



GENERAL TERMS AND CONDITIONS OF SALE

Article 1 – Scope of the General Terms and Conditions of Sale

These general terms and conditions govern by right all holiday sales made on the website www.campingbagatelle.com as well as all sales made directly at the campsite. They form an integral part of any contract concluded between the campsite and its customers.

Each customer acknowledges having read these general terms and conditions prior to making any booking for themselves and for any person participating in the stay.

In accordance with applicable law, these general terms and conditions are made available to all customers for information purposes prior to the conclusion of any holiday sales contract and are also sent in the booking confirmation email. They can also be provided upon simple written request addressed to the campsite's head office.

Article 2 – Booking Conditions

2.1 Prices and Payment

The prices of stays are indicated in euros, VAT included (VAT is set by the state and subject to change, in which case our service prices may be adjusted accordingly). All guests must pay a tourist tax and an eco-participation fee (the tourist tax is set by the city of Avignon and may be subject to change during the year, which may also affect our prices).

When booking online or upon arrival, it is possible to request a specific pitch. We will do our best to accommodate your request; however, due to organizational reasons or technical issues beyond our control, requested spots may become unavailable. Therefore, pitch selection is non-contractual.

All bookings are nominative and non-transferable. Bookings only become effective for rentals after the full payment of the stay and booking fees, and for camping pitches after receiving the deposit and booking fees.

2.2 Included / Not Included

Camping pitches (excluding pedestrian/backpacker and stopover rates): Access to the campsite (shops, free services, and activities), access to sanitary facilities, use of waste disposal, water filling, and chemical toilets. The base rate includes 2 people and one vehicle. Any additional person or equipment is extra and must be declared upon arrival. Electricity is not included and must be paid as an extra.

Pedestrian/backpacker rate: Access to the campsite (shops, free services, and activities), access to sanitary facilities. The base rate includes 1 person and one tent. Additional people or equipment must be declared and paid for. Electricity is not included.

Stopover rate: Access to the campsite from 6:00 PM to 10:00 AM the next morning (shops, free services, and activities), use of waste disposal, water filling, and chemical toilets. The base rate is for 2 people for one night only. Electricity is extra. No access to sanitary facilities (showers, toilets, dishwashing, etc.) is allowed.

Rentals: Access to the campsite and rented accommodation from 4:00 PM on the day of arrival to 10:00 AM on the day of departure (shops, free services, and activities), access to sanitary facilities, one vehicle, and the number of people specified by the campsite. It is strictly forbidden to exceed the maximum occupancy. The base rate includes the planned number of participants. Electricity consumption is not included and will be billed at the end of the stay based on actual usage.

2.3 Booking Modification

For organizational reasons, no booking modifications can be accepted. No discount will be granted for late arrivals or early departures.

2.4 Right of Withdrawal

No right of withdrawal: According to Article L.221-28 of the French Consumer Code, the sale of accommodation services is not subject to the 14-day withdrawal period. Therefore, no right of withdrawal applies for any booking made with the campsite.

2.5 Cancellation Policy

We strongly recommend that you take out cancellation insurance. This policy provides a refund of the amounts paid in the event of a cancellation or early departure under specific conditions (illness, accident, etc.).

If no cancellation insurance is taken out, no refund will be made, without exception.

Insurance cost: 8% of the total stay price

<http://campez-couvert.com/conditions-generales-dassurances/>

Article 3 – Stay Conditions

3.1 Arrivals and Departures

Camping: Arrivals from 2:00 PM to 9:30 PM. Departures from 7:00 AM to 12:00 PM, any day of the week.

Rentals: Arrivals from 4:00 PM to 8:00 PM. Departures from 7:00 AM to 10:00 AM, any day of the week.

In the case of a no-show without prior notice, the pitch or rental will be made available the day after the scheduled arrival at noon. After this time, and without a written message, the booking will be canceled, and payments made will be retained by the campsite.

Late check-out will result in additional charges. Any extension of stay must be requested at least 24 hours before the scheduled departure date.

Unaccompanied minors will not be admitted. The campsite reserves the right to cancel a booking if unaccompanied minors show up.

3.2 Rentals

A €300 security deposit is required 21 days before arrival via an email request. This must be completed online through our partner Swikly. Without this deposit, keys will not be handed over.

A cleaning option can be requested at the time of booking or upon arrival for an extra fee of €50.

It is forbidden to add extra guests beyond the number specified in the booking.

An electricity meter reading will be taken upon arrival and departure. Electricity will be charged based on actual consumption. An inventory checklist will be provided upon arrival. Any defects must be reported within 24 hours.

Any damage, missing items, or cleaning required will be deducted from the deposit.

3.3 Animals

Animals are allowed on camping pitches (excluding Category 1 and 2 dogs). They must be kept on a leash and under the owner's supervision. Vaccination records must be up to date. Animals are not allowed in sanitary facilities or shops.

Animals are not allowed in rentals, except for certified assistance/service animals (proof required). In the event of non-compliance, the campsite reserves the right to terminate the stay without refund.

3.4 Campsite Rules

As required by law, you must comply with the campsite's internal rules, which are filed with the prefecture, displayed at reception, and available upon request.

Electric vehicles must not be charged from our pitches or rentals. Doing so presents a fire risk (your insurance will not cover any damages). If you are found charging an electric vehicle, a €30 fee will be applied (€150 in case of damage).

Article 4 – Liability

The campsite declines all responsibility for damage to the camper's equipment caused by the camper themselves. Third-party liability insurance for your equipment is mandatory (FFCC, ANWB, ADAC, etc.).

Article 5 – Complaints and Mediation

Any complaint regarding a service provided by the campsite must be sent by email to campingbagatelle@gmail.com no later than 15 days after the end of the stay.

Our reception team and managers will do their best to respond promptly. If the response is not satisfactory, or if no response is received within 60 days, the customer may contact the mediator:

CM2C

49 rue de Ponthieu

75008 PARIS

Phone: +33 1 89 47 00 14

Website: <https://www.cm2c.net/declarer-un-litige.php>

Email: litiges@cm2c.net

Article 6 – Applicable Law

These general terms and conditions are governed by French law. Any disputes shall be submitted to the jurisdiction of the Court of First Instance or Commercial Court of Avignon.

Article 7 – Data Protection

The information collected during your reservation is stored using the CRM software E-season by Septeo Hospitality. The data collected is essential for administrative management. Some data may also be used for marketing purposes.

Data is kept for 5 years. You may access, correct, delete, or request the restriction of processing of your data at any time.

For any request, please contact us by email at campingbagatelle@gmail.com