

## GENERAL TERMS AND CONDITIONS OF LES ECOLOGES DES 3 LACS

These general terms and conditions outline the rights and obligations of both parties concerning the rental of camping pitches and/or accommodations at our campsite. By reserving a pitch and/or accommodation, you acknowledge that you have read and agree to these terms and conditions. This also applies to any purchases made at our campsite.

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### 01/ Services

Camping Les Ecolodges des 3 Lacs offers the following accommodation options:

- **Pitches:**

For tents, caravans, or motorhomes.

The price of the stay is based on a standard package, which includes:

- Rental of a pitch;
- Accommodation for 1 or 2 people;
- Space for 1 motorhome or 1 vehicle with a tent or caravan;
- Access to shared areas, facilities, activities (some with an additional fee), and sanitary facilities.

- **Rental Accommodations:**

Such as mobile homes, chalets, magical cabins, and Safari, Berber, and Cabatents.

The standard package includes:

- Rental of the accommodation within the maximum capacity indicated in the description;
- Water, gas, and electricity charges;
- Parking for one vehicle;
- Access to facilities, activities (some with an additional fee), and sanitary facilities.

Additional costs and extra services (such as electricity for pitches, extra persons or tents, pets, etc.) are not included in the standard package and can be added separately.

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### 02/ Security Deposit

Upon arrival, a security deposit is required. This can be paid in the following ways:

- By bank check;
- In cash;
- Via a credit card authorization.

**Deposit Amount:**

- **€200** for mobile homes and lodges.

The deposit will be refunded at the end of the stay, no later than eight days after departure. The deposit may be partially or fully withheld in the following cases:

- **Damage:** Any damage to the accommodation, its contents, and/or camping equipment.
- **Cleaning:** If the accommodation is not left clean, an amount will be deducted for cleaning costs:
  - €50 or €70 (depending on the period);
  - €35 for insufficient cleaning without requiring a full cleaning service.

**Responsibilities of the Guest:**

- An inventory list is available in the welcome guide for each accommodation. Please check it upon arrival and report any missing or damaged items within **24 hours**.
- On the day of departure, the accommodation must be left as follows:
  - Dishes washed and put away;
  - Floors swept and mopped;
  - Bathrooms and toilets cleaned;
  - Refrigerator/freezer cleaned and defrosted;
  - Garbage bins emptied and cleaned.

If you have booked a cleaning service, you only need to wash the dishes, sweep the floors, and empty the trash.

**Important:**

The security deposit does not limit the guest's liability. If the cost of damage exceeds the deposit amount, the additional costs will be charged. Please refer to **Section 7: Liability** for more details.

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**03/ Reservation Terms and Administrative Fees**

Reservations can be made by a contractor who is at least 18 years old and legally competent.

**Personal and Non-Transferable**

A reservation is strictly personal and may not be transferred or sublet without written permission from the campsite.

**Reservation Options**

Reservations can be made:

- Online via our website, as well as through the websites of our partner ACSI;
- By telephone.

## Reservation Conditions

- A reservation is only confirmed after:
  - Confirmation by the campsite;
  - Payment of:
    - ♣ A 30% deposit;
    - ♣ €10 administrative fee (for rental accommodations).
- For reservations of rental accommodations made within 20 days of arrival, the full amount must be paid immediately.

## Preferences for Pitches

The campsite will do its best to accommodate your preferences, but no guarantees can be provided.

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## 04/ Prices, Tourist Tax, and Environmental Contribution

Prices are inclusive of VAT (currently 10%) but exclude tourist tax and environmental contribution.

- Tourist Tax:  
This is calculated per night and per adult (18 years and older).
- Environmental Contribution:  
An additional fee per person (14 years and older) per night, supporting waste management and nature conservation.

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## 05/ Cancellation by the Customer

- For cancellations more than 100 days before the arrival date, the deposit (30%) will be fully refunded.
- For cancellations between 100 and 20 days before the arrival date, the deposit (30%) will not be refunded. If possible, the deposit can be used for another stay within the same calendar year.
- For cancellations less than 20 days before the arrival date, the full amount of the stay will be charged.

Our campsite does **not** offer cancellation insurance. Please check with your insurance provider for options regarding cancellation and travel insurance.

## Changes by the Customer

Changes to the reservation (such as dates, type of accommodation, or number of guests) are possible, subject to availability.

If the change results in a lower price, no refund will be granted.

## Cancellation by the Campsite

In exceptional cases (such as force majeure or closure of the premises), the campsite reserves the right to cancel the reservation.

In such cases, any amount already paid will be fully refunded.

## 06/ Stay

### Arrival and Departure:

- **For pitches:**

Arrival from 12:00 PM; departure before 11:00 AM.

- **For rental accommodations:**

Arrival from 3:00 PM; departure before 10:00 AM. (Please allow time for the final inspection before leaving your accommodation.)

Late departures will incur an additional night's charge.

### Pets:

Pets are allowed on all pitches and in certain accommodations (maximum of 2 per pitch or accommodation) for an additional fee, except for category 1 and 2 dogs (as per French law).

Pets must always be kept on a leash and must not be left unattended.

### Rules:

All guests are required to comply with the campsite regulations, which are available at reception and can be downloaded from our website.

Excessive noise, inappropriate behavior, or damage to property may result in removal from the campsite without a refund.

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## 07/ Liability

### Campsite Liability:

The campsite is not liable for damage, loss, or theft of guests' personal belongings unless there is proven negligence or fault on the part of the campsite.

The campsite is also not responsible for damage caused by the guest to third parties or property.

Additionally, the campsite cannot be held responsible for temporary malfunctions or closures of facilities (such as the bar, WiFi, etc.) due to force majeure or necessary repairs.

### Customer Liability:

Guests are responsible for any damage caused by themselves, their children, or their visitors to the accommodation, pitch, or other facilities on the premises.

All damages will be charged to the customer.

We recommend that our guests take out liability insurance for their stay to cover potential risks.

## **08/ Payment Terms**

The remaining balance for a rental accommodation must be paid in full no later than 20 days before arrival. For a pitch, the remaining balance can be paid on the day of arrival.

In case of late payment, the campsite reserves the right to cancel the reservation without refund of the deposit.

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## **09/ Tourist Tax and Security Deposit**

The tourist tax and environmental contribution must be paid upon arrival.

The security deposit (as specified in Article 02) will be refunded at the end of the stay, provided no damage has been detected.

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## **10/ Complaints**

Complaints regarding the stay must be reported on-site so that the campsite has the opportunity to resolve the issue.

If the complaint is not resolved satisfactorily, the customer may contact the campsite in writing within 15 days after departure.

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## **11/ Force Majeure**

The campsite is not liable for delays or cancellations caused by force majeure, such as natural disasters, pandemics, or government measures.

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## **12/ Applicable Law and Disputes**

These general terms and conditions are governed by French law. In the event of disputes, the competent court will be the court of the jurisdiction where the campsite is located.