



GENERAL CONDITIONS OF TERMS CAMPING & ACCOMMODATIONS

La Parenthèse – Camping Les Ormes
Fauquié Haut – 47 210 St Etienne de Villeréal

In order to be eligible to use the services provided by LA PARENTHÈSE – CAMPING LES ORMES (sas Parenthèsis), we request that you read the following general conditions carefully. These conditions govern the sale of holidays and take effect from the moment your booking is placed. By booking a holiday, you agree to fully comply with our general conditions.

BOOKING CONDITIONS

- The reservation becomes effective solely with the agreement of LA PARENTHÈSE – CAMPING LES ORMES (sas Parenthèsis), upon receipt of the deposit and either upon receipt of the booking contract duly completed and signed, or upon your agreeing to the general conditions of sale when booking online.
- LA PARENTHÈSE – CAMPING LES ORMES (sas Parenthèsis) is not bound by bookings unless LA PARENTHÈSE – CAMPING LES ORMES (sas Parenthèsis) has accepted them. LA PARENTHÈSE – CAMPING LES ORMES (sas Parenthèsis) 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. LA PARENTHÈSE – CAMPING LES ORMES (sas Parenthèsis) offers family holidays, in the traditional sense, and the accommodation has been specially designed for this purpose. LA PARENTHÈSE – CAMPING LES ORMES (sas Parenthèsis) 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 Village.
- Minors must be accompanied by their parents or legal guardians.

Camping

pitches

The basic package includes the pitch for the tent, caravan or camper van for one or two people, access to the toilet blocks and to the residential facilities.

Renting

- The rental accommodation is fully equipped. The basic package ranges from 2 to 7 places, depending on the type of accommodation and the Village.
- LA PARENTHÈSE – CAMPING LES ORMES (sas Parenthèsis) reserves the right to refuse access to the campsite to groups or families whose number exceeds the capacity of the accommodation rented.

Booking

fees

For the administrative management of your file, booking fees on rentals and pitches will be charged.

GROUP BOOKINGS

- All bookings made for more than 4 accommodation units by one person or made by different people who know each other and who are travelling together for the same reasons and for the same holiday dates are deemed to be group bookings.
- Accommodation appearing on the commercial website **La Parenthèse – Camping Les Ormes** is intended exclusively for individual bookings.
- For all group booking requests, you must contact us by telephone, email or via the "[Contact Us](#)" section. The campsite **LA PARENTHÈSE – CAMPING LES ORMES (sas Parenthèsis)** contacted reserves the right to examine booking requests before accepting or declining them.

PRICES AND TOURIST TAX

- Prices shown are effective for the 2017 season. They correspond to one night and are quoted in euros, including VAT.
- The tourist tax amount is 0.55 €/pers over 18 years old

CONDITIONS OF PAYMENT

- 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 at the time of booking. The balance must be paid 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 **LA PARENTHÈSE – CAMPING LES ORMES (sas Parenthèsis)**.

ABSENCE OF RIGHT TO WITHDRAW

In accordance with article L.121-19 of the French consumer code, **LA PARENTHÈSE – CAMPING LES ORMES (sas Parenthèsis)** informs its customers that the sale of accommodation services provided on a specific date, or in line with a specific timeframe, is not subject to provisions regarding the 14 day withdrawal period.

CANCELLATION AND ALTERATIONS

1. Booking alterations

Customers may request for stays to be altered in the campsite (dates and/or types of accommodation) by writing to the campsite (by post or email) subject to availability and options. Postponements until the following season are not permitted. If no alterations are made, customers must spend their holidays as they were agreed when initially booked, or cancel them in line with the conditions pertaining to the cancellation insurance.

- Requests to extend the duration of stays will be dealt with subject to availability and in line with applicable prices.
- Requests to reduce the duration of stays are deemed to be partial cancellations and will be subject to the terms and conditions which apply to cancellation and termination of stays.

2. Unused facilities

Any stay that is interrupted or cut short (late arrival, early departure) by you shall not give rise to any reimbursement.

3. Cancellation by LA PARENTHÈSE – CAMPING LES ORMES (sas Parenthèsis).

In the event of cancellation by LA PARENTHÈSE – CAMPING LES ORMES (sas Parenthèsis), except in the case of force majeure, the stay will be reimbursed in full. This cancellation shall not however incur the payment of damages and interest.

4. Cancellation due to camper

Cancellation fees may be covered by the cancellation policy if you have taken one before by your own. No refunds will be made without cancellation insurance.

YOUR STAY

1. Arrival

- Pitches : any days. Arrival from 4 p.m.
- Rental accommodation : you may check in from 4 p.m., and you will be required to pay a deposit on being handed the keys to your accommodation.

2. During your stay

It is up to campers to ensure they have insurance cover : campers are responsible for looking after their personal belongings (bicycles etc.). LA PARENTHÈSE – CAMPING LES ORMES (sas Parenthèsis) 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.

3. Departure

- Rental accommodation: on the day of departure specified in your contract, the rental accommodation must be vacated by 10 a.m. The accommodation shall be left perfectly clean and the inventory may be checked. Any breakage or damage shall be payable by you along with any repairs to the premises, if that should prove necessary. At the end of your stay, the deposit shall be refunded to you after deduction of compensation retained, on production of the supporting invoices, against possible damage ascertained during the departure inventory. The retention of the deposit does not preclude additional compensation in the event of the expenses being greater than the amount of the deposit.
- Rental accommodation: in the event of the accommodation not having been cleaned before your departure, a fixed cleaning charge of at least €60 including taxes shall be invoiced to you
- For any delayed departure, you may be charged for an additional day at the price applicable for that night.

PETS

Pets are permitted (except dogs which are listed in France's 1st and 2nd categories), with payment required when the booking is made. When admitted, they must be kept on a lead at all times. They are prohibited from swimming pool areas, in food shops. Dogs' and cats' vaccination certificates must be up-to-date.

IMAGE REPRODUCTION RIGHTS

You give permission to LA PARENTHÈSE – CAMPING LES ORMES (sas Parenthèsis), as well as to any person chosen by LA PARENTHÈSE – CAMPING LES ORMES (sas Parenthèsis), to take photographs of you, to record you or to film you during your stay with LA PARENTHÈSE – CAMPING LES ORMES (sas Parenthèsis) and to use the resulting images, sounds, videos and recordings using any media (especially on LA PARENTHÈSE – CAMPING LES ORMES websites and web pages, including Facebook, on LA

PARENTHÈSE – CAMPING LES ORMES (sas Parenthèse) information and promotion media and on travel and tourism guides). This permission applies for you as well as for people staying with you. The sole purpose of this is to promote and to provide information about LA PARENTHÈSE – CAMPING LES ORMES (sas Parenthèse) establishment and may in no event damage your reputation. This permission is provided free of charge for all countries and for a period of 5 years.

DISPUTES

Any complaints during the client's stay must be reported immediately to the campsite manager or to one of his assistants in order to resolve the problem as soon as possible. If it is not resolved on the spot, the client must send a letter within 28 days of his arrival, detailing his complaint. After this deadline, no complaint will be taken into account. The customer can not claim any compensation for urgent repairs to be made during his stay inside the dwelling. In all cases, the client must pay the entire stay.

Complaints regarding non-compliance of services with regard to contractual commitments may be sent to the manager of LA PARENTHÈSE – CAMPING LES ORMES (sas Parenthèse)

LA PARENTHÈSE – CAMPING LES ORMES (sas Parenthèse) RESPONSIBILITY

The client acknowledges that LA PARENTHÈSE – CAMPING LES ORMES (sas Parenthèse) may not be held responsible for any false information supplied by its partners or by any third party that might be specified in the LA PARENTHÈSE – CAMPING LES ORMES (sas Parenthèse) brochure or on its website, concerning the residential premises, and particularly its photographs, descriptions, activities, leisure activities, services and dates of operation. All photographs and text used in the brochure or in the LA PARENTHÈSE – CAMPING LES ORMES (sas Parenthèse) website do not form part of any contractual obligation. They are for information purposes only. Certain activities and facilities offered by the LA PARENTHÈSE – CAMPING LES ORMES (sas Parenthèse) and specified in the brochure description may be cancelled, particularly as a result to weather conditions or for reasons of force majeure, as defined by French law.

DATA-PROCESSING AND LIBERTIES

The information you provide us with at the time of your booking will not be transmitted to any third party. LA PARENTHÈSE – CAMPING LES ORMES (sas Parenthèse) shall treat this information as confidential. It shall be used solely by the LA PARENTHÈSE – CAMPING LES ORMES (sas Parenthèse) internal services for processing your booking and to reinforce and personalise communication and the services offered to LA PARENTHÈSE – CAMPING LES ORMES (sas Parenthèse) clients concerning your centres of interest. In accordance with the data-processing and liberties law of 6 January 1978, you have the right to access, amend and change personal data relating to you. To do this, simply write to us at the following address, stating your full name and address:
LA PARENTHÈSE – CAMPING LES ORMES (sas Parenthèse),
Fauquié Haut, 47 210 Saint Etienne de Villeréal
N° SIRET : 822 186 250 00012 – RCS Agen