

BOOKING TERMS AND CONDITIONS

These booking terms and conditions are valid starting the 1st of December 2023, supersede and render null all previous terms and conditions. The booking request implies acceptance of all the provisions of these terms and conditions which are governed exclusively by French laws. This is a translation of the French version. In case of discrepancy between the versions, the French version shall prevail over the English version.



ARTICLE 1. PRICES

The prices indicated on the website www.camping-europa.com, are basic prices, excluding options, VAT included and excluding tourist tax. The basic prices do not include access to the swimming pools and to the kids club.

Camping Europa applies a dynamic pricing system. As a result, prices may vary during the season, both upwards and downwards.

The contractual price may be subject to change within the legal and regulatory limits, when variations in applicable VAT rates occur between the date of booking and the date of payment of the balance.

The tourist tax will have to be paid at the time of the payment of the balance with the following method of calculation: number of persons liable x number of nights x 0,55 euros. Persons under 18 years of age are exempt, in accordance with article L.2333-31 of the CGCT.

Children born in 2024/2023 are free. Proof of age will be requested on the day of arrival.

ARTICLE 2. RESERVATION

Camping Europa offers family-oriented stays and reserves the right to refuse any reservation that is contrary to this principle or that seeks to divert it. The reservation of a stay is nominative and can't be transferred to a third party. Only the persons registered on the reservation request form are authorized to occupy the campsite or the rental. A minor who is not accompanied by one of his or her legal representatives for the entire duration of the stay will not be authorized to stay in the establishment (decree n° 2002-883 dated May 3rd 2002).

The deposit is a first payment to be used against the amount of the stay. It implies a firm commitment by the client and Camping Europa. There is no possibility of withdrawal.

Camping Europa reserves the right to refuse access to a rental to any client who presents himself with a number of people higher than the authorized capacity. A baby is considered as one person.

The pitch number communicated to the client before the day of arrival is not definitive and may be subject to change.

2.1 RESERVATION REQUEST

All reservation requests must be made on the website www.camping-europa.com and will be confirmed subject to availability and to receipt the deposit within 4 working days. Failing this, the reservation request will be automatically cancelled without notice.

2.2 PAYMENT OF THE BALANCE OF THE STAY

The balance of the stay must be paid 30 days before the arrival date. Failure to pay the balance will automatically result in the nullity of the reservation contract, without prior notice and the deposit paid at the time of the reservation request will remain with Camping Europa. The pitch or rental will be released from any contract.

ARTICLE 3: CAMPIG PITCH

Arrivals are allowed until 6.30 p.m.

Double-axle caravans and motorhomes with an overall length of more than 8m are not accepted.

Camping Europa does not allow more than 6 people, 1 animal and 1 vehicle per camping pitch. Any vehicle that does not park on its pitch will be charged at the rate of an additional vehicle in force.

The showers located in the sanitary facilities are exclusively reserved for campers. A time card is given to each client on the day of arrival.

Electric and charcoal barbecues is forbidden.

3.1. ARRIVAL and DEPARTURE

The pitch will be available from noon and must be vacated at 11 a.m. on the day of departure. Any departure after 11 a.m. will result in the invoicing of an additional night.

3.2. RENTAL OF REFRIGERATOR or REFRIGERATED BOX

The customer is required to return the property clean, in perfect working order and without damage. Camping Europa will deduct all or part of the deposit for the restoration of the property in case of damage.

3.3. ANIMALS

Dogs of 1st and 2nd category are not allowed. Dogs must be kept on a leash and are strictly forbidden in the swimming pools and inside the buildings (sanitary facilities, restaurant, reception, etc.). Vaccination certificates are mandatory.

3.4. CAUTION

The Camping Europa will ask the client, on the day of arrival, for a deposit by credit card only, for all the goods that will be loaned or rented. The deposit is not debited (pre-authorization) and will be cancelled after the handing over of the goods during the opening hours of the reception, provided that no deterioration is noticed and that the goods are returned clean.

ARTICLE 4: RENTAL

Arrivals are allowed until 7pm.

Any additional vehicle will be charged at the current rate and must be parked on a parking lot reserved for this purpose.

The client is required to clean the entire property at the end of his stay. This includes cleaning the kitchen, appliances, bathroom (sink and shower), toilets, bedrooms, closets, windows, floor and outdoor terrace.

Any installation (tent) next to the rental is forbidden.

Sheets and towels are not provided and are an option.

The use of electric and charcoal barbecues is forbidden.

Animals are not allowed.

4.1. ARRIVAL and DEPARTURE

The rental will be available from 1:30 p.m. and must be released on the day of departure before 11:30 a.m. Any departure after 11:30 a.m. will result in an additional night being charged.

4.2 DEPOSIT

Camping Europa will ask the customer for a security deposit by email 14 days before the start of the stay. This must be carried out online via the platform of our partner SWIKLY. This deposit of €250, only for equipment and cleaning, is made by simple credit card imprint and is therefore not debited from your account. The security deposit will be returned no later than 3 days after the inspection of the premises at check-out carried out by Camping Europa, on the condition that no damage is noted, that no material or equipment is damaged or missing and on the other hand that the rental is in a perfect state of cleanliness (interior/exterior). Failing this, Camping Europa will charge all or part of the deposit for the restoration of the rental.

4.3. CHECK IN and CHECK OUT

The client must complete the check-in on the Cool'n Camp application at the latest the day after his arrival. Failing this, the client acknowledges the allocation of the rental in good condition.

If the client cannot be present at the time of the check out at the end of the rental period during the opening hours of the reception, the observations of Camping Europa on the state of cleanliness of the rental and/or missing/damaged material(s) cannot be contested. Camping Europa reserves the right to withhold all or part of the amount of the deposit, necessary for the repair of the rental.

4.5. BARBECUE OPTION

For safety reasons, empty gas bottles can only be changed during the opening hours of the reception.

The client is obliged to clean the barbecue when returning it. If he fails to do so, an amount of 15 euros will be deducted from the rental deposit for its restoration.

4.6. CLEANING PACKAGE OPTION

The price set when subscribing to the D-14 cleaning package before arrival is: €110 for chalets and cottages (except Ô cottages) and €150 for TAOS and Ô cottages.

ARTICLE 5: CANCELLATION OR INTERRUPTION OF STAY, LATE OR DELAYED ARRIVAL

5.1 CANCELLATION / INTERRUPTION OF STAY

In case of cancellation of the stay, the deposit and/or the balance paid will not be reimbursed and will not give rise to any reduction, postponement or credit.

5.2 LATE or DEFERRED ARRIVAL

In case of late or delayed arrival, the client must inform Camping Europa, by telephone or e-mail, at the latest before 7 p.m. of the agreed date of arrival. If not, Camping Europa will be free to dispose of the pitch or the rental. The nights and services not consumed due to late arrival or delayed arrival will remain due and will not give rise to any reimbursement, reduction, postponement or credit note.

ARTICLE 6. SWIMMING POOLS

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

The swimming pools are not supervised. All minors must be accompanied by a parent in the swimming pools. Persons who cannot swim must wear armbands.

Only boxers, one-piece bathing suits and two-piece bikinis are permitted. Long shorts, Bermuda shorts are not permitted.

In case of drought, the use of water may be restricted by prefectural order repealing the ban on filling the swimming pools in the Saint-Jorioz area and leading to the de facto closure of the Camping Europa swimming pools. This being considered as a case of force majeure, the customer will not be able to claim a credit note, a partial refund or any discount.

ARTICLE 7. OPTION - CANCELLATION INSURANCE

Cancellation insurance is optional and can only be taken out at the time of booking. The general conditions of cancellation of the insurer (Campez Couvert) are consultable and downloadable on the Internet site of Camping Europa.

ARTICLE 8. SECURITY

The wearing of the bracelet is obligatory during all the stay.

It is strictly forbidden to recharge the vehicles on an electric terminal of a site or on a 220V socket in a rental.

The empty gas bottles of the plancha barbecues in the rentals can only be changed during the opening hours of the reception.

Video protection cameras are installed at the entrances of the campsite to ensure the safety of people. The camper is responsible for the surveillance of his personal objects (bicycles, scooters, etc.) within the campsite.

ARTICLE 9. CIVIL LIABILITY

It is important to remember that the client and the participants of the stay must be covered by a compulsory civil liability, to repair the material and/or physical

damages caused to third parties and to cover the risks for which he would be presumed responsible (fire, water damage, etc.).

ARTICLE 10. VISITORS

Visitors are not allowed to enter the campsite. It provides access to swimming pools and helps to reinforce control at entrances and exits to the campsite.

ARTICLE 11. INTERNAL REGULATIONS

The client and the participants in the stay are obliged to comply with the provisions of the Camping Europa internal regulations, which are displayed on the campsite premises and can be consulted on our website.

The Camping Europa reserves the right to interrupt the stay of a client who does not respect the internal rules and whose disturbances are detrimental to the peace and quiet of the holidaymakers. The nights and services not consumed will not give rise to any reimbursement. Any intervention of a person in charge beyond 23h to restore order will be invoiced 50 euros to the customer troublemaker.

ARTICLE 12. LITIGATION

Any possible complaint concerning the non-conformity of the services in relation to the contractual commitments must be notified in writing (by registered letter) to the manager of Camping Europa. If you are not satisfied with the response, in accordance with Article L. 612-1 of the Consumer Code, the consumer has the right to request an amicable resolution by mediation, within a period of less than one year from the date of his written complaint to the professional. This establishment designated, by adhesion registered under the number 31098/VA/2112 the SAS Médiation Solution as entity of mediation of the consumption. To seize the mediator, the consumer must formulate his request either in writing to Sas Médiation Solution, 222 chemin de la bergerie, 01800 Saint Jean de Niost, or by e-mail to: contact@sasmediationsolution-conso.fr or by filling out the online form entitled "Seize the mediator" on the site <https://www.sasmediationsolution-conso.fr>

ARTICLE 13. DATA PROCESSING AND FREEDOM

The information communicated during the reservation request will not be transmitted to any third party and is confidential.

In accordance with the French law on data processing and freedom of 6 January 1978, you have the right to access, rectify and oppose any personal data concerning you. To do so, simply send us a request by mail to the following address, indicating your name, first name and address:

CAMPING EUROPA - 1444 route d'Albertville - 74410 Saint-Jorioz

SIRET NUMBER : 403 407 489 00018