

GENERAL CONDITIONS OF SALE 2023

PREAMBLE These conditions govern the contractual relationship between the Provider and its Clients for the sale of individual holidays. They regulate all the steps necessary for the booking and payment of the holidays, and regulate all their follow-up between the contracting parties.

Scope of application of the general conditions of sale

The present general terms and conditions automatically govern all sales of holidays made on the www.laforetenchantedordogne.com website. They form an integral part of any contract concluded between the campsite/PRL and its customers.

Each client acknowledges having read these general terms and conditions prior to booking a holiday, for themselves and any person participating in the holiday.

In accordance with the law in force, the present general conditions are made available to all clients for information purposes prior to the conclusion of any contract for the sale of holidays. They can also be obtained on written request to the establishment's head office

1- The rental only becomes effective with our agreement and after reception of the rental contract duly completed and accompanied by a payment of the sum below: 30% by advance deposit and the balance on D-30 for rentals. 30% advance payment and the balance on arrival for pitches.

2- All reservations are nominative and cannot, under any circumstances, be transferred or sublet. The number of the pitch or chalet allocated at the time of booking is not guaranteed and may be changed according to planning requirements.

3- Chalet rentals are available on the day of arrival as per the contract from 4pm to 7pm until the day of departure as per the same contract before 10am. Pitches (max 6 persons) are available from the day of arrival as per the same contract after 12.00 noon until the day of departure as per the same contract before 12.00 noon.

4- The balance of the stay must be paid in full at the latest 30 days before your arrival. The total payment is due for all rentals taking place less than one month before the arrival date. Payment methods are as follows: cash, bank or postal cheques, holiday cheques, bank cards. Foreign cheques are not accepted.

5- No refunds will be given for late arrivals or early departures. In the absence of a written message from the client specifying that he/she has had to postpone the date of arrival, the pitch becomes available 24 hours after the date of arrival stipulated in the rental contract and the sum will be retained by the PRL campsite.

6- The price of the stay does not include the tourist tax for the +18 years old and the environmental contribution of 0,25 euros +18 years old per day to be paid to the campsite / PRL upon arrival. Reservation fee: 20 €.

7- Cancellation guarantee: in the event of cancellation without a guarantee, the campsite/PRL will not reimburse any sums paid and reserves the right to re-let the accommodation or pitch. If you subscribe to this cancellation guarantee, you are assured of the reimbursement of all sums paid (excluding the 20 € administration fee and the 25 € cancellation guarantee fee). Any cancellation of a stay must be notified in writing to the CAMPING/PRL at least 7 days before your arrival. The guarantee applies to various impediments such as death, illness, administrative summons, loss of employment, etc. You will be asked to provide proof.

8- Insurance: it is the client's responsibility to take out insurance for his caravan or tent, his equipment and for his civil liability. For insurance reasons, the number of occupants may not exceed the capacity of each type of accommodation (including babies), except with the prior agreement of the campsite/PRL manager.

9- The campsite/PRL is not responsible for theft, fire, bad weather, damage to property or vehicles, during or following a stay, nor for the breakdown or disabling of technical equipment. For your personal guarantee (theft, damage) or damage caused by you in the rentals, it is essential to ask your insurer for a holiday extension to your comprehensive home insurance. A certificate of insurance may be requested from the Client before the start of the service.

10- Each tenant is responsible for any disturbance or nuisance caused by the persons staying with him or visiting him (reminder: visitors are only allowed in low season, subject to acceptance by the campsite management). The management reserves the right to exclude from the campsite any family that does not respect the internal regulations. No refund can be claimed.

11- Deposits : For the rental of the accommodation, a deposit of 500 € for the chalet will be requested on arrival. The final cleaning is the responsibility of the client. The deposit will be returned on departure if the state of the premises and the cleanliness do not give rise to any observations. A cleaning fee of 75 € may be charged if it has not been properly carried out according to our recommendations.

12- Animals: Dogs are allowed (except for 1st and 2nd category dogs), with a valid vaccination certificate + tattoo card and kept on a lead. Animals must not be left alone in the campsite or in the accommodation. They are not allowed in the vicinity or in the swimming pools. A supplement of 4 € per day and per animal will be requested.

13- Rules and regulations: The confirmation of a reservation is subject to the acceptance and respect of the campsite's rules and regulations. The internal regulations are displayed at the entrance to the establishment and are given to the Client on the day of arrival in the welcome booklet. The Client is required to read and respect these rules. Traffic is limited to 10 kms/hour and is prohibited in the campsite/PRL between 11 p.m. and 7 a.m. (the access gates are closed between these times, a night car park is at the entrance of the campsite/PRL)

14- The swimming pool is forbidden to anyone not staying at least 1 night on the campsite/PRL, access is allowed to people wearing swimming trunks, shorts are forbidden. All guests are required to comply with the rules and regulations of the La Forêt Enchantée campsite/PRL. Children must be under the constant supervision of their parents.

15- Information Technology and Freedom: The information you provide when making your booking will not be passed on to any third party.

This information will be considered as confidential, and is kept for 3 years.

It will only be used by the internal services of the campsite/PRL for the processing of your current reservation and any future and future booking requests, and to reinforce and personalise the communication and services offered to customers. In accordance with the RGPD law of 6 January 1978, you have the right to access, rectify and oppose any personal data concerning you To do this, simply

send us a request by e-mail to: laforetenchantee24@gmail.com, once your stay is over.

16- Image rights: You authorise the campsite/PRL, as well as any person that the campsite may wish to substitute, to photograph, record or film you during your stay and to use the said images, sounds,

This authorisation is valid both for you and for the campsite itself. This authorisation is valid for you and for the people staying with you.

Its sole purpose is to ensure the promotion and animation of the campsite/PRL and may not in any way damage your reputation. This authorisation is granted free of charge, for all countries. The client is informed that it is

to inform the Camping/PRL in writing, upon arrival at the reception, of any opposition to this practice.

to this practice.

17- Video surveillance: Sas La Forêt Enchantée, whose head office is located at CORNILLE 24750 chemin de la foret sis le château, has placed its premises under video surveillance in order to ensure the safety of its customers, its staff and its property. The images recorded in this system are not used for the purpose of monitoring its customers, staff or timetables.

The legal basis for the processing is the legitimate interest (see Article 6.1.f) of the European Data Protection Regulation).

Data and categories of data subjects:

Customers and employees of the company La Forêt enchantée are filmed by the device. Occasional visitors to the company's premises are also likely to be filmed.

Recipients:

In the event of an incident, the images may be viewed by the authorised personnel of the company La Forêt enchantée who are the managers and by the police. The company's personnel in charge of maintaining the equipment may also access the images, for this purpose only.

Duration of conservation :

The images are kept for 7 days.

In the event of an incident related to the security of persons and property, the video surveillance images may nevertheless be extracted from the system. They are then kept on another medium for the time needed to settle the procedures linked to this incident and are only accessible to authorised persons in this context.

Rights of individuals :

You can access your data or request their deletion. You also have the right to object to and limit the processing of your data (see cnil.fr for more information on your rights).

To exercise these rights or for any question about the processing of your data in this system, you can contact the managers of SAS La Forêt Enchantée at the reception desk on the site itself or

- By e-mail: laforetenchantee24@gmail.com

- By post:

The person responsible for data protection at SAS La Forêt Enchantée

La Forêt Enchantée

sis le château chemin de la forêt 24750 CORNILLE

If you believe, after having contacted us, that your data protection rights have not been respected or that the video device does not comply with data protection rules, you may submit a complaint online to the CNIL or by post.

18- Intellectual property: The content of the website www.laforetenchantee@gmail.com is the property of Camping/PRL LA FORET ENCHANTEEE and is protected by French and international laws relating to intellectual property. Any total or partial reproduction of this content is strictly forbidden and is likely to constitute an infringement of copyright. In addition, Camping PRL La Forêt Enchantée remains the owner of all intellectual property rights on the photographs, presentations, studies, drawings, models, prototypes, etc., produced (even at the request of the Client) with a view to providing the Services to the Client. The Client is therefore prohibited from reproducing or exploiting the said studies, drawings, models and prototypes, etc., without the express, written and prior authorisation of Camping/PRL La Forêt Enchantée, which may make it conditional on a financial consideration.

19- Applicable law - Language These General Terms and Conditions of Sale and the operations arising from them are governed by and subject to French law. 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 shall be deemed authentic in the event of a dispute.

20- In the event of a dispute and after having referred the matter to the professional's customer service, any customer may refer the matter to a consumer mediator, within a maximum period of one year from the date of the written complaint, by registered letter, to the professional. The contact details of the mediator who may be contacted by the customer are as follows

CM2C 14 rue Saint Jean 75017 PARIS