

Town of Jumièges and Le Mesnil-sous-Jumièges (76480)

Camping du Lac\*\*\*

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## General Terms and Conditions of Sale Year 2024 Camping du Lac\*\*\*

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### **General overview:**

1. When booking accommodation at the Camping du Lac and in particular when booking online via the Internet, the General Terms and Conditions of Sale hereafter are deemed to have been read and accepted. They can be downloaded from the Campsite's website and they are displayed at the campsite reception in high season. Acceptance of the Terms and Conditions of Sale is mentioned on the Police Registration Form and the static caravan rental contract. These must be filled in by the Customer for any booking.

2. In order to be allowed to enter, pitch a tent or move in a static caravan and stay at the campsite, you must be authorized the Campsite manager or by the staff of the Jumièges-Le Mesnil Leisure Park.

Staying at the Camping du Lac\*\*\* means you have accepted and agreed to comply with the Campsite's Rules and Regulations (available for download from the website and displayed at the campsite reception). We may put an immediate end to your stay, without any entitlement to a refund or damages, if you do not comply with the Campsite's Rules and Regulations, if you cause disturbance to others, incivility or any other behaviour that is likely to affect the tranquillity of the campsite. The Campsite manager or the staff of the Leisure Park may request the intervention of the police if necessary.

Generally speaking, failure to comply with the Campsite Rules and Regulations is grounds for being banned from staying at the campsite for the following years.

You must wear the wristband in order to be identified as a campsite user.

3. The Camping du Lac is a leisure park designed to accommodate visitors and tourists who are temporarily staying in the Town. Consequently, no one can designate their pitch on the campsite as their place of residence, even temporarily or for commercial purposes.

## **Pitch:**

It refers to touring pitches designed for tents, touring caravans or motorhomes.

The Camping du Lac comprises 104 types of pitches whose prices per night depend on the period and length of stay.

The price of the stay is calculated per night and based on a package comprising:

A touring pitch, 2 people, water, electricity, a car and access to the facilities and toilet blocks, including hot showers.

Pitch extras (extra camper(s), children, dog(s), extra car) are not included in this package and will be charged extra, depending on your booking.

The Camping du Lac offers pitches of different sizes (ranging from 87 to 126 sq m). For safety reasons and in accordance with regulatory requirements regarding the total capacity of the campsite's sanitary facilities, pitch occupation is subject to the following rules:

- 5 people maximum (excl. children under 3) on a pitch or 6 people (incl. children under 3)
- 1 car maximum per pitch. In case you are allowed a second car, it must be parked on the pitch and not on empty or unoccupied pitches or areas.  
Under no circumstances should a third car be accepted on a pitch.
- 1 unit (large tent, touring caravan or motorhome), or 3 small tents maximum per pitch
- You must wear the wristband in order to be identified as a campsite user.

Any exemption (exceptional and temporary) to the above-mentioned conditions can only be dealt with by the Campsite manager or by the staff of the Leisure Park.

Our prices are in Euro(s) including taxes but excluding the tourist tax (€0.55).

It is invoiced at the same time as the booking of the pitch or static caravan.

We collect the tourist tax on behalf of the Métropole Rouen Normandie. It is applied to people aged over 18 and non-resident of the Métropole Rouen Normandie (please show a proof of address issued within the last three months to be exempted).

The Campsite still does not charge administration fees.

The pitch number(s) indicated on some documents you received are given for information purposes only.

The Campsite reserves the right, if necessary or in case of force majeure, to provide you with another pitch of similar or superior category and comfort at check-in. Special requests must be made when booking. Of course, we will do our best to meet your needs if possible but without guaranteeing them.

The pitches must be left clean and all litter must be cleared and put into the bins provided.

## **Booking:**

The person making the booking must be eighteen years or over, be legally capable of entering a contract under the present conditions and must guarantee the veracity and accuracy of the information provided. In addition, he/she must attend the holiday booked.

Bookings for under 18s (15 to 17 years old) are accepted. In this case, each participant must provide parental permission, as well as a photocopy of their ID. In addition, the adult who has booked the stay must be present at check-in and check-out.

Bookings for under 18s (15 to 17 years old) are accepted only if there is at least one adult present throughout the stay.

The rights granted in this contract shall not be transferable. In the event that the information provided is different from the actual situation observed on arrival, the Campsite manager or the staff of the Leisure Park may refuse access to the campsite. The Campsite shall retain the advance deposit paid when booking.

If several families are to stay in turns on the same pitch, each family must make a booking.

When booking by phone at the Campsite or Leisure Park, you must fill in a Pitch or Static caravan rental contract and send it back to the Campsite (Camping du Lac\*\*\*, 4 Route du Manoir 76480 Mesnil-sous-Jumièges, France). You must provide the names and dates of birth of all the people who will be staying at the campsite, whether in a static caravan or a tent, as well as information regarding the car and the vaccination of your pet if travelling with you. On arrival at the campsite, all the members of your party must present their ID. All bookings are nominative and can, under no circumstances, be transferred or sublet.

### **1) Pitches:**

The pitches are available from 3.00 pm on the day of arrival. You must vacate the pitch by 12.00 pm at the latest on the day of departure, except for exceptional circumstances and with the agreement of the Campsite manager.

The booking becomes effective only after agreement by the Campsite and as soon as you receive the Booking Confirmation. The Campsite's answer, including the pitch number, when it is positive, will be sent by e-mail within 3 working days.

### **2) Static caravans and tents:**

The Camping du Lac has 11 static caravans that sleep 4 or 6 people including 2 accessible for people with reduced mobility that sleep 4 people, 2 Amazone tents for 5 people and 2 Bivouac tents for 2 people.

The static caravans and tents are available from 4.00 pm on the day of arrival. You must vacate the static caravan by 10.00 am at the latest on the day of departure, except for exceptional circumstances and with the agreement of the Campsite manager or staff of the Leisure Park.

The booking becomes effective as soon as you return a copy of the contract signed together with the advance deposit cheque corresponding to 30% of the total cost. The Camping du Lac will then send the booking confirmation together with the signed contract as soon as it receives the deposit and signed contract.

When booking online, it becomes effective only after agreement by the Campsite and as soon as you receive the Booking Confirmation. The Campsite's answer, including the static caravan number, when it is positive, will be sent by e-mail within 3 working days.

## **Payment:**

### **Payment methods:**

- a) Online: We offer secure online payment. Only "Carte Bleue", VISA and MASTERCARD credit and debit cards from the Single Euro Payments Area (SEPA) and "Connect" Holiday Vouchers are accepted when booking and paying online both for the advance deposit and for the full payment of your stay.
- b) Offline: when booking by phone or e-mail directly to the Campsite, payment can only be made by French bank or postal cheque or by holiday vouchers.
- c) On site: when the campsite is open, you can confirm your reservation or pay for your stay using the following payment methods: cash (Euros only), French bank or postal cheque, Holiday vouchers (ANCV), "Carte Bleue", VISA and MASTERCARD credit and debit cards from the Single Euro Payments Area (SEPA). No change will be given against holiday vouchers, you shall give the exact change. As the Camping du Lac and the Leisure Park are governed by special accounting rules, related to the French Treasury, there shall be no immediate refund on site in the event of an invoicing or payment error. Any complaint must be sent by registered mail within 15 days to the Manager of the Leisure Park. The Leisure Park shall deal with your complaint, and if justified, the refund shall take place at the end of the year.

### **Payment terms:**

#### **Any firm booking request is subject to:**

- when booking online, the payment corresponding to 30% of the total cost of the stay. Full balance is due online 30 days prior to arrival. Payment of the full balance will be made thanks to a link sent by e-mail.
- When booking by phone, the payment of the advance deposit by cheque corresponding to 30% of the total cost of the stay. Full balance shall be paid at reception on arrival.
- The amount paid when booking is an advance deposit. In accordance with article L131-1 of the French Consumer Code, the deposit is not refundable whatever the reason for cancelling the booking.
- We expressly remind you that, as an exception to article L121-20 of the French Consumer Code, there is no right of withdrawal when booking a stay at a campsite online. As soon as we receive the payment, and except when the booking is refused by the Campsite, the advance deposit is registered.

The prices and information provided in the brochure and on the Campsite's website are subject to printing errors and omissions.

### **Static Caravan and tents Cleaning Policy / Inventory & Inspection:**

Guests are responsible for the static caravan, tents and their content and shall report any damage, loss or problem to the Campsite's manager. The Camping du Lac reserves the right to keep the security deposit, in part or in full, in the event of damage, theft or serious lack of cleaning and in case of non-compliance with the Rules and Regulations.

Guests are required to do the cleaning before leaving (bathroom and toilet, electrical appliances, kitchen, floor, empty the bins, etc.). Otherwise €80 will be deducted from the deposit. For health reasons, **you must absolutely** cover the duvets, pillows and mattress with appropriate covers (pillow cases and duvet covers). In case you forget, you shall rent some at the campsite reception.

### **Static caravan and tents use:**

Pets shall not exceed 10kg and are not allowed in the static caravan and tents without the presence of their owner(s).

The static caravans and tents are non-smoking.

It is forbidden to set up a tent on the pitch of the static caravan or tent.

The static caravans and tents are designed for 4 to 6 people (depending on the caravan or tent), additional people are not allowed.

One car only is allowed on the static caravan or tent pitch.

All the content of the static caravan and tents must imperatively remain inside, except for the garden furniture, barbecue and tableware. Non-compliance with this rule shall result in being expelled and having to pay for the cleaning or replacement of the damaged equipment.

Duvet covers, bed linen and pillowcases are mandatory in chalets and Tents. If you wish you can rent it.

### **Static caravan and tents cleaning service (€40):**

The only requirements are to clean the dishes and empty the bins.

In case it is very dirty, the €80 cleaning deposit shall be retained.

## **Deposits:**

### **1) Static caravans and tents:**

A €200 security deposit for per static caravan or per tent will be required on arrival and can be covered by cheque or credit/debit card. In case of a cheque, two cheques will be required: one of €80 if extra cleaning is required and one of €120 in case of damage(s). These cheques will be returned if there is nothing to report about the state of the static caravan after the joint exit inventory and inspection and giving back the keys. Retaining the deposit does not exclude additional compensation if the repair cost is higher than the deposit.

In all cases the retaining the deposit will be justified by 2 ways:

1) On quotation if the repair can't be made by the camping du lac or leisure centre employees.

2) Time spent and material cost (quotation for material) by camping du lac or leisure centre employees to make repairs.

Departures outside the opening hours of the reception will automatically lead to signing a disclaimer and keeping the deposit covered by cheque or credit/debit card. The deposit will be returned within 10 days maximum, except for any repair costs that may apply.

In the event you leave without having paid the full balance for your stay, the amount left will be deducted from the deposit. If the amount left to pay is higher than the amount of the deposit, the invoice will be sent by the French Treasury to the customer.

### **2) Equipment:**

A €20 security deposit for each piece of equipment you borrow (gate pass, baby bed, high chair, games, table tennis rackets, etc.). This or these deposits will be retained in case of damage, loss or if the equipment is not returned.

## **Cancellation:**

It is possible to cancel your stay up to 30 days prior to your arrival date. Any cancellation shall be made in writing and sent by email or post to the Campsite.

Except in case of force majeure, if we receive a cancellation less than 30 days prior to the arrival date, then the total cost of the stay is due, except for exceptional and justified circumstances subject to approval and agreement by the Campsite or Leisure Park.

Except in case of force majeure, the advance deposit paid when booking, whether via the Internet or at the reception of the campsite or the leisure park, whatever the date, or the reason for cancelling, will not be refunded.

## **Refunds:**

- The amount paid when booking is an advance deposit. In accordance with article L131-1 of the French Consumer Code, this deposit is non-refundable whatever the reason for cancelling.
  
- Refunds are only possible upon presentation of an official proof and are based on the balance of payment if paid online or the total cost if paid at the reception.
  
- The only conditions that give the right to receive a refund are (with an official proof):
  - 1) Death of a relative
  - 2) Hospitalisation
  - 3) Job interview
  - 4) Appointment with Pôle Emploi (Job Centre)

Otherwise, if the cancellation is received less than 30 days prior to the arrival date, the total cost of the stay is due. If the cancellation is received more than 30 days prior to the arrival date, the advance deposit will not be refunded.

- If the Camping du Lac cannot provide the service you booked (in case of force majeure), you will be offered an alternative (another pitch or accommodation of similar or superior category and comfort). If you refuse, you will receive a refund based on the balance of payment if paid online or the total cost if paid at the reception.
  
- The refund timeframe may vary depending on the time of year and the administrative process. In any case, you will be regularly kept informed of the progress of your request.

## **Changes:**

You can change your arrival and/or departure dates up to 1 month, to the day, before the beginning of your stay. You must notify the Campsite or the Leisure Park by e-mail or registered mail.

After this period, the dates of the stay provided by the customer are considered definitive and are used at least to calculate the cost of the stay and issue the invoice, based on the original dates. Extras such as an extra person, a pet and the housecleaning service shall not be invoiced. It is up to the customer to get, if they wish and with any insurance company, a cancellation insurance. In case you want to extend your stay after arrival, it will depend on availability.

## **Arrival and Departure:**

Unless previously agreed by the Campsite or the Leisure Park, arrival time is from 3.00 pm, and departure time is 12.00 pm at the latest for touring pitches, and arrival time is from 4.00 pm and departure time is 10.00 am at the latest for static caravans.

### **Late arrivals / Early departures:**

In case of late arrival or early departure, whatever the reason, no discount, extension of stay or change of date shall be accepted; the total cost of the stay, based on the original dates, has to be paid to the Campsite, including the nights you didn't spend at the campsite, on the basis of touring pitch package, excluding any extras.

### **No show:**

In case you do not turn up at the campsite within 24 hours of your arrival date and without prior notice, the booking shall be considered as cancelled; the Campsite reserves the right to use the pitch you booked on the 2<sup>nd</sup> day following your original arrival date.

## **Pets:**

Pets are allowed on the campsite pitches, but we reserve the right to refuse a booking if the number of pets or species is considered detrimental to the campsite's tranquillity and may cause nuisance.

Please clean up after your dog. Poo bags are available at the reception.

Dogs are allowed only under supervision and must be kept on lead within the campsite. Vaccinations must be up to date and photocopy of the vaccination record must be shown at the reception when you arrive. If you don't show this record, the dog will not be allowed in the campsite. If you forfeit your stay, this is considered as a cancellation and the total cost of the stay has to be paid to the campsite.

Category 1 and 2 dogs are not allowed. Anyone who attempts to bring a dog of these categories into the campsite will be denied access or expelled immediately.

## **Image rights:**

You expressly authorise, without any reservations, the Camping du Lac or/and the Leisure Park to use the photos that may have been taken during your stay and on which you appear for advertising purposes on all media. The Camping du Lac and the Leisure Park will endeavour to respect its guests' anonymity. This authorisation applies both to you or members of your party. Its sole purpose is to ensure the communication and promotion of the Camping du Lac and the Leisure Park and shall, under no circumstances, undermine the reputation of its guests. Otherwise, you must notify your objection by e-mail or post.



### **Liability:**

The Campsite and the Leisure Park shall not be held responsible for any loss, theft or damage of your belongings, whether on the pitches, the static caravans, the communal areas and facilities, and the car parks. In the same way, the Campsite and the Leisure Park shall not be held responsible for any injury, illness or death that may result from doing sports and other leisure activities, organised on site or not. The Campsite and the Leisure Park shall not be held responsible for unforeseen cases of force majeure or nuisance that may disturb, interrupt or prevent your stay. Parents or legal guardians are fully responsible for the safety of their children within the campsite and the leisure park, especially in and around the leisure activity and swimming areas.

In the event of a dispute, it falls under the jurisdiction of the commercial court of Rouen.

### **Advertising:**

The information contained in the brochure, the photos, the qualifying terms, the sports and leisure activities, the services and the opening dates are given for information purposes only and are not contractual. Some facilities and equipment may not be open. It is possible that some activities or facilities provided by the Campsite or the Leisure Park indicated in the brochure are cancelled, especially for weather conditions or in cases of force majeure, or may not be open off-season. In this case, the Campsite and the Leisure Park cannot be held responsible.

### **Noise:**

Campers are requested to avoid noise and loud conversations that may disturb their neighbours.

Silence must prevail between 11.00 pm and 7.00 am.

Parties and any festive gatherings are strictly forbidden.

### **Alcohol:**

Transport, possession and use of alcohol are strictly forbidden within the Campsite and the Jumièges-Le Mesnil Leisure Park's public spaces.

This is in accordance to the displayed local by-laws.

Non-compliance with the Campsite's rules, the Leisure Park's rules and this contract may result in being expelled, without being entitled to any compensation or refund for the nights you didn't spend on the campsite.