throughout the stay. It helps to facilitate access control at the campsite and is required to access the aquatic areas.

Charging electric vehicles at an electrical hook-up point on a camping pitch or from a 220V socket in rental accommodation is strictly prohibited.

Video-surveillance cameras are installed at the campsite entrances to ensure people's safety. Campers are responsible for looking after their personal belongings (bicycles, scooters, etc.) within the campsite.

ARTICLE 9. THIRD-PARTY LIABILITY INSURANCE

Customers and all participants in the stay must have compulsory third-party liability insurance to cover material and/or bodily injury caused to third parties and risks for which they may be held liable (fire, water damage, etc.).

ARTICLE 10. VISITORS

Visitors are not permitted to enter the campsite.

ARTICLE 11. INTERNAL RULES AND REGULATIONS

The customer and all participants in the stay must comply with Camping Europa's internal rules and regulations, which are displayed within the campsite and available on our website.

Camping Europa reserves the right to terminate the stay of any customer who fails to comply with the internal rules and whose behaviour disturbs the peace and quiet of other holidaymakers. Unused nights and services will not be refunded. Any intervention by a manager to restore order will be charged to the customer responsible for the disturbance at a rate of €50.

ARTICLE 12. DISPUTES

Any complaint concerning the non-conformity of services with the contractual commitments must be sent in writing (by registered letter with acknowledgement of receipt) to the manager of Camping Europa. If the response is unsatisfactory, in accordance with Article L.612-1 of the French Consumer Code, consumers may request an amicable settlement through mediation within one year of submitting their written complaint to the professional.

This establishment has appointed SAS Médiation Solution as its consumer mediation body, under membership registration number 31098/VA/2112. To refer a matter to the mediator, consumers must submit their request either in writing to SAS Médiation Solution, 222 chemin de la Bergerie, 01800 Saint-Jean-de-Niost, France, by email to contact@sasmediationsolution-conso.fr, or by completing the online form entitled “Saisir le médiateur” on the website https://www.sasmediationsolution-conso.fr.

ARTICLE 13. DATA PROTECTION AND PRIVACY

The information provided when making a booking will not be passed on to any third party and will remain confidential.

In accordance with the French Data Protection and Civil Liberties Act of 6 January 1978, you have the right to access, rectify and object to the processing of your personal data. To exercise these rights, simply send us a request by post to the following address, stating your surname, first name and address:

CAMPING EUROPA – 1444 route d’Albertville – 74410 Saint-Jorioz – France

SIRET No.: 403 407 489 00018