

GENERAL CONDITIONS OF SALE AND RULES OF PROCEDURE.

CONDITIONS OF ADMISSION AND STAY: To be admitted to enter, settle or stay on the campground, you must have been authorized by the manager. **RECEPTION DESK:** At the reception desk you will find all the information on the services of the campground, information on the possibilities of refuelling, sports facilities, the surrounding tourist attractions and various addresses that can be useful. These rules of procedure are posted at the entrance to the campground and at the reception desk. They are given to each customer who requests them.

POLICE FORMALITIES: Minors who are not accompanied by their parents will be admitted only with their parents' written permission. Pursuant to Article R. 611-35 of the Code of Entry and Stay of Foreigners and Right of Asylum, the manager is required to have an individual police record completed and signed by the client of foreign nationality upon arrival. It must mention in particular: 1° Name and given names; 2° Date and place of birth; 3° Nationality; 4° Usual domicile. Children under the age of 15 may appear on the card of one of the parents.

BOOKING OF THE STAY: The rental of your location or accommodation will become effective only with our agreement and after receipt of the rental contract accompanied by the requested deposit and the internal regulations signed. Upon receipt of the contract and the deposit, we will send you by email a confirmation of your reservation. Any reservation may not be transferred or sublet, unless the management agrees in writing.

CAR: The campsite is without a car, on the day of your arrival and departure, you can approach your vehicle to load it or unload it, then it will be parked outside the campsite in a parking lot for this purpose. Only, some sites are provided for trucks.

COLD SERVICE: 2 ice bottles are provided per location. The freezer is in the sanitary blocks. You use the bottle of ice cream like the ice cream bread in the supermarket. We only allow the bottles we supply. No personal bottles, no blue blocks.

VISITORS: Once authorized by the manager or his representative, visitors may be admitted to the campground under the responsibility of the campers who receive them. The client can receive one or more visitors at the reception. The services and facilities of the campgrounds are accessible to visitors. However, the use of this equipment may be subject to a fee that must be posted at the entrance to the campground and at the reception desk. Visitors' cars are not allowed on the campground. **ARRIVAL:** Pitches: Available from noon. Free arrival day. The maximum capacity per pitch is 5 people. Any additional installation next to the rental is prohibited. The number of occupants must not exceed the maximum capacity announced on the documentation.

DEPARTURE: The departure is before noon. The day before your departure, you must let the reception know the time at which you wish to leave the ground and regularize your stay if this has not been done before. (No night departure). The rented caravan, if it is the case, must be left clean (dishes, refrigerator, coffee maker, closets, etc.), otherwise the deposit of 50€ will remain at the campsite.

RULES OF STAY: The balance is to be paid on the day of your arrival. We do not accept credit cards at the reception. Tourist tax not included in our rates. Method of payment: cash, chèques, holiday vouchers or bank transfer (15 days before your arrival). Early departure or delayed arrival will not result in any refund. Reserved days are due. In case of vacancy of your site, and without news from you, the reservation is cancelled as of right after 48 hours and the whole of your payment is retained as damages.

CANCELLATION AND CANCELLATION: In case of cancellation of the stay, the deposit will be retained. In case of cancellation by the campsite, the entire deposit will be returned. The 14-day right of withdrawal provided for in the regulations does not apply to open-air hotels.

DAMAGE AND INSURANCE: It is the camper's responsibility to insure. The campsite declines all responsibility in case of theft, fire, bad weather, breakdown, etc... And in the event of an incident under the customer's civil liability, unless the manager has proven fault. Each tenant in title is responsible for the disturbances and nuisances caused by the people who stay with him. Where a resident disturbs or causes nuisances to other residents or impairs the entire facility, the stay may be terminated immediately and without compensation.

SAFETY: a) Fire. Open fires (wood, charcoal, etc.) are strictly prohibited. The stoves must be kept in good working order and not used in hazardous conditions. In case of fire, notify management immediately. Fire extinguishers are available if necessary. A first-aid kit is available in the sanitary. b) Vol. Management has a general obligation to monitor the campground. The camper retains responsibility for his own installation and must report to the person in charge the presence of any suspect. Customers are encouraged to take the usual precautions when backing up their equipment.

PETS: The presence of pets will be done with the agreement of the campsite. They must be kept on a leash and not left alone on the field when you leave it. A current rabies vaccination certificate (health record) will be required. Dogs of 1st and 2nd categories are prohibited. Animals will swim upstream from the beach, under the bridge. **Animals are not allowed on the beach.**

LOCATIONS: Under no circumstances can you be sure that a requested location number will be assigned to you. Just as the location assigned in previous years cannot, in any case, be considered acquired. We do our best to satisfy you.

DRESS AND APPEARANCE OF FACILITIES: Everyone is required to refrain from any action that could adversely affect the cleanliness, hygiene and appearance of the campground and its facilities, including sanitary facilities. It is prohibited to dispose of wastewater on the ground or in gutters. Customers must drain waste water into the facilities provided for this purpose. Household waste, waste of any kind, papers must be deposited in the garbage. Washing is strictly forbidden outside the bins provided for this purpose. Plantings and floral decorations must be respected. It is forbidden to plant nails in trees, to cut branches, to make plantations.

RULES OF PROCEDURE AND DISPUTE: Every camper is required to comply with the rules of procedure of the campsite (posted at the reception or in the sanitary) and to respect the following rules: No noise between 11 pm and 9 am. Charcoal barbecues are prohibited, are allowed gas and electric barbecue. Pets are forbidden on the beach! In case of litigation, only the courts will have jurisdiction. In accordance with the provisions of the Consumer Code concerning the «mediation process of consumer disputes» the customer has the right to use the mediation service offered by the campsite La Surre free of charge. The mediator «right of consumption» thus proposed is CM2C. This mediation mechanism can be reached by: - electronic means: www.cm2c.net -or by post: CM2C - Centre de de la mediation de la consommation de conciliateurs. 14 Rue St Jean - 75017 - PARIS

PARIS RIGHT TO THE IMAGE: You expressly and without consideration authorize the campsite to use on any medium the photos of you or your children that could be taken during your stay for the advertising purposes of the campsite. In case of disagreement, you must report it to reception upon arrival.

INFORMATION TECHNOLOGY AND FREEDOM: The information you communicate to us in connection with your order will not be transmitted to any third party. This information will be considered confidential by La Surre campsite. They will only be used by the internal services of La Surre campsite to process your order and to strengthen and personalise the communication and offer of services reserved for La Surre campsite guests according to your area of interest. In accordance with the French Data Protection Act of 6 January 1978, you have a right of access, rectification and opposition to your personal data. To do this, simply send us a request by mail to the following address indicating your full names and address : Camping La Surre - MATTEUCCI/PENELLON - 52 chemin des Puits - 07140 - LES VANS.
Bloctel is the list of opposition to telephone canvassing on which any consumer can register free of charge in order to no longer be canvassed by a professional with whom he does not have an ongoing contractual relationship, in accordance with law no. 2014-344 of 17 March 2014 relating to consumption.