

## **GENERAL TERMS AND CONDITIONS OF SALE**

“We value transparency and simplicity: here are the rules of the game to ensure your stay goes smoothly.”

### **Article 1 – Purpose**

These General Terms and Conditions of Sale (hereinafter the "GTC") are intended to define the terms and conditions under which:

The company LES CANTINIÈRES (operating under the business name VERT LAVANDE) (hereinafter the "Establishment"), a simplified joint-stock company with a capital of €2,000, registered with the Rodez Trade and Companies Register under number 838 218 097, with its registered office located at 12 impasse Raymond Fournier, 12370 Belmont-sur-Rance (hereinafter the "Campsite")

Offers the rental of accommodations and pitches to customers within the Campsite, as well as other related activities.

### **Article 2 – Application and Acceptance of General Terms and Conditions of Sale**

Any reservation for a stay at the Campsite implies the customer's unconditional acceptance of all of these GTC. The customer acknowledges having read the GTC prior to making any reservation, for themselves and for all accompanying persons.

This acceptance, for a reservation on the Campsite's website ([www.vertlavande.com](http://www.vertlavande.com)), consists of checking a box related to the following statement: "I acknowledge that I have read and accepted the GTC", and for any reservation made on-site or by phone, the customer acknowledges being able to consult the GTC at any time on the website [www.vertlavande.com](http://www.vertlavande.com). The present GTC and the reservation documents provided to the customer form a contractual agreement between the customer and the Establishment.

The GTC may be modified at any time without prior notice. These modified GTC will only apply to reservations made after the modification.

### **Article 3 – Description of the Stay Offer**

The customer is invited to refer to the detailed description on the Campsite's website to know the various accommodations, pitches offered, and options available. The customer may request further information from the Establishment by phone (06.79.65.61.91) or by email ([contact@vertlavande.com](mailto:contact@vertlavande.com)).

### **Article 4 – Price of the Stay**

The prices and rate information published on the Campsite's website or in the commercial brochures are provided subject to printing errors or omissions. Only the rates listed in the reservation confirmation are contractual. All prices are displayed in euros, including all taxes (TTC), excluding options (cleaning, equipment rental, etc.) and the tourist tax.

Any subsequent change in the VAT rate between the time the rates were determined and the invoicing of the stay will result in a corresponding change in the TTC price, which the customer accepts without reservation. The amount of the tourist tax is due additionally per day for any person over 18 years old.

The customer is invited to refer to the descriptions of the pitches and accommodations to know what is included or excluded from the price of the stay.

### **Article 5 – Reservation and Payment of the Stay**

#### **Article 5.1 – General Reservation Obligations**

To reserve a stay, the customer must be of legal age and possess legal capacity.

The Establishment reserves the right to refuse minors unaccompanied by an adult.

The customer acknowledges that any reservation is nominative and personal. Thus, the reservation cannot be transferred or sublet. The customer must be registered as a participant in the stay and actually participate in it.

The customer must provide the Establishment with all necessary information as indicated in the reservation contract and guarantees the accuracy and truthfulness of the information provided. The Establishment cannot be held responsible for any incorrect information provided by the customer. The Establishment reserves the right to refuse a customer's reservation in the event of:

- An existing dispute with the customer, in which case any partial payment made by the customer will be refunded by cheque within 30 days following the reservation refusal.
- Non-payment of the total amount of the stay 30 days before its start. The deposit of 30% paid for the reservation will not be refunded and will be retained by the Establishment as compensation.
- A group of participants exceeding the maximum capacity of the Campsite, pitch, or accommodation, especially for safety and insurance reasons.

If more than three accommodations are reserved by the same customer or by different customers who are connected and traveling together to the same Campsite on the same dates, the reservation will be considered a group reservation, requiring prior approval from the Establishment. The Establishment will verify the availability and compatibility of such a request with the Campsite's occupancy.

#### **Article 5.2 – Reservation Methods**

The customer may reserve a stay: on the Campsite's website ([www.vertlavande.com](http://www.vertlavande.com)), by phone (06.79.65.61.91), or on-site.

In case of reservation on the website: the customer will be redirected to a booking platform allowing them to provide all necessary information.

In case of reservation by phone or on-site: the customer must return the signed reservation contract within 10 days. After this period, the reservation will not be confirmed.

In case the requested stay is unavailable, the customer will be informed promptly, and a substitute proposal will be offered by the Establishment (including refund by cheque within 30 days or an alternative solution).

#### **Article 5.3 – Payment Methods for the Stay**

The customer may use the following payment methods to settle their stay: credit card, bank transfer, cash, cheque, and holiday vouchers (sending by "declared value" is advised. The Establishment disclaims any responsibility in case of loss or theft of holiday vouchers during transit).

<b>Reservation Type / Duration</b>	<b>Deposit Required</b>	<b>Balance / Payment Timing</b>	<b>Specific Conditions / Remarks</b>
Reservation made more than 30 days before arrival	30% of the total stay	Balance due no later than 30 days before arrival	Payment methods: CB, transfer, cheques, cash, holiday vouchers, etc.
Reservation made less than 30 days before arrival	100% of the total stay	—	Full payment at the time of booking
Stay of less than 3 days (regardless of reservation date)	100% of the total stay	—	Full payment required at the time of booking

It is reminded that cash payments are accepted within the legal limit.

The customer will receive a confirmation email of the total payment and final reservation of the stay.

For any reservation of accommodation, a security deposit of €360 will be requested by the Establishment from the customer upon arrival. This cheque will not be cashed and will be returned to the customer at the end of their stay after the check-out inspection. In case of proven damage to the accommodation or the Campsite, the Establishment reserves the right to withhold all or part of the security deposit.

#### **Article 5.4 – Specific Provisions for Certain Reservations**

The Establishment offers cancellation insurance that can be subscribed to during the reservation process. This insurance allows the customer to obtain a refund for cancellation fees in the event of an unforeseen circumstance preventing their departure, or for unused nights in the event of a delay or shortened stay. The customer is invited to refer to the general terms and conditions of the insurance, available upon request from the Establishment. When the customer subscribes to cancellation insurance, the amount of this insurance must be paid in full at the time of reservation.

#### **Article 6 – Responsibilities**

##### **Article 6.1 – Customer's Responsibilities**

The customer and their accompanying persons agree to use the Campsite's equipment, facilities, and premises in accordance with their intended purpose and reasonable usage.

At the end of the stay, the customer agrees to leave the accommodation or pitch in good condition and in the same state as upon arrival.

Any degradation, loss, or destruction of the furnishings or equipment provided in the accommodations, pitches, and premises is the responsibility of the person causing it. As a result, the Establishment reserves the right to retain all or part of the security deposit. Additionally, the customer is personally responsible for any damage, loss, degradation, disturbance, or nuisance caused by themselves and/or their companions.

The customer and their companions acknowledge having read and agreed to the Campsite's internal regulations and agree to comply with it. Failure to comply with the internal regulations may result in civil and/or criminal liability for the customer.

If a customer or their companion causes a disturbance or nuisance to other customers or causes significant damage to the Campsite's facilities, the Establishment reserves the right to terminate the customer's stay immediately, without compensation, and without refund, without prejudice to any claims for damages the Establishment may make against them.

The Establishment also reserves the right to terminate the customer's stay immediately in the event of abusive occupation of accommodations or pitches (exceeding the authorized number of occupants), with no compensation or refund.

Once authorized by the Establishment, visitors may be admitted to the Campsite between 8:00 AM and 10:30 PM and remain the responsibility of the customer receiving them. Visitors must comply with the Campsite's internal regulations. In case of non-compliance, the Establishment reserves the right to remove the visitor(s).

The Establishment allows the presence of one small pet per customer in the Campsite, but only in designated areas. If the pet is a dog, it must not belong to the first or second category under current legislation. The pet remains the customer's responsibility during the stay and must comply with the Campsite's rules (e.g., updated vaccination certificate, leash, surveillance, allowed and prohibited

areas). The Establishment reserves the right to refuse access to pets that do not meet these conditions.

**\*\*Article**