

In order to benefit from the services offered by the Camping de l'Aigrette, we ask you to read the general conditions below carefully. These conditions govern the sale of stays and are valid at the time the order is placed. The fact of reserving a stay implies complete adherence to our general conditions

GENERAL TERMS AND CONDITIONS OF SALE - CAMPING DE L'AIGRETTE

The reservation of a stay on a pitch or in a rented accommodation requires the acceptance of the general terms and conditions of sale by the contracting parties. The withdrawal period is excluded from the said general terms and conditions of sale.

1. Booking conditions

The reservation is effective as soon as it is confirmed by Camping de l'Aigrette, after receipt of the deposit and after receipt either of the reservation contract duly completed and signed, or after acceptance of the general terms and conditions of sale when booking online.

Reservations are only binding on Camping de l'Aigrette, if Camping de l'Aigrette has accepted them, which Camping de l'Aigrette is free to do or refuse, depending on availability, and generally speaking, on any circumstances that may hinder the execution of the reservation made. Camping de l'Aigrette offers family oriented stays for tourism, relaxation and to recharge your batteries. Le Camping de l'Aigrette reserves the right to refuse any reservation which would be contrary to these principles, or which would seek to divert it.

Le Camping de l'Aigrette reserves the right to refuse any reservation from a client with whom there is a dispute concerning payment or the execution of a previous contract.

Furthermore, the person making the reservation must be at least 18 years of age, be legally capable of entering into a contract in accordance with these general terms and conditions of sale and guarantee the truthfulness and accuracy of the information. An official document with a photograph (national identity card, passport or driving license) as well as a disability card, professional identity card, veteran's card, health card or membership card of a partner of the campsite must be presented on arrival. A copy may be kept at reception. Minors must be accompanied by their parents or legal guardians.

Except for leisure contracts in mobile homes (residential customers), a specific pitch cannot be guaranteed. Only the place, dates and type of accommodation are guaranteed.

The rental is personal and non-transferable. No subletting will be allowed under penalty of immediate expulsion.

1.1 Campsite pitch (passage)

The basic package includes the pitch for the tent, caravan or motor home, depending on the number of people and the season, with access to the sanitary facilities and reception facilities.

A single pitch is provided for a maximum of 6 people. Beyond that, the client will have to pay for a second pitch for additional people.

Only one vehicle and one accommodation (the motorhome is considered as vehicle and accommodation) are included in the rental price. A second vehicle and a maximum of 4 other accommodations (tent or trailer) are allowed but subject to the payment of the current fee, as they are parked or set up within the campsite.

For safety reasons, no vehicle or equipment should overflow the rented pitch or be parked elsewhere. Any vehicle parked outside the rented pitch will result in the invoicing of an additional pitch.

Note: the accommodation must be parked towards the bottom of the plot.

1.2 Camping pitch (long term)

The basic package includes the pitch for the tent, caravan or motor home for 1 person and must correspond to a full stay of at least 30 days with access to the sanitary facilities and reception facilities. Beyond these 30 days, a pro rata is calculated according to the length of the stay. For each additional person, a fee is calculated in the same way. An electricity connection with an individual sub-meter is allocated to the client according to the current rates.

A single pitch is provided for a maximum of 6 people. Beyond that, the customer will have to pay for a second pitch for the additional persons.

Only one vehicle and one accommodation (the motorhome is considered as vehicle and accommodation) are included in the rental price. A second vehicle and a maximum of 4 other accommodations (tent or trailer) are allowed but subject to the payment of the current fee, as they are parked or set up within the campsite.

For safety reasons, no vehicle or equipment should overflow the rented pitch or be parked elsewhere. Any vehicle parked outside the rented pitch will result in the invoicing of an additional pitch.

Note: the accommodation must be parked towards the bottom of the plot.

1.3 Camping pitch (leisure contract for mobile homes)

A rental contract for a site intended to accommodate a leisure mobile home (RML) is governed by the legal provisions in force at the FNHPA (Fédération Nationale de l'Hôtellerie de Plein Air) and validated by the DGE (Direction Générale des Entreprises).

1.4 Rentals

All our rental accommodation is fully equipped. The description and inventories of each rental can be consulted on the rates page of the website or on request.

The customer authorizes Camping de l'Aigrette to carry out checks or any necessary maintenance work inside and outside, even in his absence.

The addition of personal tents is forbidden. Only one vehicle is allowed on the pitch. Additional vehicles must be parked in the campsite's external car park. The rentals are not designed to accommodate people with reduced mobility. Animals are not allowed in the rentals. Smoking is not allowed in the rental units. Outdoor footwear is not allowed in all the rental units. All indoor furniture is not suitable for outdoor use.

2. Rates and tourist tax

The prices indicated on the various communication media (website, partners, etc.) are valid for the 2022 season and are in euros, including VAT.

The tourist tax of €0.50 per night and per person aged 18 and over, included in the total price of the booking file, is collected on behalf of the Communauté de Communes des Lisières de l'Oise.

3. Terms and conditions of payment

For a reservation made more than 30 days before the date of arrival, a deposit of 25% of the total stay is required.

The deposit will be identical to the amount of the stay if the latter is less than or equal to 30 €.

The balance is due no later than 30 days before the date of arrival. Failure to pay the balance by this deadline may be considered as a cancellation by the subscriber, who will therefore be liable for the conditions of the cancellation insurance.

For a reservation made less than 30 days before the date of arrival, the total amount of the stay is required.

The payment is equivalent to a rental commitment.

Payment is made via the internet : <https://www.sydevnet3.com/Aigrette/UK/reservation.php> by credit card (privileged secure payment). Other means of payment are however possible (credit card transaction by telephone, cash, bank check, bank transfer, direct debit). Payment by credit card is mandatory for a VAD (Distance Sale) whose stay is less than 30 days prior to the date of arrival.

4. Penalty clause (article 1226 of the Civil Code)

The customer formally undertakes to respect the following penalty clause.

"Any delay in the payment of the invoice or its accessories shall automatically lead to an increase of 15% on the amount of the sums due, as well as the application of late payment interest, at the legal rate, on the amount of the debt, from the first day of the month following the date on which these sums are due, as compensation for the prejudice suffered by the campsite management, and this without the need for formal notice, by derogation from article 1230 of the Civil Code".

5. Changes and cancellations

5.1 Booking changes

5.1.1 30 days or more prior to your arrival

Any request (mail or e-mail) to modify the reservation criteria can only be accepted depending on the availability of the campsite (possibility of carrying over to the following season only according to the new conditions of stay). Failing any modification, the client must make his stay under the initial booking conditions or cancel it according to the conditions of the cancellation insurance.

5.1.2 Less than 30 days prior to your arrival

- Any request to increase the length of your stay will be subject to availability and according to current rates.
- Any request to reduce the length of your stay is considered as a partial cancellation and will be subject to the conditions of the cancellation insurance.

5.2 Unused services

"Campez Couvert insurance covers Covid-19 individually as an illness, serious illness or cause of death for all guarantees, whether insurance or assistance. It excludes any mass risk from its policies (insurance principle to protect both the insurer and its partners). With this in mind, Campez Couvert systematically excludes the consequences of a restriction on freedom of movement (closure of borders, state of health emergency, generalized quarantine and confinement, case of illness in the event of a stay in a country formally advised against by its government, administrative closure of the campsite, refusal of access to the country of destination in the event of absence of vaccination and in the event that the country of destination already imposed a vaccine at the time of booking the stay"

As a result, to partially compensate for the non-coverage of the risks mentioned above by the insurer, Camping de l'Aigrette will reimburse the unused services of the customer, depending on whether the stay is made impossible to carry out, discontinued or abbreviated for any of the following reasons:

- Border closure
- State of health emergency
- Widespread quarantine and containment
- Administrative closure of the campsite
- Limitation of travel to a number of kilometers that does not allow you to come to the campsite

Apart from the reasons mentioned above, any canceled, interrupted or shortened stay (late arrival, early departure), the customer will refer to the conditions of the cancellation insurance and will not be able to give rise to a refund by the campsite..

5.3 Cancellations made by Camping de l'Aigrette

In the event of cancellation by Camping de l'Aigrette, except in cases of force majeure, the sums paid for the reservation will be fully refunded. However, this cancellation will not give rise to the payment of damages and interest.

5.4 Cancellations made by the client

In the event of cancellation on the part of the client with a subscription to the cancellation guarantee, the sums paid are covered by the guarantee in accordance with the general conditions of cancellation from the site : <https://www.campez-couvert.com/>. If the reason is not covered by the cancellation insurance or if the file is refused by the cancellation insurance, the customer will be liable for its cancellation without any possibility of reimbursement by the campsite.

6. Stay

6.1 Arrival

6.1.1 Without prior reservation and according to the availability of the campsite (excluding rentals):

- For any early arrival a supplement of 2 € may be charged
- From 3pm to 8pm in July and August
- From 3 pm to 7 pm from April to June and September
- From 3 pm to 6 pm from January to March and October to December

6.1.2 With a reservation :

- Arrivals on campsite pitches (short or long stay) from 3 pm to 7 pm (6 pm from January to March and from October to December).
- Arrivals in rental accommodation are from 4 pm to 7 pm (6 pm from January to March and from October to December) with, at the handing over of the keys, a security deposit of 300 € to be provided by credit card only. Even if this deposit consists of a pre-authorized direct debit, you must ensure that your bank card has sufficient debit because no key collection will be possible.

If the client does not show up on the scheduled day of arrival, the pitch or rental will be considered free and the stay will be cancelled from 7 pm (6 pm from January to March and from October to December).

6.2 During your stay

All persons are required to comply with the campsite's internal regulations. Civil liability insurance is compulsory. The campsite declines all responsibility in the event of an incident which is the civil responsibility of the client or his possible guests. The latter are responsible for the surveillance of their personal belongings. The signatory of the contract is responsible for disturbances and nuisances caused by persons staying with him or visiting him.

6.3 Departure

- Camping pitches (tent, caravan or motorhome): before 12 p.m.
- Rental accommodation: On the day of departure indicated on your contract, the rental accommodation must be vacated before 11 am. The accommodation will be returned in a perfect state of cleanliness. If this is not the case, you will be charged a flat rate of €100.

For rentals with keys, drop them off at reception and notify us of your departure.

After your departure from the campsite, an inventory will be made. The inventory carried out, any broken or damaged object will be at your expense.

The security deposit of €300 will be closed within 48 hours after deduction of the allowances retained, on supporting invoices (on request), for the cleaning not carried out and any damage noted by the inventory. The withholding of the security deposit does not exclude additional compensation in the event that the costs exceed the amount thereof.

- For any delayed departure, you may be charged an additional day at the current nightly rate.

7. Animals

Animals (even small, friendly, clean and non-barking animals) are prohibited in rental accommodation. Only pets are accepted and only on the camping pitches, provided they are tied up and clean and on presentation of their health book on arrival. Owners of 1st and 2nd category dogs will have to provide the following photocopies: possession permit or provisional permit, certificate of suitability, civil liability insurance.

It is forbidden to leave an animal alone on its pitch or in its accommodation (car, tent, caravan or motor-home) in the absence of the owner(s). They must be kept on a leash within the campsite. Walks for their daily needs must be done outside the campsite.

8. Image

You authorize Camping de l'Aigrette to take photographs, record or film you during your stay and to use the said images, sounds, videos and recordings for the advertising purposes of the campsite. For the reproduction and representation of photographs on minors, a signed authorisation from the child's legal representatives will be requested.

9. Video surveillance

Video surveillance covers the entrance to the campsite, the contours of the building and the site enclosure. It enables the flow of people and vehicle traffic to be recorded on video in order to guarantee the safety of the campsite, property and people at the very least.

The campsite reserves the right to use the recordings for verification purposes. They will be kept for a maximum period of two months and can be consulted on request. In accordance with the provisions of the law "Informatique et Liberté", a right of access and rectification to the recorded data is available to any applicant.

10. Mediation of consumer disputes

Any possible complaint concerning the non-conformity of the services in relation to the contractual commitments can be reported by mail or e-mail to Camping de l'Aigrette. If you are not satisfied with the response given or if there is no response, you have the possibility of referring the matter to a consumer ombudsman within one year from the date of the complaint. As a result, and in accordance with Article L. 152-1 of the

French Consumer Code, you can use the MEDICYS mediation service free of charge by electronic means : <https://cm2c.net>, by post :

CM2C – Centre de la Médiation de la Consommation de Conciliateurs de Justice – 14 rue Saint Jean – 75017 PARIS ou par mail : cm2c@cm2c.net.

11. Applicable law

The parties agree that this contract is subject to French law. In the event of a dispute relating to their interpretation and/or execution, the commercial, district or regional court will be competent.

12. Information technology and freedom

The information you provide us with when you place your order will not be passed on to any third party. This information will be considered by the Camping de l'Aigrette as confidential. They will be used solely by the internal services of Camping de l'Aigrette, for the processing of your order and to strengthen and personalise the communication and the offer of services reserved for the customers of Camping de l'Aigrette according to your centres of interest. In accordance with the French Data Protection Act of 6 January 1978, you have the right to access, rectify and oppose any personal data concerning you. To do so, simply send us a request by post or by e-mail to the address at the bottom of these general terms and conditions of sale, indicating your surname, first name and address.

Camping de l'Aigrette***

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