

General

TERMS AND CONDITIONS



Article 1: BOOKING CONDITIONS

- A booking becomes effective only with the campsite's agreement, after:
- Receipt of the deposit and either receipt of the duly completed and signed booking contract or acceptance of the general terms of sale when booking online.
 - Bookings are binding on Les Terrasses Provençales campsite only once accepted by Les Terrasses Provençales. The campsite is free to accept or refuse them, depending on availability and, more generally, any circumstances that may hinder fulfilment of the booking.
 - Les Terrasses Provençales offers family holidays in the traditional sense, and its accommodation is specifically designed for this purpose.
 - Les Terrasses Provençales reserves the right to refuse any booking that is contrary to this principle or seeks to circumvent it.
 - Bookings for a camping pitch or rental accommodation are strictly personal. You may not sublet or transfer your booking without the holiday village's prior consent.
 - Minors must be accompanied by their parents or legal guardians.
 - Children count as guests regardless of their age.

Camping pitch

- The basic rate includes a pitch for a tent, caravan or motorhome for 1 or 2 people, access to the sanitary facilities and the campsite's amenities.

Rental accommodation

- Rental accommodation is equipped and has a maximum guest capacity.
- Les Terrasses Provençales campsite reserves the right to refuse entry to groups or families arriving with more guests than the capacity of their booked accommodation.

Group bookings

- Any booking of more than 4 accommodation units by one individual, or by different individuals who know each other and travel together for the same purpose, on the same dates and at the same campsite, is considered a group booking.
- Accommodation offered on the booking website is intended exclusively for individual customers.
- For any group booking request, you must contact the campsite by telephone, email or via our 'Contact us' section. The campsite reserves the right to review the request before accepting or refusing it.

Article 2: BOOKING FEES, RATES AND TOURIST TAX

- Les Terrasses Provençales waives booking fees for rental accommodation and touring pitches.
- The prices shown apply to all stays up to 31 December 2026 and to the 2027 season. They are per night, in euros, inclusive of VAT.
- Tourist tax varies between municipalities. The final amount will be determined on the arrival date.

Article 3: PAYMENT CONDITIONS

- For bookings made more than 30 days before the start of the stay, a deposit of 25% of the price of the booked services must be paid to the campsite at the time of booking. The balance must be paid no later than 30 days before the start of the stay.
- For bookings made less than 30 days before the start of the stay, full payment must be made to the campsite at the time of booking (25% deposit plus the balance of the stay).
- If the customer fails to pay the deposit at the time of booking or the balance no later than 30 days before the start of the stay, the campsite reserves the right to cancel the booking and offer the accommodation for rental again. Cancellation for non-payment will not entitle the customer to a refund of any amounts already paid.

Article 4: WITHDRAWAL, CHANGES AND CANCELLATION

1. No right of withdrawal

In accordance with Article L.221-28 of the French Consumer Code, Les Terrasses Provençales campsite informs its customers that accommodation services provided on a specified date or during a specified period are not subject to the provisions on the 14-day withdrawal period.

2. Changes to your booking

- Once fewer than 15 days remain before arrival, no requests for changes will be considered.
- If the campsite cannot accept the requested change (no availability, no suitable option or the 15-day deadline has passed, etc.), the customer must either stay under the original booking conditions or cancel under the cancellation conditions. No transfer to the following season will be accepted.
- Any request to extend your stay is subject to availability and the rates in force when the change is requested.
- Any request to shorten your stay is considered a partial cancellation and is subject to the cancellation and interruption-of-stay conditions.

3. Cancellation or unused nights due to administrative restrictions

- If a booking is cancelled, a stay is interrupted or a guest leaves early because of any of the following administrative restrictions:
 - Closure of the campsite by administrative order.
 - Closure of borders by administrative order.
 - A travel distance limit imposed by administrative order that prevents travel to the campsite.
- The campsite will issue a credit voucher equal to the value of the unused nights, valid for two years.
- If the customer refuses this voucher, they may request a refund of the corresponding amount, less the cost of cancellation cover where applicable.

4. Cancellation by Les Terrasses Provençales campsite

If Les Terrasses Provençales campsite cancels the booking, except in cases of force majeure, all amounts paid for the booking will be refunded in full. However, this cancellation will not give rise to any payment of damages.

5. Cancellation by the guest

If the guest cancels, the cancellation and refund conditions are as follows:

- All cancellation requests must be sent by post to Les Terrasses Provençales campsite's postal address or by email. Cancellations made by telephone cannot be accepted.

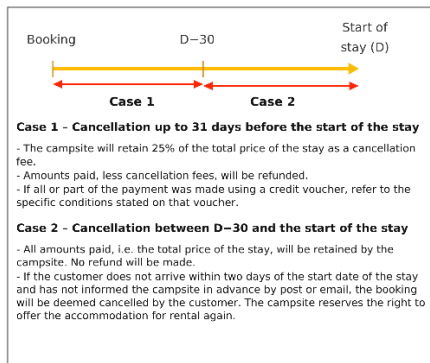
- Any cancellation terminates the booking, and the campsite reserves the right to offer the accommodation for rental again.

a. Cancellation by the guest without cancellation insurance.

For any of the following reasons, up to the arrival date:

- Closure of borders by administrative order
- Closure of the campsite by administrative order
- A travel distance limit imposed by administrative order that prevents travel to the campsite

The campsite will issue a credit voucher for the full amount paid, valid for two years. If the customer refuses this voucher, the corresponding amount will be refunded on request.



b. Cancellation by the guest with cancellation insurance.

- The cost of cancellation cover must be paid in full at the time of booking and is never refunded.
- Cancellation fees retained may be refunded in the circumstances and under the conditions provided for by the cancellation cover, subject to review of the claim and the supporting documents submitted by the customer to the organisation or department handling the claim.
- If the reason for cancellation is not covered, or if the claim for compensation under the cancellation cover is refused, the general terms of sale set out in Article 4-5-a continue to apply.

Article 5: YOUR STAY

1. Arrival

- Arrival days vary according to the period (please refer to the campsite's specific conditions).
- Rental accommodation: on your arrival day at the campsite, you will be welcomed from 17:00.

2. During your stay

- Only people named in the booking contract may enter the campsite and use its facilities. Anyone not listed in the booking contract must first obtain specific permission from reception. Each lead guest is responsible for any disturbance or nuisance caused by people staying with or visiting them.
- The customer acknowledges having read the campsite rules, drawn up in accordance with Annex I of the French Order of 17 February 2014 and available at reception and/or on the campsite's website, and agrees to comply with them without reservation. Serious or repeated breaches may result in immediate termination of the accommodation contract without prior warning and immediate eviction of the customers and/or all occupants of the accommodation, without entitlement to a refund of amounts paid. The same applies to serious or repeated behaviour by any guest that causes disturbance or nuisance on the campsite and harms the campsite or other customers.
- Guests are responsible for arranging their own insurance and for looking after their personal belongings (bicycles, etc.). The campsite accepts no liability for incidents falling within the guest's civil liability.
- The campsite will not be liable for material damage caused by risks inherent in an outdoor site, particularly to customers' vehicles. Parking spaces near the accommodation are especially exposed to such risks, despite regular professional tree pruning. The customer confirms that they are aware of and accept these risks and will take all available protective measures (including protective covers). The campsite will not be liable for physical injury or discomfort caused to customers by these natural events.
- The campsite is an outdoor site in a natural setting. The occasional presence of insects and small wildlife, particularly outdoors, is inherent in this type of holiday and does not constitute a lack of conformity of the accommodation. Customers must follow the rules and recommendations provided to them (in particular, not leaving food or waste exposed). Any unusual presence inside accommodation must be reported to reception so that our teams can act as quickly as possible.

3. Departure

- **Rental accommodation:** on the departure date shown in your contract, the accommodation must be vacated before 10:00. It must be left satisfactorily clean, with all equipment and supplied items in good condition. A condition check and inventory inspection may be carried out on departure.
- If breakage, damage, loss or deterioration is found in the accommodation or its equipment, replacement, repair or restoration costs may be charged to the customer, based on actual expenditure or the corresponding supporting documents.
- No security deposit is required on arrival, but this does not release the guest from liability for damage or missing equipment.
- If the accommodation has not been cleaned before departure, a cleaning charge of at least €70 inclusive of VAT will be payable.
- For any late departure, unless the campsite's 'late departure' option has been offered and purchased, an additional day may be charged at the current nightly rate.

Article 6: PETS

Pets are allowed on the campsite (except dogs in categories 1 and 2 under French law), subject to a fee payable when booking. When permitted, they must be kept on a lead at all times. They are not allowed around the swimming pools, in food shops or in buildings. Vaccination records for dogs and cats must be up to date.

Article 7: DISPUTES AND MEDIATION

- If a lack of conformity or an issue is found with the allocated accommodation or pitch, the customer must notify reception within a maximum of 24 hours.
 - Any complaint about services not complying with contractual commitments may be submitted to the campsite manager by post or email.
- In the event of a dispute, you may contact us as follows:
- Send a registered letter with acknowledgement of receipt to the campsite manager.
- Under the French Consumer Code provisions on consumer dispute mediation, after contacting us and if you have not received a satisfactory response, you may use the following consumer mediation service free of charge:

CM2C – 49 rue de Ponthieu – 75 008 PARIS

Tel: 01 89 47 00 14 – Website: <https://www.cm2c.net/declarer-un-litige.php> Email: litiges@cm2c.net

Article 8: IMAGE RIGHTS

- You authorise Les Terrasses Provençales campsite, and any person it may appoint in its place, to capture, record, reproduce, display and adapt your image and, where applicable, your voice, as well as words and sounds you may have produced during your stay at Les Terrasses Provençales. You authorise the use and exploitation of these images, sounds, videos and recordings on all media (in particular websites or web pages, including Facebook and Instagram, presentation and promotional materials, travel or tourist guides, digital media, audio and video, emails/newsletters, intranet, events, trade fairs, etc.), whether published by the campsite or third parties.
- You also authorise the campsite, and any person Les Terrasses Provençales may appoint in its place, to alter these images, sounds, photographs, videos and recordings in any way, particularly by retouching, enlarging or cropping, combining them with any other document, photograph, video sequence or commentary, or including them in any publication, including with the assistance of third parties or artificial intelligence tools.
- This authorisation is solely for promoting the campsite and its activities. It must not harm your reputation or conflict with public policy or accepted standards of behaviour. Nor may it distort your image or the words or sounds you may have produced.
- This authorisation is granted free of charge, worldwide, for 10 years.

Article 9: PERSONAL DATA PROTECTION

The information you provide when placing your booking will not be passed to any third party. Les Terrasses Provençales will treat it as confidential. It will be used only by the campsite's internal departments to process your booking and to enhance and personalise communications and services offered to customers according to their interests. Under the French Data Protection Act of 6 January 1978, you have the right to access, rectify and object to the use of your personal data. To exercise these rights, simply write to us at the following address, stating your surname, first name and address:

SAS LES TERRASSES PROVENÇALES
450 Route de Roussel – 26110 VENTEROL
SIRET no.: 995 043 874 00016

Under Article L.223-2 of the French Consumer Code, we remind you that if you no longer wish to receive telephone marketing calls, you may register free of charge on the telephone marketing opt-out list via bloctel.gouv.fr. All businesses with which you have no ongoing contractual relationship must comply with this list.

