The general conditions of sale

ORDER or **BOOKING** or **RENTAL**: Purchase of Services.
SERVICES: seasonal "tourist" rental accommodation or camping pitches.
ACCOMMODATION: Tent, cottage prestige, cottage prestige luxe, panoramique, Bermude, Ibiza, Duo, tent Mahori, Supermercure, Bahia

These General Terms and Conditions of Sale are applicable, without restriction or reservation, to all rentals of accommodation or pitches at the **Le Moulin du Bleufond** campsite, for non-professional clients ("Clients" or "Client") on the website **www.bleufond.com** or by telephone, post, email, or in any location where the Service Provider offers the Services for sale. They are not applicable to rentals of pitches intended for mobile leisure homes (motor homes) which are outlined in a separate "leisure activity" agreement.

The Client must be aware of them before placing any order. The selection and purchase of a Service is solely the Client's responsibility.

These General Sales Terms remain accessible at all times on the website www.bleufond.com, and they prevail over any other version or any other contractual document, as the case may be. The version applicable to the Client is the one in effect on the website or expressed by the Service Provider on the date that the Client places the Order.

According to the conditions determined by the Data Protection and Civil Liberties Law and the European regulations on data protection, the Client has the right, at any time, to access, rectify, and oppose any personal information of which the processing is not indispensable for the execution of his or her order, stay, and follow-up, and he or she may assert this right by writing and providing proof of identity by postal mail to **Camping « Le Moulin du Bleufond » 255 route de Valojoulx – 24290 Montignac-Lascaux** or by email to **info@bleufond.com.**

RESERVATIONS

The Client selects the services that he or she wishes to order on the website www.bleufond.com, or indicates them on any other document provided by the Service Provider. It is up to the Client to verify the accuracy of the Order and to immediately bring any error to the attention of the Service Provider.

The Order will only become definitive after payment of the reservation deposit 25% and after the confirmation of the Service Provider's acceptance of the Order is sent to the Client, by electronic or postal mail; or after the Client signs the contract in case of a direct reservation at a venue where the Service Provider sells its services.

The campsite can refuse access to any person not listed on the booking voucher.

All Orders are nominative and may not be transferred under any circumstances whatsoever.

The reservation is made with the greatest possible consideration for the Client's desires and the campsite's availabilities.
The Client booking a stay on a pitch or in any accommodation must be covered by civil liability insurance. An insurance certificate may be requested from the Client before the start of the booking.

Please note that every person staying at the campsite, regardless of age, counts as one participant. Babies and children are therefore counted as participants in the same way as adults.

PRICES

These prices are fixed and non-adjustable for their term of validity, as indicated online at **www.bleufond.com,** in the email or written proposal sent to the Client. Beyond this period of validity, all offers are no longer valid and the Service Provider is not bound to accept the price indicated.
Any subsequent modification to the applicable VAT rate occurring between the date when the rates are determined and the date when the stay is invoiced will result in a correlating modification of the tax-inclusive price, which the Client accepts unreservedly."
Offers and promotions are non-retroactive and non-cumulative.

PITCH

The number of people must not exceed that 6 persons per pitch and only one vehicle. All other vehicles must park in the parking lot in front of the campsite. The tenant accepts the pitch as is and will have to leave it in its original state at the end of the stay. For the free pitches, they are available to the customer from 12 o'clock on the day of arrival until 12 o'clock on the day of departure. The duration of the stay is calculated per night. A departure after 12 o'clock will result in the payment of an extra night. Every reserved day will be charged.The Customer must provide the exact dimensions of their vehicle (caravan, motorhome, trailer) before making the reservation. Any incorrect information regarding the dimensions may result in the Client being unable to stay on the pitch, at the Client's own expense.

ACCOMODATIONS

All accommodations are fully equipped with crockery, blankets, pillows, and permanent protective pads. The sheets and pillowcases are not included (rental possible depending on availability). For security and insurance reasons, the number of people must not exceed that specified in the type of accommodation rented. Any change in the number or identity of the people initially provided for in the contract must be reported before your arrival. Management reserves the right to refuse the reception of uninformed persons Our prices include the persons (a baby or a child count for one person) respecting the capacity of the accommodation, water, gas, electricity, access swimming pool, only one vehicle per accommodation. All other vehicles must park in the parking lot in front of the campsite. It's not possible to put a tent behind accommodation.

The installation of **tents, gazebos, or any other temporary structure** on the rental pitch is strictly prohibited.

The use of **high-power personal electrical appliances** is strictly prohibited in all accommodation units, including but not limited to portable air conditioners, portable heaters, electric hot plates, and similar devices.

The rented accommodations are made available to the client from 4 pm on the day of his arrival and must be vacated by 10 am on day of departure.

All our rented lodgings are no smoking.

The cleaning costs are not included in the total price of the stay. If the "end of stay cleaning" option has been chosen by the tenant, the premises must nevertheless be given back in decent condition.

If this option has not been chosen by the tenant, the premises will have to be given back in the same state as is specified in the arrival inventory of fixtures; failing that the cleaning costs will be deducted from the bail.

RECHARGES ELECTRIQUES:

Electric vehicles must not be plugged into the electrical supply of mobile homes or camping pitches. The campsite provides a charging station specifically designed for electric vehicles, which the Client may use subject to payment of the applicable charging fee.

PAYMENT

- Payment option : cash, credit card, bank transfer.
- Payment terms : Any booking request must be joined by a 25% payment deposit to cover applications fees and cancellation fee (if purchased).

For booking mobil-homes : The balance of the amount owed for a stay in a rental accommodation must be fully paid thirty (30) days before the date of arrival otherwise the rental will be cancelled. If you make a booking equal to or fewer than 30 days before the day of arrival, the totality of the stay will have to be paid.

For the pitches : The balance of the amount owed for a pitch must be paid on the date of arrival. All booking days must be paid. For any stay of 3 nights and less, the full payment will be made on the day of booking.

SECURITY DEPOSIT

For rental stays, a security deposit of €300 will be requested by credit card imprint only and will not be debited from your account. Under no circumstances will the rental key be issued without the deposit.

This deposit corresponds to :

- 230 € for any damage caused to the accommodation (loss, breakage, damage to equipment)

- 70 € for cleaning costs if cleaning has not been carried out correctly.

If you are staying on a pitch, you may be asked to pay a deposit for the hire of a fridge or equipment to ensure that the equipment provided is not damaged.

This deposit will be returned to you in full no later than 8 days after your departure if the accommodation is left clean, after deduction of any compensation for damage or unpaid services.

This deposit does not constitute a limit of liability.

The campsite reserves the right to keep part or all of the security deposit depending on the deterioration of the accommodation and/or to cover cleaning costs if necessary.

LATE, INTERRUPTION OR CANCELLATION

In case of a no show on the campsite within 24 hours from the beginning of your stay and without justification and/or news of your arrival, we will make your accommodation available. The entire deposit will be retained by the campsite.

No reduction will be granted in the event of late arrival, early departure or any change to the number of guests (for any planned stay in whole or in part).

The cancellation insurance is an optional. It is recommended to take out cancellation insurance.

The insurance premium must be paid in full when booking your stay and is nonrefundable.

The general conditions of cancellation insurance are available online on the website **http://www.campezcouvert.com** or available on request. After cancellation or interruption of stay, the campsite reserves the right to rent the pitch or the accommodation.

The cancellations must be notified by post, which will take effect from the date of receipt of the mail.

Early departure may not lead to any reimbursement by the Service Provider

APPLICABLE RIGHT – LANGUAGE

These General Sales Terms and the operations resulting from them are regulated and subject to French law.

These General Sales Terms are drawn up in the French language. If they are translated into one or several foreign languages, only the French text is binding in case of a dispute.

RIGHT TO WITHDRAWAL

With regard for Article L.221-28 of the French Consumer Code, the right of withdrawal cannot be applied to contracts for the provision of accommodation services, which must be provided at a determined date or period.

WEARING THE BRACELET

You MUST wear your bracelet from the moment you arrive until the end of your stay. It gives you access to the campsite's services and helps to reinforce security at the campsite.
Bracelet can only be replaced on presentation of the previous one if damaged.

VISITORS

They are authorized under the responsibility of their host, and only after they have announced their presence and given their identity to reception and paid the fee of €6.00/day (maximum departure at 10pm). They will be given an individual wristband. Visitors are allowed access to the pool. Their vehicle must be parked outside the campsite. The direction reserves the right to refuse access to the campsite to anyone not complying with the rules.

INTERIOR REGULATION

The interior regulation is on display at the entrance of the establishment and at reception. The client is obligated to be aware of it and to comply with it. It is available on simple request. Failure to comply with the house rules may result in the termination of the accommodation contract and the immediate eviction of clients and/or all occupants of the accommodation without them being able to claim reimbursement of any sums paid.

PETS

Pets are accepted under the responsibility of their owners. They are accepted on condition that they have been declared, are kept on a lead and do not disturb the peace and quiet of other residents. You must respect basic rules of hygiene and in particular ensure that your pet relieves itself naturally outside the campsite. Otherwise, please pick up after them. Only one pet is allowed in the rental accommodation. The benches, beds, blankets and duvets are strictly forbidden to pets and will be checked. If they have been soiled, damaged or returned full of hair, we will deduct the cost of the damage from your security deposit.

TAXE & PARTICIPATION

Residency tax, collected on behalf of the local authorities, is not included in the prices. The total amount of this tax is calculated per person and per day, 0.50 €/day/ per person 18 years and more. It is payable at the time of payment for the Service and appears separately on the invoice.

Participation in sustainable development is set at 0.50€/day/person.

DISPUTES

All disputes to which the purchase and sale operations concluded in application of these general terms and conditions of sale could give rise, concerning both their validity, their interpretation, their execution, their cancellation, their consequences and their consequences and which could not be resolved between the Service Provider and the Customer shall be submitted to the competent courts under the conditions of common law.

The Customer is informed that he may, in any event, in the event of a dispute, resort to a conventional mediation procedure or any other alternative dispute resolution method.

In accordance with the provisions of the Consumer Code concerning “the mediation process for consumer disputes”, the customer has the right to have recourse, free of charge, to the mediation service for consumer disputes offered by Camping le Moulin du Bleufond, the “consumer law” mediator thus proposed is :

BAYONNE MEDIATION

By postal : 32, rue du Hameau - 64200 Biarritz

By email : www.bayonne-mediation.com