

GENERAL SALES CONDITIONS AND INTERNAL RULES

Camping* Les Portes de l'Anjou – 9 rue du camping – 49430 Durtal**
www.lesportesdelanjou.com

GENERAL CONDITIONS OF SALE

1. **APPLICATION :**

All bookings are nominative and can not be assigned or sublet.

These general conditions govern by right all sales of stays made on the website lesportesdelanjou.com, live, by phone or mail. They are an integral part of any contract concluded between the campsite and its customers.

Each client acknowledges that he or she has read these general conditions prior to any booking of a stay, for himself or herself and for anyone participating in the stay.

In accordance with the law in force, these general conditions are made available to any customer for information purposes prior to the conclusion of any contract for the sale of stays. They can also be obtained by simple written request addressed to the head office of the institution.

By booking a pitch and/or accommodation on our campsite, you acknowledge that you have read and accepted our general conditions and our internal rules.

2. **RENTAL CONDITIONS :**

The service will take place at the price in effect on the date of the order. The price of stays is indicated in euros, VAT included. Any change in the VAT rate will result in a price change. The customer's attention is drawn to the fact that tourist tax is not included in the price.

All campers must have a valid third party liability and fire insurance for the duration of their stay.

Please note: for safety and insurance reasons, it is not allowed to exceed the number of occupants provided in each rental. In rentals as in pitch, adults, children and babies make up the number of occupants. Minors must be accompanied by their parents or legal guardians.

a) **PITCHES :**

We provide a pitch for up to 6 people (including newborns) to install your tent, caravan or motorhome. The pitches are available from 2 pm on the day of arrival and must be vacated before 12 am on the day of departure. When booking your stay, you will be asked for a deposit of 30% of the sum of your stay (plus the cost of cancellation insurance if it has been contracted). The balance will be due 30 days before your arrival. For last minute arrivals (arrivals of passage), payment is mandatory on arrival.

If we observe upon your arrival that the maximum capacity of the reserved pitch is exceeded, we reserve the right to refuse you access without refund of the price of stay on our part.

Any extra charge on the pitch must be reported to the reception on the day of your arrival, or in advance by email or phone. In case of unreported delay, the pitch will be kept until the evening of the expected arrival date. After this time, the pitch will be available to the campsite. In case of early departure you will not be entitled to any refund.

The tenant accepts the pitch as is (trees, plantations, vegetation...). It disclaims the responsibility of the campsite in case of damage due to falling branches, weather, natural disasters, in case of burglary, broken glass... The site must be vacated and restored to its original condition at the end of the stay.

b) **RENTALS :**

The rental is personal and it is forbidden to sublet or transfer it to third parties. Reservation is mandatory. The rental is considered effective upon return of your completed and signed contract accompanied by a deposit (corresponding to 30% of the total price of the rental plus the cost of cancellation insurance if it was contracted) at the latest 10 days after dispatch of the said contract. The balance of the rental will be due at least one month before your arrival. If your balance payment is not made one month before your arrival, the campsite reserves the right to consider that your reservation is cancelled. If you book less than one month before the start of your stay, you will be charged the full amount at the time of booking. The rental is from 4:00pm on the day of arrival to 10:00am maximum on the day of departure for the number of people indicated on the rental contract. A check-out appointment will be made at the latest on the day before departure. In case of early departure or late arrival or interruption of stay compared to the dates mentioned on the contract, you will be charged for the entire stay.

3. **DEPOSIT :**

Rental deposit = 300€ / Cleaning deposit = 50€ / Badge deposit = 20€

A security deposit of €370 is required from the tenant of the accommodation on the day the keys are handed over and is returned to them on the day of departure, after check out, subject to possible deduction of repair costs. This guarantee does not constitute a limit of liability. The rental will be returned in the same state of cleanliness as at delivery. Otherwise, the tenant will have to pay a lump sum of 40 € for cleaning. Any deterioration of the accommodation or its accessories will be immediately restored at the expense of the tenant. The inventory statement of end of rental, carried out by us, must be strictly identical to that of the beginning of rental; any missing must be paid by the tenant. The management reserves the right to keep the deposit in case of damage until 15 October of the current year. The inventory of the beginning of stay will be completed by the tenant and must be deposited at the reception office within 24 hours. After this time, the tenant will be considered responsible for non-compliance of it.

4. **LATE ARRIVAL :**

Any late arrival, that is to say arrival after the reception closing, must have been reported no later than the morning of the day of arrival.

Arrivals after 10:00pm are not accepted.

5. **CANCELLATION :**

Any cancellation must be notified to us by all means in writing on a durable medium (by email, registered mail with acknowledgement of receipt etc.). In case of cancellation of stay before arrival, interruption of stay or delayed arrival and whatever the cause, illness, accident or unforeseen event, the tenant will be required to pay the balance of the reservation and no refund will be made. To obtain compensation, we advise you to take out cancellation insurance when booking.

Cancellation insurance (optional) : This contract offers you a cancellation guarantee that allows you to obtain the refund of sums paid in case of cancellation of your stay or early departure under certain conditions (illness, accident, Covid 19...) see enclosed insurance package or visit www.campez-couvert.com

6. **PAYMENT METHOD :**

Credit card - Transfer (not accepted less than 5 days before arrival).

7. **MEDIATOR :**

In case of dispute and after having submitted the campsite management, any customer has the possibility to contact a consumer mediator, within a maximum period of one year from the date of the written complaint, by LRAR, to the operator and within 30 days after the end of the stay. The contact details of the mediator who may be contacted by the client are as follows: CM2C – 14 RUE ST JEAN – 75017 PARIS – TEL 0189470014 – www.cm2c.net

INTERNAL REGULATIONS

This regulation applies to all persons on the campsite regardless of their status.

1. **FIELD VOCATION :**

In accordance with the regulations in force, the campsite Les portes de l'Anjou is a tourist establishment whose exclusive vocation is to receive campers using, as part of their leisure and temporarily, a camping shelter consisting of a tent, a caravan or motorhome. Access to the land is therefore prohibited for anyone using one of these shelters, either as a permanent or long-term accommodation, or for professional or commercial activities. Similarly, users of the land are prohibited from engaging in any commercial act or commercial advertising on the land.

2. **RECEPTION OFFICE :**

The reception desk is open on a seasonal basis and is posted at the entrance to the site. Users will find at the reception desk any additional useful information on these rules of procedure and all information about services of the campsite, the possibilities of refueling in town, the tourist wealth of the surrounding area and various useful addresses.

3. **CONDITION OF ADMISSION :**

To be allowed to enter, even for a simple visit, or to settle on the ground, you must have been authorized by the head of the reception office. Anyone wishing to stay at least one night in the campsite must first state their identity in order to comply with the formalities required by the police. Minors, not accompanied by their parents, will only be admitted with the written permission of these and must be accompanied by a person over 30 years old during their stay. The land is open, subject to payment of the fees, to French or foreign tourists, referred to as "users" throughout this regulation. Upon arrival, the user must present himself at the reception desk with his booking confirmation and ID in order to complete the mandatory registration formalities. Any modification that may cause a change in the amount of the stay must be reported on arrival. In case of incorrect declaration by the lessee, this contract will be terminated automatically and the amounts paid will remain with the campsite.

4. **INSTALLATION AND LENGTH OF STAY :**

Tents, caravans, campers and vehicles must be installed at the pitch indicated by the manager. This pitch will be determined, in particular, according to the duration of the stay and the specificity of the equipment used by the campers. Only persons registered at the reception desk when the camping shelter was set up and their guests who may enter the site (see section 'visitors') can stay in this campsite shelter. Under no circumstances can be sold, leased or given as a free loan to any other person. The installation of a tent, caravan or camper on the land is a temporary occupancy agreement whose duration is limited by the provisions of the rental contract binding the camper and the campsite. Twin axle caravan are forbidden.

5. **VISITORS :**

To ensure the safety of users, access to the campsite is prohibited for non-campers, street vendors, starters, walkers, picnickers, etc.

Campers can receive visitors but their access is limited and only done after agreement of the management. If visitors are allowed to enter the campsite, they are under the responsibility of those who receive them. They must identify themselves and register with the management in order to pay the specific visitor fee. Visitors must be out of the campsite at 10pm and do not have access to the infrastructure of the campsite (sanitary, games...).

Guests' vehicles are not allowed on the property under any circumstances. They must be parked in the parking outside.

6. **VEHICLE PARKING TRAFFIC :**

Within the campsite, vehicles must be driven at a **speed limit of 10km/h**. Their circulation and parking must be carried out in accordance with the signage and following the instructions of the field manager. The gate opens at 7:00am, it closes at 11:00pm **Motor vehicles are strictly prohibited from entering or driving on the land between 11:00pm and 7:00am.**

7. **SECURITY :**

*Fire: Barbecues are tolerated except on days of wind, high heat or prefectural stop. Fires directly on the ground are strictly prohibited. Fire extinguishers are available to all. In the event of a fire, notify the campsite management immediately.

*Theft: the management declines all responsibility in case of theft, loss, exchange, damage or degradation of any kind during or after a stay, as well as in case of breakdown or unavailability of technical equipment. Management is responsible for items left at the office and has a general duty to monitor the campground. The camper remains responsible for his own facility and must report any suspicious person to the manager. Although the security is provided, camping site users are advised to take the usual precautions for safeguarding their equipment.

8. **NOISE & SILENCE : Respect the silence of nature and the tranquility of your neighbours.**

Camping site users must avoid all noise and discussion that could inconvenience their neighbours, sound equipment must be adjusted accordingly. Door and safe closures must be as discreet as possible. **Total silence is required between 11:00pm and 8:00am.** Between these hours and even during the day, users should avoid noise and pollution as much as possible. **Users returning to the campsite after 11:00pm must reach their pitch or rental as discreetly as possible in order not to disturb the sleep of holidaymakers.** When a vacationer causes trouble or inconvenience to other residents, he may be put an immediate end to his stay without compensation.

9. **MAINTENANCE AND APPEARANCE OF FACILITIES :**

Everyone is obliged to refrain from any action that could affect the cleanliness, hygiene and appearance of the campsite and its facilities, including sanitary facilities. Any damage to vegetation, fences, ground or campsite facilities shall be borne by the person responsible. Everyone is obliged to ensure the cleanliness of the campsite by not throwing any household waste, waste of any kind or paper on the ground, these must be deposited in the bins or

containers with selective sorting made available to you. Please observe the hygiene rules and leave these places in a clean state. Parents must accompany and supervise their young children in the sanitary facilities.

10. **CHILDREN :**

They are placed in the care of their parents who are responsible for the acts and damages that these could cause when they use the games or infrastructures made available to them.

11. **ANIMALS :**

At the entrance, the tattoo card and the vaccination certificate must be presented. Dogs of category 1 and 2 are strictly forbidden on the campsite.

Our campsite accepts our friends animals (except dogs of Category 1 and 2) in compliance with the following rules:

They must be kept on a leash

They must not be left alone outside or in the rental

They must not sleep on the beds or sofas in the rentals (no hair on the blankets)

Not allowed in the common bathrooms or on the playground

Their needs will be outside the campsite or will be picked up by you.

12. **ELECTRIC VEHICLE RECHARGE :**

Our campsite is not equipped with charging stations for electric vehicles. **It is strictly forbidden to plug into a socket of the rental or at the campsite.** The electrical installations have not been designed for this purpose and a risk of disaster (fire...) may occur. In case of non-compliance with this provision, you will be charged by right a lump sum of 300 € per charge and you will be responsible for the repair of the damage caused.

13. **IMAGE RIGHTS :**

You expressly and without compensation allow the campsite to use on any media photos, videos of you or your children that could be taken during your stay for advertising purposes. If not, you must notify by mail.

The campsite manager is responsible for the order and good maintenance of the site. It has the duty to sanction serious breaches of the rules of procedure and, if necessary, to evict their perpetrators or call police. In the case of loud noises, fights or damage, the expulsion will be immediate.