

GENERAL TERMS AND CONDITIONS OF SALE

CAMPING LA GRAND'TERRE

Version applicable from: 01/12/2026

ARTICLE 1 – IDENTIFICATION OF THE SERVICE PROVIDER AND SCOPE OF APPLICATION

These General Terms and Conditions of Sale (hereinafter the “Terms and Conditions”) govern all contractual relations between Camping La Grand'Terre, operated by SARL CAMPING LA GRAND'TERRE, registered with the Aubenais Trade and Companies Register, SIRET No. 38834618100018, whose registered office is located at 64 chemin de la Grand'Terre, 07120 RUOMS, hereinafter referred to as the “Campsite” or the “Service Provider”, and any natural person acting for purposes outside their professional activity, hereinafter referred to as the “Customer”.

These Terms and Conditions apply to all bookings and rentals :

- of a bare pitch intended for transient or “tourist” customers
- of rental accommodation, in particular mobile homes
- and, more generally, to any service expressly offered for booking by the Campsite

These Terms and Conditions apply to all bookings made directly with the Campsite and through any other sales channel offered by it.

The essential characteristics of the services offered, their prices and their specific conditions are presented to the Customer before any booking is made.

The Customer is required to read these Terms and Conditions before making any booking. Confirmation of the booking implies full and unconditional acceptance of these Terms and Conditions.

These Terms and Conditions are available at all times on the Campsite's website: www.campinglagrandterre.com

The applicable version is the one in force on the date of booking.

ARTICLE 2 – BOOKING AND FORMATION OF THE CONTRACT

2.1. Booking procedures

The Customer may make a booking :

- directly online on the Campsite's website

Any booking must be accompanied by the corresponding payment under the conditions set out in Article 4.

The booking shall only be considered final after :

- receipt by the Campsite of the duly completed online booking
- receipt of the payment due
- confirmation by the Campsite that the booking has been accepted

The Campsite reserves the right to refuse any incomplete or irregular booking, or any booking incompatible with its accommodation capacity or schedule.

2.2. Booking made in the Customer's name

All bookings are personal and made in the name of the Customer.

Only the persons named on the booking contract are authorised to stay in the accommodation or occupy the booked pitch.

The Customer undertakes to provide the Campsite with accurate information concerning the identity, number and, where applicable, age of the persons included in the stay.

Any change in the number of persons must be notified to the Campsite in advance and remains subject to its accommodation capacity.

The Campsite may refuse access or terminate the stay if the maximum authorised number of persons for the booked accommodation or pitch is exceeded.

2.3. Allocation of the pitch or accommodation

Any pitch or accommodation number communicated at the time of booking is provided for information purposes only.

The Campsite reserves the right to change the allocation up to the day of arrival, provided that it offers a service of an equivalent category and with equivalent characteristics.

Such a change shall not give rise to any compensation provided that the booked service remains of an equivalent category and with equivalent characteristics.

ARTICLE 3 – PRICES AND SERVICES

The applicable prices are those communicated by the Campsite at the time of booking.

Prices are stated in euros.

Prices may vary according to the period, the category of accommodation or pitch, availability and current promotional offers.

The price applicable to the stay is the price indicated to the Customer at the time of booking and shown on the booking confirmation.

Promotional offers are not retroactive and, unless expressly stated otherwise, may not be combined.

The Campsite reserves the right to change its prices at any time for future bookings. Any price change made after a booking has been confirmed shall have no effect on the price of a stay that has already been confirmed.

The Customer is invited to check the applicable price at the time of booking with the Campsite or on its website.

3.1. Tourist tax

Tourist tax is collected by the Campsite on behalf of the competent local authority.

It is not included in the Campsite's prices.

Its amount is determined in accordance with the regulations and rates set by the competent local authority in force on the date of the stay.

Tourist tax is payable per night and per person over the age of 18, subject to any regulatory or pricing changes.

Tourist tax is payable under the conditions specified at the time of booking and is shown separately on billing documents.

3.2. Eco-contribution

An eco-contribution intended in particular to contribute to environmental protection and waste treatment applies to the stay.

It is payable per night and per person, according to the rate in force.

It is shown separately on booking or billing documents.

ARTICLE 4 – PAYMENT TERMS

4.1. Bookings made more than 30 days before arrival

For any booking made more than 30 days before the scheduled arrival date, a deposit equal to 30% of the total amount of the booked services is payable at the time of booking.

The deposit may be paid by :

- bank card via the secure payment system offered by the Campsite
- bank transfer

French holiday vouchers (“chèques-vacances”) are not accepted for payment of the deposit.

The amount of the deposit is deducted from the total price of the stay.

4.2. Bookings made less than 30 days before arrival

Any booking made less than 30 days before the scheduled arrival date must be paid in full at the time of booking.

4.3. Payment of the balance

For bookings made more than 30 days before arrival, the balance of the stay must be paid in full no later than 30 days before the scheduled arrival date, both for pitches and accommodation.

The balance may be paid by:

- bank card
- bank transfer

personalised French holiday vouchers (“chèques-vacances”) bearing the name shown on the booking or the name of a person participating in the stay;

Chèques-Vacances Connect.

4.4. Failure to pay the balance

If the balance is not paid in full no later than 30 days before the arrival date, the Campsite may consider the booking cancelled by the Customer and may put the pitch or accommodation back on sale.

In this case, the 30% deposit paid at the time of booking shall be retained by the Campsite as compensation, without prejudice to any cover provided by cancellation insurance taken out by the Customer.

Where possible, the Campsite will send the Customer a reminder before the balance payment deadline. Failure to receive this reminder does not, however, release the Customer from the obligation to pay by the due date.

ARTICLE 5 – CANCELLATION OF THE STAY BY THE CUSTOMER

Any cancellation request must be sent to the Campsite in writing.

The date on which the cancellation request is received determines the effective date of cancellation.

5.1. Cancellation by the Customer

If the Customer cancels the stay, for any reason whatsoever, except where mandatory legal provisions apply or where the cancellation is covered by insurance taken out by the Customer:

The 30% deposit paid at the time of booking shall be retained by the Campsite and is non-refundable.

Where the balance of the stay has already been paid, no refund shall be made in the event of cancellation initiated by the Customer, unless the Customer has taken out cancellation insurance covering the reason for cancellation.

Taking out cancellation insurance is therefore strongly recommended.

5.2. Cancellation insurance

At the time of booking, the Campsite offers the Customer the option of taking out Neat Camping cancellation insurance, subject to the terms and cover offered at the time of booking.

Where this insurance is taken out, its cost corresponds to a percentage of the total amount of the stay and must be paid in full at the time of booking. The applicable percentage is the one indicated online at the time of booking.

Cancellation insurance must be taken out at the time of booking. After this deadline, the Customer may no longer request that it be added, except with the express and exceptional agreement of the insurance provider.

The insurance policy is a contract separate from the booking contract concluded with the Campsite. The applicable terms, exclusions, excesses, claim procedures and cover are those of the insurance policy taken out by the Customer.

In the event of a claim, the Customer must inform the Campsite of the cancellation and take the necessary steps with the insurer within the time limits provided for in the insurance policy.

The claim may in particular be submitted via the Neat Camping claims platform.

The contractual terms of the insurance can be consulted before subscription and shall prevail for the handling of claims.

ARTICLE 6 – CHANGES, LATE ARRIVAL, EARLY DEPARTURE AND NO-SHOW

6.1. Changes to the booking

Any request to change a booking must be made to the Campsite by email in order to keep a written record.

The Campsite will use its best efforts to satisfy change requests, subject to availability and the applicable pricing conditions.

Any change resulting in an increase in the price of the stay shall require payment of the corresponding difference.

A reduction in the duration of the stay may be considered a partial cancellation and shall be subject to the same conditions as those set out in Article 5.

6.2. Late arrival

In the event of a foreseeable delay in arrival, the Customer must inform the Campsite.

If no information is provided, the booking will be held until 12:00 noon on the day following the scheduled arrival date.

After this time, if the Customer has not arrived, the booking shall be considered abandoned and automatically cancelled.

In this case, amounts already paid shall be retained by the Campsite and the Campsite may freely dispose of the pitch or accommodation.

6.3. Late arrival, early departure and shortened stay

A late arrival, early departure or reduction in the duration of the stay shall not entitle the Customer to any reduction or refund of the price corresponding to the period initially booked.

The entire booked period remains payable, subject to any cover provided by cancellation or trip interruption insurance taken out by the Customer.

ARTICLE 7 – ARRIVAL AND DEPARTURE CONDITIONS

7.1. Bare pitches

Pitches are available from 2:00 p.m. on the day of arrival.

They must be vacated no later than 11:30 a.m. on the day of departure.

Any departure after this time may result in an additional night being charged.

7.2. Rental accommodation / mobile homes

Mobile homes are available from 5:00 p.m. on the day of arrival and must be vacated no later than 10:00 a.m. on the day of departure.

During the low season, arrival and departure times may be adapted depending on the Campsite's availability.

The Customer must read the arrangements communicated to them before arrival.

ARTICLE 8 – CONDITION, CLEANLINESS AND SECURITY DEPOSITS

8.1. Return of the accommodation

The Customer undertakes to return the accommodation in a state of cleanliness and maintenance consistent with the condition in which it was provided.

Purchasing an end-of-stay cleaning package does not release the Customer from these basic obligations.

In particular, the Customer must:

- empty the bins
- wash and put away the dishes
- put equipment and accessories back in their proper place
- return the keys and any equipment entrusted to them
- report any damage or anomaly observed

8.2. Security deposit

The applicable security deposits are as follows (bank card only, including credit cards for foreign customers):

Premium and Premium Plus pitch: €150

Mobile Home: €300

Security deposits are returned after the condition of the accommodation, its equipment and accessories has been checked, subject to deduction of any sums due in respect of:

- damage
- loss or deterioration
- cleaning or restoration costs
- replacement of missing equipment or accessories
- any other amount remaining due to the Campsite

Where departure takes place outside the hours during which a joint inspection can be carried out, the Campsite may perform the necessary checks at a later time.

In the event of a deduction, the Campsite may provide the Customer with the corresponding supporting documents.

The security deposit does not under any circumstances limit the Customer's liability.

ARTICLE 9 – PETS

Pets are not permitted in rental accommodation.

On pitches, their admission is subject to the conditions set out in the Campsite's internal rules.

ARTICLE 10 – VISITORS

Visitors may be admitted to the Campsite subject to prior authorisation from Management and within the establishment's accommodation capacity. Visitors are not permitted to use the aquatic area.

All visitors must report to reception upon arrival and be declared by the Customer receiving them. Visitors are subject to the Campsite's internal rules and must comply with all provisions of those rules throughout their presence on the premises. The Customer receiving visitors is responsible for ensuring that they comply with these rules.

ARTICLE 11 – INTERNAL RULES AND CUSTOMER CONDUCT

The Customer undertakes to comply with the Campsite's internal rules and with all safety, hygiene and operating instructions communicated to them.

The internal rules are displayed on the premises and are sent to the Customer at the time of booking.

Any behaviour likely to affect the peace and quiet, safety, hygiene or rights of other customers or staff may, depending on the seriousness of the circumstances, result in a formal request to stop the disturbance or even exclusion from the Campsite, without reimbursement of the remaining stay where the situation is attributable to the Customer.

The Customer is responsible for the persons accompanying them and for any damage they may cause.

ARTICLE 12 – AQUATIC AREA

Access to and use of the aquatic area are subject to compliance with the Campsite's internal rules and the safety and hygiene instructions displayed on site. The Customer undertakes to read and comply with them.

ARTICLE 13 – SAFETY AND USE OF FACILITIES

12.1. Fires and barbecues

In accordance in particular with Prefectural Order No. 2013-073-0002 of 14 March 2013, all open fires are strictly prohibited within the Campsite.

Charcoal barbecues are prohibited on all pitches.

Only gas or electric barbecues are permitted, subject to compliance with the applicable safety rules and any prefectural or administrative restrictions.

12.3. Electric vehicles

For safety reasons and to ensure compliance of the electrical installations, it is strictly prohibited to charge an electric vehicle using the electrical sockets on pitches or in accommodation.

An electric vehicle charging station is available at the entrance to the Campsite.

Use of this charging station is subject to a fee at the rate in force.

Any damage resulting from charging carried out in breach of this prohibition may incur the Customer's liability and an additional charge may be requested.

ARTICLE 14 – CUSTOMER LIABILITY AND INSURANCE

The Customer is liable for any damage caused, directly or indirectly, to the Campsite, its facilities, equipment, accommodation, employees or other customers.

The Customer must have third-party liability insurance covering the consequences of damage that may be caused during the stay.

The Campsite may ask the Customer to provide proof of such insurance.

The Campsite cannot be held liable for theft, loss or damage to personal belongings, vehicles or objects belonging to Customers, except where its liability is legally established.

The Customer remains responsible for supervising their personal belongings.

ARTICLE 15 – FORCE MAJEURE AND ADMINISTRATIVE MEASURES

The Campsite shall not be held liable for any delay or total or partial failure to perform its obligations where this results from an event of force majeure within the meaning of French law or from circumstances beyond its control.

Subject to their legal classification, this may include unforeseeable and unavoidable events preventing performance of the service, as well as certain administrative decisions or measures taken by public authorities making it impossible to receive the public.

In the event of a pandemic, epidemic or exceptional health situation, the Campsite shall implement the health measures applicable to it and imposed or recommended by the competent authorities.

Where it becomes legally impossible to accommodate the Customer due to an administrative measure directly applicable to the stay concerned, the financial consequences of such impossibility shall be determined in accordance with the applicable statutory and regulatory provisions and, where applicable, the specific conditions communicated to the Customer.

ARTICLE 16 – STATUTORY GUARANTEES AND LIABILITY OF THE SERVICE PROVIDER

The Campsite is bound by the statutory guarantees applicable to the services it provides.

The Customer must notify the Campsite as soon as possible of any difficulty, anomaly or non-conformity observed during the stay in order to allow the Campsite, where possible, to remedy it during the stay.

Where the Customer observes a difficulty that substantially affects the booked service, they must inform the Campsite immediately, preferably in writing, so that a solution can be sought.

The Campsite shall not be held liable for failures to perform or malfunctions resulting from:

- an act attributable to the Customer
- an unforeseeable and unavoidable act of a third party
- an event of force majeure
- or circumstances beyond its control

These provisions shall neither have the purpose nor the effect of depriving the Customer of any rights arising from mandatory statutory provisions.

ARTICLE 17 – NO RIGHT OF WITHDRAWAL

In accordance with Article L.221-28 of the French Consumer Code, the right of withdrawal may not be exercised for accommodation services other than residential accommodation that are to be provided on a specific date or during a specific period.

Consequently, bookings made with the Campsite do not benefit from the statutory withdrawal period applicable to certain distance contracts.

Any cancellation is therefore subject to the conditions set out in these Terms and Conditions and, where applicable, to the specific conditions of the booking or the insurance policy taken out by the Customer.

ARTICLE 18 – IMAGE RIGHTS

The Campsite may take photographs or videos within the establishment for communication and promotional purposes.

The use of the image of a Customer or their children for advertising or promotional purposes must be subject to appropriate consent where such consent is required.

Customers who do not wish to appear in photographs or videos intended for promotional use are invited to inform the Campsite.

The Campsite will take reasonable measures to respect such objection.

ARTICLE 19 – PERSONAL DATA

The Campsite may collect and process personal data required in particular for:

- booking management
- performance and monitoring of the contract
- billing and payment
- management of customer relations
- management of requests and complaints
- compliance with legal and regulatory obligations
- and, where the legal conditions are met, direct marketing

Data may only be accessed by authorised Campsite personnel and by technical service providers or partners involved in providing the services, where necessary.

The Campsite undertakes to retain personal data only for the period necessary for the purposes for which it is processed, subject to statutory retention obligations and applicable limitation periods.

In accordance with Regulation (EU) 2016/679 (GDPR) and the French Data Protection Act (“Loi Informatique et Libertés”), the Customer has, under the conditions provided for by law, rights of access, rectification, erasure, restriction and, where applicable, data portability, as well as the right to object to the processing of their data on grounds relating to their particular situation and, at any time and without justification, to direct marketing.

ARTICLE 20 – INTELLECTUAL PROPERTY

The content of the Campsite’s website, including texts, photographs, graphics, logos, trademarks, videos, illustrations and visual elements, is protected by the applicable intellectual property laws.

Any reproduction, representation, adaptation, distribution or exploitation, in whole or in part, of these elements without the prior written authorisation of the rights holder may constitute an infringement of intellectual property rights.

The photographs and visuals presented on the website or in sales materials are intended to illustrate the services offered.

The Campsite endeavours to provide information and illustrations that are as faithful as possible to the services offered; however, photographs shall not be considered contractually binding where a minor difference is necessary or results from a change in layout or fittings.

ARTICLE 21 – COMPLAINTS AND MEDIATION

Any complaint relating to a stay should, where possible, first be addressed to the Campsite in order to allow an amicable resolution.

The Customer may send their complaint by post or email to:

Camping La Grand'Terre

64 chemin de La Grand'Terre, 07120 Ruoms

In the event of a dispute that remains unresolved after a prior written complaint to the Campsite, the consumer Customer may, subject to meeting the admissibility requirements, refer the matter free of charge to the consumer mediator responsible for the Campsite.

The Campsite identifies the following mediator:

CM2C – Centre de la Médiation de la Consommation de Conciliateurs de Justice

14 rue Saint Jean, 75017 Paris

Consumer mediation may only be initiated after a written complaint has first been submitted to the professional.

ARTICLE 22 – APPLICABLE LAW AND SETTLEMENT OF DISPUTES

These Terms and Conditions and the contractual relationship between the Campsite and the Customer are governed by French law.

They are drafted in French.

In the event of translation into one or more foreign languages, only the French version shall prevail in the event of any difficulty of interpretation.

In the event of a dispute, the Customer and the Campsite shall first endeavour to reach an amicable solution.

Failing an amicable agreement or mediation, the dispute shall be submitted to the competent courts in accordance with the applicable ordinary rules of jurisdiction.

No provision of these Terms and Conditions shall have the effect of depriving the consumer of the rules on jurisdiction from which they benefit under mandatory provisions of French law or European Union law.

ARTICLE 23 – ACCEPTANCE OF THE GENERAL TERMS AND CONDITIONS OF SALE

The Customer acknowledges having read these General Terms and Conditions of Sale before completing their booking.

Confirmation of the booking, whether carried out online, by signing a contract or by any other means establishing the Customer's agreement, constitutes full and unconditional acceptance of these General Terms and Conditions of Sale and of the internal rules of Camping La Grand'Terre.

The Customer acknowledges having received, before conclusion of the contract, the essential information relating to the characteristics of the service, the price, the booking and payment conditions, and the main conditions applicable to their stay.

These Terms and Conditions shall prevail over any contradictory provision contained in an earlier document, subject to applicable mandatory provisions.