

Reservation of accommodation or pitches for tourism by individuals

Details of the Service Provider :

- CAMPING La Ribière SAS - RCS 837 506 070 00015 Manosque
- 691A Boulevard Fernand Faissole - 04240 ANNOT
- Tel 04 92 83 21 44 - email : info@la-ribiere.com - www.la-ribiere.com

The purpose of the present general conditions is to define the rights and obligations of the parties in the context of the offer of a stay proposed by the hirer from the website www.la-ribiere.com, by post or on site. Acceptance of the offer of a holiday implies full acceptance by the client of these general terms and conditions of sale and the unreserved acceptance of all the provisions.

In the case of COVID 19, the establishment accepts last-minute changes and cancellations of stays in the event of a new confinement or a restriction of circulation decided by the government.

1 - DEFINITIONS

- "PITCH" refers to the pitches rented for the installation of tents, caravans or camper vans by clients on the campsite.
 - " LODGE " refers to all furnished accommodation (chalets, mobile homes,...) other than pitches, offered for rent by the lessor.
 - " Lodgings " refers to both pitches and accommodations, without distinction.
 - " STAYS " refers to the offer of a pitch or accommodation with, where applicable, free or paying additional services.
 - " RENTER " refers to Camping La Ribière.
 - " CUSTOMER " refers to any person booking a stay and/or any services offered by the hirer on the website www.la-ribiere.com, via the booking centre, by post or directly on site.
- LANGUAGE OF THE CONTRACT: These general terms and conditions of sale are written in French. In the event that they are translated into one or more foreign languages, only the French text will be considered authentic in the event of a claim.

2 - RATES AND TOURIST TAX

2.1 General :

The rates or information published on our website www.la-ribiere.com are the basic rates, including VAT, not including optional services or booking fees. The tourist tax, collected on behalf of the APV community of municipalities, is not included in our rates. Its amount is determined per person over 18 years old and per day.

The rates may change during the season without the client having paid the highest price being able to benefit from a refund of the difference between the price he paid and the promotional price.

2.2 Pitch :

The pitch can receive a maximum of: 6 people, 1 car, 1 installation.

- The price includes: the price of the basic package (1 pitch between 80 and 100m² + 1 installation (tent or caravan or motor home) + 1 car + 2 people), access to the sanitary facilities, the playground and other equipment and to the proposed activities (free or paying).
- The special camper van rate includes: 1 pitch of about 80 to 100m² + 1 camper van + 2 people, an electrical connection (10amps), access to the camper van service area and access to the sanitary facilities.
- In option, with extra charge: electrical connection (10 amps), extra persons, extra car, extra tent, cancellation insurance and interruption of stay.

2.3 Lodging :

Each lodging is rented equipped according to the inventory provided. The accommodation is non-smoking.

- The price includes: the rental price for a given number of people, the charges (water, electricity, gas, household waste), a vehicle, electric heating (out of season), air conditioning (depending on the lodging), the playground and other equipment and the proposed activities (free or paying).
- Optional, with extra charge: sheets rental, bath towel rental, baby bed rental, high chair rental, cleaning package, cancellation insurance and interruption of stay.

3 - CAPACITY AND CHARACTERISTICS OF LODGINGS

A lodging is provided for a determined number of occupants. It may not be occupied by a greater number of people (including children and babies): the campsite manager has the right to refuse any additional person.

Minors who are not accompanied by their parents or a legal guardian cannot be admitted.

It is advisable to refer to the written description of the accommodation available on the "rentals" and "pitches" sections of the website www.la-ribiere.com in order to know the exact composition of each lodging. The plans and photos of the lodgings are given for illustrative purposes. The layout and characteristics may vary from one model to another.

4 - BOOKING CONDITIONS

The client has the possibility of making a reservation online, by mail or on site. For bookings on the website, in order for the order to be validated, the client must, after having read them in advance, accept the present General Conditions by clicking where indicated.

According to article L. 221-28 12° of the French Consumer Code, the right of retractation is not applicable to lodging, transport, restauration and leisure services provided on a specific date or according to a specific period.

All bookings must be accompanied by a payment of :

- a deposit of 30% of the amount of the stay for an accommodation or a bare pitch.
- an administration fee
- a possible subscription fee for the cancellation insurance and interruption of stay.

After verification of the disponibility on receipt of the request, the renter accepts the reservation and sends the client a confirmation by e-mail containing the details of his stay (content of the services, dates and duration, price and payment terms).

In the event of a request for a specific pitch or rental, the renter will do his utmost to satisfy the client. However, the attribution of this pitch or lodging may be modified, without any refund being requested.

Reservations are only binding on the renter if he has accepted them, which the renter is free to do or to refuse, depending on availability, and in general, on any circumstances likely to affect the execution of the reservation made. La Ribière campsite proposes family holidays, in the traditional sense, and the lodgings are specially designed for this purpose. The renter reserves the right to refuse any reservation which is contrary to this principle, or which seeks to divert it.

The reservation of an lodging is made on a strictly personal basis. The client may not under any conditions sublet or transfer the reservation without the prior consent of the renter

The renter reserves the right to refuse access to clients who arrive with persons not mentioned in the reservation.

5 - CANCELLATION INSURANCE AND INTERRUPTION OF STAY

Cancellation and interruption of stay insurance is optional but the client is invited to subscribe to it when booking. The Campsite-Covered insurance, proposed by the hirer, is invoiced at 3.5 % of the total amount of the stay including tax, and is added to the deposit. It must be taken out at the time of booking and covers the accompanying persons declared on the booking contract, under certain conditions. This insurance covers, in particular, cancellations in the event of illness (hospitalisation), serious accident or death, accidents causing major damage to your home, redundancy or changes to your leave due to your employer, or due to an examination or court of first instance. The full terms and conditions of the cancellation insurance contract can be consulted on request and at www.campez-couvert.com. In the event of cancellation or interruption of your stay, for a reason falling within the scope of the contract taken out, within 48 hours of the occurrence of the loss, you must declare your loss by internet: www.declare.fr or by e-mail: sinistres@gritchen.fr or by post to : GRITCHEN AFFINITY - Service Sinistres - 27 rue Charles Durand - CS 710139 - 18021 BOURGES Cedex.

Without this insurance, the client will not be reimbursed in any way for the sums paid if he is forced to cancel or shorten his stay.

6 - CONDITIONS OF PAYMENT OF THE BALANCE

The client must pay the balance of his stay in full 21 days before his arrival. The deposit paid will be deducted from the total amount of the stay. If this is not done, the reservation will be considered as cancelled and no refund of the deposit will be made. Tourist taxes must be paid on arrival.

Payment methods accepted :

- Credit card
- French bank cheque made out to Camping La Ribière
- Holiday vouchers, in the name of one of the holders of the stay, to be sent by registered mail
- Holiday vouchers connect
- International Bank Transfer

7 - MODIFICATION OF THE STAY

7.1 Modification by the renter :

In the event that the renter is obliged to modify the services initially planned for the holiday, it shall do everything in its power to provide similar services. The customer may either accept the modification or cancel the Contract and obtain a refund of the sums paid, under the conditions set out in Article R.211-9 of the French Tourism Code below.

7.2 Modification by the customer :

Any change of dates or type of accommodation is considered as a modification of the stay. Depending on availability, the hirer will do his utmost to accommodate this request.

From 14 days before the planned date of arrival and for any stay already started, the stay cannot be modified.

8 - CANCELLATION/INTERRUPTION OF STAY

In the case of COVID-19, the establishment accepts last-minute changes and cancellations of stays if a new confinement or a restriction of circulation is decided by the government.

8.1 Cancellation by the renter :

In the event of cancellation by the hirer, except in cases of force majeure, the customer will be fully reimbursed for the sums paid in accordance with Article R132-2 of the Consumer Code. However, this cancellation shall not give rise to the payment of damages.

8.2 Cancellation (total or partial) by the customer :

If the customer wishes to cancel, he/she must inform the lessor either by post or by e-mail as soon as an event preventing his/her arrival occurs. The deadlines are calculated from the date of receipt of the request.

In all cases of cancellation, the cost of any cancellation insurance taken out at the time of booking will not be reimbursed, nor will the booking fee. From 21 days before the planned date of arrival, the customer is obliged to pay the rental company the full price of the stay and the stay cannot be cancelled.

9 - UPON ARRIVAL OF THE CLIENT

9.1 Generalities :

In the event that the customer does not show up on the day of arrival (no show) and in the absence of a message from the customer indicating a postponement of the date of arrival, the lodging will be held until 12 noon the following day. After this time, the lodging will be offered for sale again, no refund will be made: the total amount of the stay is due.

In the event of a late arrival, the customer pays from the day of arrival initially planned. No discount will be given for "late arrival".

For any arrival not corresponding to the indications on the booking form, access to the campsite may be refused and the stay cancelled: the payment of the stay will be kept by the hirer as well as the possible cancellation and interruption of stay insurance contribution.

9.2 Pitch :

The pitch will be available to the customer from 3pm.

9.3 Accommodation :

The rental will be available to the client from 4pm.

When the keys are handed over, a deposit of 300€ will be requested from the client for any damage caused to the rental. Another deposit of 60€ is intended to cover the possible cleaning costs if it has not been done properly.

The equipment of the lodge is inventoried before the arrival of the client. The customer must check and inform the owner of any anomaly at the latest the day after arrival. No comments will be taken into account after this time.

10 - DURING THE CUSTOMER'S STAY :

The customer is responsible for the surveillance of his personal objects. They are also responsible for any damage caused by them and must therefore be insured for civil liability.

The customer must comply with the provisions of the house rules, displayed at the reception. Each tenant is responsible for any disturbance or nuisance caused by persons staying with or visiting him/her. Failure to comply with these rules may result in the eviction of the customer without any refund.

11 - on the customer's departure :

11.1 Generalities :

Any early departure by the customer will not give rise to any discount or refund. If the customer wishes to extend his stay, this will only be possible subject to availability and with the prior agreement of the renter.

11.2 Pitch :

On the day of departure, the pitch must be vacated before noon. Failure to do so may result in an additional day's charge at the current nightly rate.

The pitch must be cleared of all clutter (branches, stones, etc.) and any trenches must be filled in.

11.3 Lodging :

The day before the departure date indicated on the contract, the customer must inform the reception of his planned departure time. If the customer does not wish to do the final cleaning, he/she can subscribe to the "cleaning package" according to the current rates.

On the day of departure, the lodging must be vacated by 10am at the latest. Failure to do so may result in an additional day being charged at the current nightly rate.

The inventory of fixtures is carried out on the day following departure.

The deposit will be returned within 15 days of the customer's departure, after checking the inventory and the cleanliness of the lodging, less the cost of any missing or damaged equipment, the cost of restoring the property if it is found that the cleaning has not been carried out in accordance with the instructions given and that the "cleaning package" has not been subscribed to, and any unpaid services. The withholding of the deposit does not exclude additional compensation if the costs exceed the amount of the deposit.

12 - ANIMALS

12.1 Generalities

Pets are accepted in our establishment, except for 1st and 2nd category dogs, subject to presentation of vaccination certificates.

When they are allowed, they must be kept on a lead at all times. They are not allowed near the swimming pools, the playground or in the buildings.

Customers must take their pets to relieve themselves outside the campsite or, if necessary, pick up their faeces.

It is forbidden to leave an animal alone, tied up or locked in a car, on the pitch or in the lodging.

12.2 Pitch - lodging :

Animals are accepted according to the price list in effect.

13 - CLAIMS - MEDIATION

If, despite all our efforts to satisfy you fully, you have any complaints, we ask you to inform the person in charge of reception on site immediately, who will do everything in his power to provide you with an answer.

If the dispute persists, you must first send a written complaint to our customer service department: Camping La Ribière - Route du Fugeret - 04240 ANNOT.

One month later, if you are not satisfied, you can contact the CM2C mediation service simply and free of charge by submitting your file electronically at www.cm2c.net, or by simple mail (attach your e-mail, telephone number and written complaint) to : CM2C - 14 Rue Saint Jean - 75017 PARIS.

14 - PICTURES

By accepting the present General Conditions of Sale, the customer expressly authorises SAS Camping la Ribière, or any person designated by it, to photograph, film or record him during his stay and to use the said images, videos and recordings for a period of 5 years. This authorisation also applies to all persons staying with the customer. The purpose of this authorisation is to ensure the promotion and animation of the establishment on its website, brochures, Facebook, Instagram or in tourist guides.

If you do not wish to be photographed or filmed, you just have to inform the reception in writing on arrival.

15 - DATA PROCESSING AND FREEDOM

The information communicated by the customer when ordering is collected and stored by the renter in accordance with the RGPD in force. It will be used to process the order, to reinforce and personalise communication, to collect customer opinions, to develop the services reserved for customers and to carry out statistical studies. In accordance with the French Data Protection Act of 6 January 1978, the customer has the right to access, rectify and object to personal data concerning him/her. The customer also has the right to refuse the processing, to request a limitation of the processing and finally the right to the portability of personal data. To do so, it is sufficient to make a written request to the renter, indicating the surname(s) and first name(s) of the customers concerned.

