

## GENERAL CONDITIONS OF SALES (GCS) - CAMPING L'OSO

General conditions are subject to change depending on the health situation.

### Scope of the GCS:

These GCS terms govern by rights all rentals made with Camping l'Oso, they are integral parts of any contract concluded between the campsite and its clients. Each client must acknowledge having read and accepted the GCS on behalf of all parties involved in the rental.

### Conditions of booking:

All our rates are in Euros TTC. The Tourist Tax is NOT included in the rack prices. Only the fully completed and signed Rental Contract takes the place of a contractual document. The names, surnames and ages of all participants must be given. All reservations are nominative and cannot be assigned or subleased. A reservation becomes effective only after our agreement with signature of the Rental Contract by the client, payment of a deposit equivalent to 30% of the stay and payment of the application fee of 15€.

### Booking balance:

The balance of the stay will be paid 30 days before arrival. For any reservation made less than 30 days before arrival, the entire stay may be requested upon signature of the Booking Contract. The Tourist Tax and additional services may be paid AT THE LATEST on the day of arrival.

### Withdrawal:

The legal provisions relating to the right of withdrawal in the event of distance selling do not apply to tourist services (Article L.221-28 of the French Consumer Code).

### Damage deposit :

For all rentals, a damage deposit is required (350€ for Chalet CLUB and MOREA and 400€ for Mobil-Home CASA and ALTANA) to cover possible damage and cleaning costs caused by the non-compliance of the conditions of stay. Any broken or damaged items will be charged for. In case of damage greater than the amount of the deposit, the refund will be requested from the customer by presentation of an invoice or a quote.

### Inventory:

An inventory is carried out before the client's arrival. Clients are therefore asked to report any irregularity or malfunction within 24 hours of arrival. After this period, no protest may be taken into account.

### Check-in and Check-out:

Check-in is from 4:00pm and before 7:30pm. In case of late arrival, please notify the reception in order to organize your arrival. Departures are made before 10:00am. Please make an appointment with the reception, at least 48 hours before departure, to carry out the inventory. For early morning departures (before 7am), the inventory will be carried out the night before (by appointment). Any departure after 10:00am will result in the charge of an additional night.

### Animals:

Pets are strictly prohibited in our Chalets and Mobil-Homes.

#### Parking and traffic:

The campsite is equipped with an electric gate and an automatic barrier. One badge per accommodation will be given on arrival with the key. In case of loss, you will be charged 60€. For each accommodation, a parking space for ONE vehicle is included. The speed limit is 10km/h within the campsite. In case of non-compliance, the campsite reserves the right to refuse entry of the vehicle. Visitors' vehicles (which must be reported at reception) are not allowed into the campsite, they must be parked in the "visitors" car park. Traffic is prohibited within the campsite between 10:30pm and 07:00am. From 10:30pm, residents have to park in the car park at the entrance (parking "visitors").

#### Pool:

The opening hours of the pool are: 8am to 8pm. The pool is NOT supervised. Safety and hygiene rules must be respected: mandatory shower, no smoking, no running, no eating.

#### Specific conditions:

Any stay begun, is due in its entirety. A late arrival or early departure or a morning departure do not give rise to a discount.

The capacity of the accommodation is strict and the number of occupants cannot be exceeded. Tents are not allowed next to the accommodation.

Fires are strictly PROHIBITED.

For the harmony of all, campers and tenants, respect for everyone is required (noise, traffic and speed, trash and recycling (at the entrance of the campsite), damage and deterioration, ...). Management reserves the right to exclude any person, without ANY refund, in the event of non-compliance with these basic rules of citizenship.

#### Insurance and liability:

The customer must be insured in Civil Liability. The campsite cannot be held liable in case of injury, loss, theft or damage of personal objects in the accommodation, the common premises (including the vicinity of the swimming pool), the car park or other outbuildings. The management also declines all responsibility in the event of fire, severe weather conditions and in the event of an incident falling under the customer's civil liability.

#### Litigation:

Any complaints regarding the non-conformity of the services provided in relation to the contractual commitments must be sent in writing (LRAR) to Camping l'Oso within 30 days Maximum after departure.

#### Health situation (Covid-19):

Camping de l'Oso complies with the health regulations issued. In case of cancellation related to the current health situation: in the context of an event directly related to the health situation at the time of your stay that would result in the cancellation of your reservation, we will proceed to a cancellation without charge and refund of the sums paid under the following conditions: lockdown, prohibition for the customer to travel, transport restrictions, closure of air and sea space, closure of borders, administrative closure of the campsite.