



## 1. Scope of application

These General Terms and Conditions of Sale apply, without restrictions or reservations, to any camping accommodation or pitch rental on the La Plage des Templiers campsite, operated by SARL La Plage des Templiers (the "Service Provider"), to non-professional clients ("the Clients" or "the Client"), on its website [www.plage-templiers.com](http://www.plage-templiers.com) or by telephone, post or email, or where the Service Provider markets its Services.

The Services' main characteristics are presented on the website [www.plage-templiers.com](http://www.plage-templiers.com) or in written form - paper or electronic - should the booking not be made on-line.

The Client is required to read them before finalising its booking. The choice and purchase of a Service is the sole responsibility of the Client.

These General Terms and Conditions of Sale apply to the exclusion of all other terms and conditions of the Service Provider, namely those applicable for other marketing channels for the Services.

These General Terms and Conditions of Sale are accessible at any time on the website and will prevail, where applicable, over any other version or any other contractual document. The version applicable to the Client is the one on the website or communicated by the Service Provider when the Client makes its Booking.

Unless proven otherwise, the data recorded in the Service Provider's IT system constitutes proof of all transactions concluded with the Client.

Under the conditions defined by the Data Protection Act and the European Data Protection Regulation, the Client has, at any time, a right of access, rectification and opposition if the processing is not essential to carry out the booking, and can request the processing of all its personal data to be suspended by written notice, by post and justifying its identity, addressed to: SARL La Plage des Templiers, Le bas Lavis, 07700 SAINT-REMÈZE, FRANCE

The Client declares to have read these General Terms and Conditions of Sale and to have accepted them either by ticking the box provided for this purpose before completing the online booking, as well as the general conditions of use of the website [www.plage-templiers.com](http://www.plage-templiers.com) or, if the booking was not made on the internet, by any other appropriate means.

## 2. Booking conditions

The Client is responsible for verifying the accuracy of the Booking and to immediately report any errors to the Service Provider. The Booking will only be deemed confirmed after the Service Provider has sent the Client a confirmation accepting the Booking by email or post or upon signature of the contract should the booking be made directly at the premises where the Service Provider markets its Services.

All Bookings made on the website [www.plage-templiers.com](http://www.plage-templiers.com) constitute a contract concluded remotely between the Client and the Service Provider. All Bookings are nominative and cannot, under any circumstances, be transferred.

The reservation becomes effective solely with the agreement of the Camping La Plage des Templiers, upon receipt of the deposit and upon receipt of the booking contract duly completed and signed.

Camping La Plage des Templiers is not bound by bookings unless Camping La Plage des Templiers has accepted them. Camping La Plage des Templiers is free to accept or refuse bookings, depending on availability and, in general, depending on any circumstances that are likely to be prejudicial to the execution of the booking made. Camping La Plage des Templiers offers family holidays, in the traditional sense, and the accommodation has been specially designed for this purpose. Camping La Plage des Templiers reserves the right to refuse any booking that might contravene or attempt to pervert this principle.

Booking of camping pitches or rented accommodation is made strictly on a personal basis. Under no circumstances may you sub-let or transfer your reservation without the prior consent of the campsite. Inside the camping it is strictly forbidden to do any business or advertising activity except in case of prior written authorization by the camping manager.

Minors must be accompanied by their parents or legal guardians.

## 3. Camping pitches

Any stay must be full paid on your arriving day.

**No holidays that has been booked in advance will be reimbursed in the case of a late arrival or an early departure and SARL "La Plage des Templiers" reserves the right to relet the site and period.**

The basic package includes the pitch for the tent for one or two people, access to the toilet blocks and to the residential facilities. Campers who are registered on a pitch should

Check in from 12 pm and check out before 11 am.

In case of a check out after 11 am, an additional night will be charge.

The pitch number is allocated according to availabilities and to the timetables. The management reserves the right to change the allocation.

## 4. Renting

From Saturday to Saturday in July and August.

Any stay must be full paid for **30 days before your check-in day.**

Arrivals may take place after 3PM. You must leave your let from 10AM.

The space number is allocated according to availabilities and to the timetables.

The price for minimum 7 nights is applicable only when booking prior to the start of the stay (until the day before the check-in) and with payment of a deposit as defined in Article 5 - PRICES AND PAYMENT TERM.

**No holidays that has been booked in advance will be reimbursed in the case of a late arrival or an early departure and SARL "La Plage des Templiers" reserves the right to relet the site and period.**

A deposit of 150€ will be charge during the check in. All accommodation might be left clean. If not, a cleaning fee of 60€ will be deducted from the deposit.

## 5. Prices and payment terms

Prices shown are effective for the 2023 season. They correspond to one night and are quoted in euros, including VAT.

The Services offered by the Service Provider are provided at the rates in force on the website [www.plage-templiers.com](http://www.plage-templiers.com) or on any information medium provided by the Service Provider when the booking is made by the Client.

The prices take into consideration any reductions that may be granted by the Service Provider on the website [www.plage-templiers.com](http://www.plage-templiers.com) or on any information or communication medium.

These prices are final and not revisable during their validity period, as provided for on the website [www.plage-templiers.com](http://www.plage-templiers.com), in the email or in the written proposal addressed to the Client. Beyond this validity period, the offer lapses and the Service Provider is no longer bound by the prices.

They do not include processing and management fees, which are invoiced separately, under the conditions provided for on the website [www.XXX](http://www.XXX) or in the information (post, email, ...) communicated beforehand to the Client and calculated before the Booking is made.

The Client must pay the total price, including these fees.

For bookings made more than 30 days before the start of the holiday, the deposit of 30% of the total price of the facilities booked must be paid to the Camping La Plage des Templiers at the time of booking. The balance must be paid to the Service Provider no later than 30 days before the start of a holiday.

For bookings made less than 30 days before the holiday start date, payment must be made in full at the time of booking with the Camping La Plage des Templiers (failing this the booking will be cancelled)

In addition, the Service Provider reserves the right, in the event of non-compliance with the above-mentioned payment terms, to suspend or cancel the provision of the Services booked by the Client and/or to suspend the performance of its obligations after a formal notice to comply remains ineffective.

**The invoiced stays are never reimbursed. The decision by the camper to stay at the campsite fully implies that he accepts the terms of these regulations and undertakes to abide them. Any protests that may arise from this contract of lease are subject to the exclusive jurisdiction of the court of immovable property.**

## 6. Cancellations and alterations

If a Client cancels a Booking after it has already been accepted by the Service Provider for any cause whatsoever, the advance payment made for the Booking, as defined in article 5 - PRICES AND PAYMENT TERMS of these General Terms and Conditions of Sale will be rightfully retained by the Service Provider, as compensation, and no refund will be granted.

### 6.1. Changing your booking

Customers may request that their stays are altered within the same campsite (dates, accommodation type) by writing to the campsite (by post or email), subject to availability and options.

Postponements to the next season will not be permitted. If no changes are made, customers must arrive for their stay in accordance with the original booking conditions, or cancel their stay in line with the conditions of their cancellation insurance.

• Requests to extend stays will be put into effect subject to availability and to applicable prices.

• Requests to reduce stays are viewed as partial cancellations and will be subject to stipulations regarding cancelling and curtailing stays.

### 6.2. Cancellation

If a Client cancels a Booking after it has already been accepted by the Service Provider for any cause whatsoever, the advance payment made for the Booking, as defined in article 5 - PRICES AND PAYMENT TERMS of these General Terms and Conditions of Sale will be rightfully retained by the Service Provider, as compensation, and no refund will be granted.

The Client can choose whether or not to take out the cancellation insurance offered by the Service Provider. The subscription must be made either in a request by email or by completing the reservation contract. If no box is checked and no written request has been made, the insurance will not be taken out.

In all cancellations, the processing and management fees (article 5) will remain with the Service Provider.

### 6.2.1. Unused facilities

Any stay that is interrupted or cut short (late arrival, early departure) or change in the number of people (whether for part/the entire duration of the planned stay) by you shall not give rise to any reimbursement.

### 6.2.2. Cancellation by Camping La Plage des Templiers

In the event of cancellation by Camping La Plage des Templiers, except in the case of force majeure, the stay will be refunded in full. This cancellation shall not however incur the payment of damages and interest.

### 6.2.3. Cancellation due to camper

Cancellation fees may be covered by the cancellation policy available from the Service Provider. No refunds will be made without subscription to this policy or without cancellation insurance.

## 6.3. Cancellation in the event of a pandemic

6.3.1. In the event of total or partial closure of the establishment during the booked dates (forbidding total or partial access to guests, insofar as the Client is directly concerned by the enforcement of this measure) decided by the public authorities, and not attributable to the Service Provider, the amounts paid in advance by the Client for the booking will be refunded within 90 days.

However, the Service Provider cannot be held liable for additional compensation beyond this refund of amounts already paid when booking the stay.

6.3.2. Notwithstanding the provisions of article 6.2 CANCELLATION, if the Client is forced to cancel the entire holiday due to government-imposed measures that do not allow citizens to travel (general or local lockdown, travel ban, closing of borders), even though the campsite is able to fulfil its obligation and to welcome Clients, the Service Provider will issue a credit note corresponding to the amounts paid by the Client, minus the processing and management fees which will be retained by the Service Provider. This credit note, which is non-refundable and non-transferable, will be valid for 15 months.

6.3.3. If the Client subscribes to a specific insurance covering the risks listed in Article 6.3.2, the insurance compensation received by the Client will be deducted from the amount of the credit note, referred to in Articles 6.3.2.

## 7. Visitors

The Camping La Plage des Templiers offers to non-residents the possibility to come on an overday to enjoy campsite facilities without spending an overnight. Visitor must enter after 9am and leave before 11pm on the same day. All visitors must check in at the reception during opening hours to pay entrance fees which are update each year (9€/pers and per day in 2021 or 75€/pers for the whole 2023 season card) and be able to present a valid identity document.

Camping La Plage des Templiers offers family holidays, in the traditional sense, and the accommodation has been specially designed for this purpose. Camping La Plage des Templiers reserves the right to refuse any visitors that might contravene or attempt to pervert this principle.

## 8. Treuil (lift)

The lift allows the Customer to bring his luggage down from the parking lot to the campsite. The lift round trip package is 16€. Any request to use the lift out of the opening hours indicates on our website [www.plage-templiers.com](http://www.plage-templiers.com) or on any communication email made prior to the stay will incur an additional charge of 5€ per trip.

## 9. Withdrawal period

In line with article L.221-28 of France's consumer code, Camping La Plage des Templiers would like to inform its customers that the sale of accommodation services provided on a specific date according to a specific timeframe is not subject to the provisions pertaining to the 14-day cooling off period.

## 10. Obligation of the client

### 10.1. Insurance

The Client on a pitch or in accommodated must have subscribed to a civil liability insurance policy. A copy of the insurance policy may be requested from the Client before the start of the stay.

It is up to campers to ensure they have insurance cover: campers are responsible for looking after their personal belongings (bicycles etc.). The Service Provider shall in no event be held liable in case of an incident involving campers' civil liability.

All visitors must comply with the provisions of the internal regulations. Each named tenant is responsible for disturbances and nuisance caused by persons staying with or visiting them.

### 10.2. Pets

Pets are not allowed in the campsite

### 10.3. Campsite regulations

Campsite regulations are displayed at the entrance to the establishment and at the reception. The Client must take note of these regulations and comply with them. They are available on request.

## 11. Mediation

In the event of a dispute with the campsite La Plage des Templiers, you may refer you may refer to the CM2C mediation center. Please make your submission online at [www.cm2c.net](http://www.cm2c.net), or by post to: CM2C - 14 rue Saint Jean 75017 PARIS

## 12. Data-processing and liberties

The Service Provider, who drew up these terms and conditions, processes personal data on the following legal basis:

- Legitimate interest by the Service Provider when pursuing:
  - prospecting;
  - managing the relationship with its clients and prospects;
  - organisation, registration and invitation to Service Provider events-processing, execution, prospecting, production, management, monitoring of client requests and files;
  - the drafting of acts on behalf of its clients.
- Compliance with legal and regulatory obligations when implementing processing for the purpose of:
  - preventing money laundering and terrorist financing and the fight against corruption;
  - invoicing;
  - accounting.

The Service Provider only keeps the data collected for the time necessary to carry out the operations for which they were collected and in compliance with the regulations in force.

In this regard, client data is kept for the duration of contractual relations plus 3 years for the purposes of prospecting, without prejudice to retention obligations or limitation periods.

Regarding the prevention of money laundering and the financing of terrorism, the data is kept for 5 years from the end of the relationship with the Service Provider. In terms of accounting, they are kept for 10 years from the end of the financial year.

Prospect data is kept for 3 years if no participation or registration to the Service Provider's events has taken place.

The data processed is intended for authorised persons of the Service Provider. Under the terms of the French Data Protection Act and the European Data Protection Regulation, individuals have the right to access, to rectify, to question, to restrict the use of, to transfer and to delete any data concerning them.

The individuals concerned also have the right to object, at any time, on grounds relating to their particular situation, to the processing of personal data on which the legitimate interest of the Service Provider is based, as well as the right to object to sales prospecting.

They also have the right to define general and specific guidelines regulating how they intend to exercise, after their death, the above-mentioned rights

- by email to the following address: [plage-templiers@orange.fr](mailto:plage-templiers@orange.fr)
- or by post to the following address: Last name, first name, company name and address, accompanied by a copy of a signed identity document.  
CAMPING LA PLAGE DES TEMPLIERS  
Le Bas Lavis  
07700 SAINT REMÈZE  
N° SIRET : 530 097 328 00021

The persons concerned have the right to file a complaint with the CNIL [Commission Nationale de l'Informatique et des Libertés].

In accordance of the article L.223-2 of the Code de la consommation, the customer had the opportunity, if desired, to register on a list of opposition to telephone canvassing on the website : [www.bloctel.gouv.fr](http://www.bloctel.gouv.fr)

## 13. Applicable law – language

These General Terms and Conditions of Sale and the operations resulting from them are governed and subject to French law.

These General Terms and Conditions of Sale are originally written in French. Should they be translated into one or more foreign languages, only the French text shall be deemed authentic in the event of a dispute.

## 14. Precontractual information - client acceptance

The Client acknowledges having received, prior to its Booking, in a readable and understandable manner, these General Terms and Conditions of Sale and all the information referred to in Articles L 111-1 to L111-7 of the French Consumer Code, in addition to the necessary details in application of the decree of 22 October 2008 regarding the prior consumer information on the characteristics of campsite rental accommodation, and in particular:

- the essential characteristics of the Services, taking into account the communication medium used and the Services concerned;
- the price of the Services and associated fees;
- information on the identity of the Service Provider, its address, telephone number, electronic details and its activities, if not apparent from the context;
- information relating to legal and contractual guarantees and their implementation methods; the functionalities of the digital content and, where applicable, its interoperability;
- the possibility of using conventional mediation in the event of a dispute; information on the terms of termination and other important contractual conditions.

Any booking by an individual (or legal entity) by email, phone or online on the website [www.plage-templiers.com](http://www.plage-templiers.com) implies full and complete acceptance of these General Terms and Conditions of Sale, which are expressly recognised by the Client, who waives, in particular, to avail itself of any contradictory document, which would be unenforceable against the Service Provider.