

GENERAL SALES CONDITIONS 2024

PAYMENT OF THE STAY:

For any stay booked more than one month before the date of stay:

- Deposit to be paid at the time of booking of 30% of the total amount of the stay
- The balance of the amount of the stay must be paid **one month before the stay**

For any stay booked less than one month before the date of the stay, the entire stay is requested

Please note: Les Ecureuils campsite will not be held liable until it has received the corresponding payment on the date requested. (Deposit or balance)

Also, any rental not settled before the stay may be considered void. Please call us for any special request.

The stay can be paid for by:

- **Bank card** on site (if upstream a bank pre-authorization has been made by telephone with the reception as a payment guarantee) or **by VAD bank card by telephone**.
- **Secure payment** in **CB PayZen** on the customer area.
- **Holiday vouchers**, they can be sent directly to the campsite by post. They can be given on the spot, only if upstream a bank pre-authorization has been made by telephone with the reception as a guarantee of payment.
- **Bank transfer**, the transaction time must be taken into account. Payment must be received prior to arrival.
- **Cash**, this is possible on site only if upstream a bank pre-authorization has been made by telephone with the reception as a payment guarantee.

The rentals of the Les Ecureuils campsite are exclusively reserved for families. No groups allowed.

CANCELLATION BY THE CAMPER:

When you book, we offer you cancellation and interruption insurance.

Our partner Gritchen Affinity undertakes to reimburse all or part of your stay only to customers who have taken out the « campez couvert » insurance.

In the event of cancellation, notify the campsite of your withdrawal as soon as an event preventing your departure occurs by post or email. If the reason for your cancellation is provided for in the general terms and conditions (available on the www.campez-couvert.com website or on www.les-ecureuils.com) you simply need to notify the insurer within 48 hours and provide all the necessary information and supporting documents.

Please note that no refund will be made without taking out the cancellation insurance from the campsite.

CANCELLATION BY CAMPSITE:

We reserve the right to offer any rental after a delay not reported within 24 hours. In the event of late arrival or early departure, the invoicing will be made on the totality of the reserved stay.

In the event of cancellation of your stay for reasons incumbent on us, with the exception in particular of cases of force majeure or fortuitous events incumbent on us to cancel for reasons of customer safety, the customer will obtain a full refund.

ANIMALS :

For the good of all, our animal friends are accepted **under conditions of being reported to the reception, to be kept on a leash and walked off the field for their needs.** They should not be left alone, especially barking dogs. Access to the swimming pool and sanitary facilities is strictly prohibited. A supplement of 40€ per animal per week or 6€ per night will be requested. Dogs are not allowed in some accommodation ranges. Please inform the reception.

CONCERNING RENTALS:

- Rentals are available from **3:00 p.m. until the closing time of the reception which will be indicated**
- **according to the season and must be vacated no later than 10:00 a.m.** on the day of departure. In case of arrival after closing, please notify us by phone in order to send you by email the late arrival procedure.
- On your arrival a **security deposit** will be requested. To cover any possible damage, the tenant agrees to reimburse all damage for which he is responsible. The rental must be returned in the same state of cleanliness as on arrival. Amount of the security deposit: €300 for material damage and €200 for cleaning if it is not done correctly. Deposits are made by check or bank imprint and are not cashed. They are returned at the end of the stay. On request, possibility of cleaning at the end of the stay for a flat rate of 100 €.
- The tourist tax is payable from January 1 to December 31 at the rate of €0.65/night/person (+18 years old) for mobile homes, €1.31/night/person (+18 years old) for 2-room apartments and €1.05/night/person (+18 years) for the 1-room apartment (subject to change in the current rate).
- The number of people cannot exceed that specified in the rental. Any additional person to the package will give rise to the collection of a supplement of €40 per week or €6 per night per additional person beyond 4 people for 4 places and beyond 6 people for 6 places. However, for security and insurance reasons, the accommodation cannot accommodate more people than the number of authorized beds.
- Being a 75% pedestrian campsite, vehicle traffic is prohibited in the rental area, indoor parking is provided (one car per rental maximum). Other vehicles will have to park outside (small quiet dead end that runs along the campsite)
- Rental equipment includes, for the number of people planned: cookware, garden furniture, parasol or pergola depending on the rental chosen, duvets and pillows. Tenants must bring sheets and pillowcases. Possibility of renting kit sheets + towels.
- The swimming pool is open and heated from April to October, the paddling pool is open and heated from mid-June to mid-September.
- The snack bar/bar is open from April to October, but bread is only available from mid-June to mid-September.

MEDIATION:

In accordance with article L. 612-1 of the Consumer Code, within one year of his written complaint, the consumer, subject to article L.152-2 of the consumer code, has the right to submit a request for amicable resolution by way of mediation, with

SAS Mediation Solution

222 chemin de la bergerie 01800 Saint Jean de Niost

website: <https://www.sasmediationsolution-conso.fr>,

email: contact@sasmediationsolution-conso.fr

PERSONAL DATA :

As part of the application of the European General Data Protection Regulation (GDPR), we have updated our Personal Data Protection Policy

When making a reservation or during your stay, some of your personal data may be collected and processed by us.

When the reservation is made via our website <https://www.les-ecureuils.com/> the methods of processing the data collected prior to the reservation are subject to the confidentiality policy or the general conditions of sale. that you accept by confirming your reservation.

The personal data collected during a reservation made by telephone or during your stay are as follows:

- Last name and first name of the person who made the reservation
- Telephone number that made the reservation
- Email address of the person who made the reservation
- Last name / First name and Date of birth of all the people present at the stay
- Address

These data are collected and processed on the following bases:

- Your consent
- The need to enable the execution of a reservation contract concluded between us.

The data collected is processed for the following purposes:

- The execution of a reservation contract concluded between us
- The management of your possible complaints
- Maintaining our customer file
- Satisfaction monitoring management
- The management of our accounts (invoicing)

The data collected will be kept only for the duration necessary for the operations for which they were collected as well as in compliance with the regulations in force.

In accordance with the Data Protection Act No. 78-17 of January 6, 1978, it is specified that each person has the following rights to their data: right of access, right of rectification, right to erasure (right to oblivion), right of opposition, right to limit processing, right to portability. Each person can also define directives relating to the storage, erasure and communication of their personal data after their death. Each person may, for reasons relating to his particular situation, oppose the processing of data concerning him.

To exercise this type of right, requests must be sent to the following email address: info@les-ecureuils.com with the subject: "Processing of my personal data"

Any person who is the victim of a breach of one of the aforementioned rights may file a complaint with the CNIL. (<https://www.cnil.fr>)

Your data is collected in our INAXEL reservation software. This software requires a connection code communicated only to people with the ability to take care of reservations and customer files, either receptionists or management.

Your financial data such as your bank details are not written down or stored with regard to a VAD payment by telephone. Your CB payment tickets or PLBS bank loan tickets are kept for 1 month upon receipt in a dedicated and secure place. They are then stored in the management office and archived securely for a minimum of 3 years.

For any question concerning your personal data, do not hesitate to contact the reception at 05.56.26.09.47 or info@les-ecureuils.com

INAXEL RESERVATION SOFTWARE AND YOUR PERSONAL DATA:

INAXEL does not use the personal data of campsite customers for commercial purposes. and formally undertakes not to do so.

INAXEL commitment:

INAXEL undertakes not to use or communicate to anyone the data of the campsite to which he could have had access.

On the other hand, INAXEL provides campsites with NAXI-Gestion functionalities which allow the use of customer data for commercial purposes (Extracts on customers and The stays)

INAXEL is in no way responsible for the use made by the campsite of this data.

NAXI-Gestion also makes it possible to transmit customer data to your partners.

The implementation of these data transmissions is made at the request of the campsite and falls under its responsibility.

INAXEL is in no way responsible for the use made of this data by your partners.

As part of its outsourced backup service offered to campsites, INAXEL hosts on dedicated and secure servers compressed files (.zip) containing exclusively the data INAXEL software (NAXI-Gestion, NAXI-Vente, NAXICAM and NAXICOD).

Only the last 7 backups are kept. Only the campsite and INAXEL technicians have access to saved data