

1. All bookings are nominative and may not be transferred. Subletting is prohibited.

2. BOOKING AND PAYMENT

Bookings come into effect upon written confirmation from campsite and further to the payment of a 20% deposit and a €20 booking and insurance fee.

Outstanding booking fees must be paid 30 days at the latest prior to the date of arrival and without any formal reminder by the campsite.

If the booking is made less than 30 days before the date of arrival, or on the day of arrival, payment must be made in full.

In accordance with article L.221-28 of the French Consumer Code, Les Pastourelles informs its customers that the sale of accommodation services provided on a specific date, or according to a specific frequency, is not subject to the provisions relating to the 14-day withdrawal period.

3. MEANS OF PAYMENT

The following means of payment are accepted: cheques (made out to 'Régie Camping Les Pastourelles'), credit card (certain cards include cancellation insurance), ANCV holiday vouchers to a value of €10, €20, €25 and €50 (duly completed with name and address), ANCV Connect and payment in cash (up to €300 per person and per day).

4. INVOICING

The invoice is made out to the name the customer provided upon booking. Once the initial invoice has been validated, it may not be modified.

5. ACCOMMODATION INVENTORY & SECURITY DEPOSIT

Inventory of fixtures: On arrival, an inventory of fixtures must be completed and signed by the customer. This document is proof of the conditions in which the accommodation is handed over to the customer. A security deposit of €300 by bank transfer will be deposited by the customer.

On departure, a new inventory of fixtures will be drawn up and signed by the customer.

The security deposit deposited on arrival will be returned immediately to the customer if no damage or cleaning failures are noted.

In the event of poor cleaning, the customer will be charged €90 and the balance of €210 will be returned immediately.

In the event of damage, a report will be signed by both parties on the day of departure. The deposit will be returned within 1 month. If the cost of repairs exceeds the amount of the deposit, legal action may be taken against the customer.

6. DELAYED ARRIVALS - EARLY DEPARTURES

In the event of a delayed arrival without notification, the accommodation site will not be held for more than 72 hours. The full amount of rental remains due.

No deductions will be granted in the event of delayed arrival or early departure.

7. CANCELLATION AND MODIFICATION

A. In the event of cancellation:

- the booking fee will be retained.

In the event of termination of contract:

- . An amount equal to 20% of the total value of stay, if the cancellation is notified more than 30 days prior to the date of arrival

- . An amount equal to the total value of stay, if the cancellation is notified less than 30 days prior to the date of arrival, or if you do not arrive on this date.

B. Modification of your reservation

The client may request a change to his stay (dates, type of accommodation) on written request to the campsite (by post or e-mail), subject to availabilities and possibilities no later than 30 days before the original date of arrival. No adjournment will be accepted for the following season. In the absence of a change, the client must make his stay under the initial booking conditions or cancel it and refer to the campsite's cancellation policy and, if the client has one, to his cancellation insurance.

Any request to increase the length of your stay will be carried out according to availabilities and according to the rates in force.

Any request to reduce the length of your stay is considered as a partial cancellation and will be subject to the cancellation policy.

8. INSURANCE

The campsite has taken out civil liability insurance with HPA Assurances.

Customers are advised to take out cancellation insurance with their own company. In the event of an event preventing the stay, this insurance may enable the sums paid to the campsite to be reimbursed.

All customers must be able to provide civil liability insurance for any damage they may cause during their stay.

9. INTERNAL RULES

All campers must comply with the provisions of the campsite's internal rules. Any failure to comply with said rules may result in the termination of the customer's contract, without reimbursement of amounts paid.

10 CONSUMER MEDIATION

In the event of a dispute, and in the absence of an amicable agreement, the customer may have free recourse to a consumer mediator whose contact details are as follows:

SAS Médiation Solution

222, chemin de la bergerie 01800 SAINT JEAN DE NIOST

11. PROTECTION OF PERSONAL DATA

Personal data is processed by campsite management. The processing of personal data is based on the following legal grounds:

- the legitimate interest pursued by management for the following purposes: prospecting and events, customer or prospect relations management and organisation, registration and invitations to events on the campsite.
- The execution of pre-contractual or contractual measures for the following purposes: the production, management and follow-up of customer files and payment recovery.
- In compliance with legal and regulatory provisions for the following purposes: invoicing and accounting.

Campsite management stores data solely for the duration necessary to the operations for which said data was collected, and in accordance with the regulation in effect. In this regard, customer data is stored for the duration of contractual relations plus 3 years for the purposes of prospecting and events, without prejudice to storage obligations or limitation periods. With regard to accounting, data is stored for 10 years as of the close of the financial year. Prospecting data is stored for a period of 3 years, if no participation in or registration to campsite events has taken place. Processed data is used solely by persons duly empowered by the manager, in addition to the latter's service providers. Under the provisions of the Law on Computers and Personal Freedom and the European General Data Protection Regulation, physical persons have to the right to access, rectify, query, limit, transfer and delete their personal data. Data subjects concerned by the data processing implemented also

have the right to oppose at any time, on legitimate grounds relating to their particular situation, the processing of their data on the legal grounds of the legitimate interest of the manager, in addition to the right to oppose commercial prospecting. Data subjects also have the right to define the general and specific directives relative to the exercise of the above rights upon their death, via email to the following address: campinglespastourelles@legecapferret.fr or via post to: Camping Les Pastourelles - Route des Pastourelles Claouey - 33950 LEGE-CAP FERRET, with proof of identity enclosed. Data subjects have the right to lodge a complaint with the French National Commission for Data Protection and Liberties (CNIL).