

These General Terms and Conditions of Sale apply, without restriction or reservation, to any rental of accommodation or bare pitch at the "Camping l'Éden de la Vanoise" campsite, operated by SARL Camping Vanoise, via its website: www.camping-eden-savoie.com, by telephone: +33(0)4 79 07 61 81, or by email: campingleden@gmail.com.

These General Terms and Conditions of Sale are accessible at any time on the website and shall prevail, where applicable, over any other version or contractual document. The version applicable to the Customer is the one in force on the website or provided by the Service Provider on the date the Order is placed by the Customer.

The Customer declares to have read these General Terms and Conditions of Sale and to have accepted them by checking the box provided for this purpose before starting the online Order process, as well as the general terms of use of the website www.camping-eden-savoie.com.

BOOKING CONDITIONS

- The customer selects on the "Camping l'Éden de la Vanoise" website (<https://www.camping-eden-savoie.com>) what they wish to book: choice of pitch or rental unit type, choice of options, etc. It is the customer's responsibility to verify the accuracy of the order and to immediately report any error to the service provider.
- Pitch rental: The basic package includes the pitch for a tent, caravan, or motorhome for 1 or 2 person(s), as well as access to the sanitary facilities and reception infrastructure.
- Rental accommodation: The basic package ranges from 2 to 6 people depending on the type of accommodation. Camping l'Éden de la Vanoise reserves the right to refuse access to the campsite to groups or families arriving with a number of participants exceeding the capacity of the pitch or accommodation rented.
- The booking becomes effective only after confirmation by Camping l'Éden de la Vanoise, upon receipt of the 30% deposit, and after acceptance of the General Terms and Conditions of Sale during online booking. A confirmation email is sent by the campsite once the deposit has been received.
- In the event of non-payment of the deposit upon booking or of the balance at the latest 30 days before the arrival date by the customer (whether for a pitch or rental accommodation), the campsite reserves the right to cancel the booking and offer the pitch or accommodation for re-rental.
- Bookings are binding on Camping l'Éden de la Vanoise only if accepted by the campsite. The campsite is free to accept or refuse bookings depending on availability and, in general, any circumstances likely to affect the fulfillment of the booking. Camping l'Éden de la Vanoise offers family-oriented stays in the traditional sense, and the accommodations are specifically designed for this purpose. The campsite therefore reserves the right to refuse any booking that would be contrary to this principle or seek to circumvent it.
- The booking of a campsite pitch or rental unit is strictly personal. Under no circumstances may you sublet or assign your booking without the prior consent of the campsite.
- Minors must be accompanied by their parents or legal guardians.

GROUP BOOKINGS

- Any booking of more than 2 accommodations made by the same individual, or by different individuals who know each other and are traveling together for the same purpose on the same dates, is considered a group booking.
- The accommodations offered on the Camping l'Eden de la Vanoise website are intended exclusively for individual customers.
- For any group booking request, you must contact Camping l'Eden de la Vanoise by email at: campingleden@gmail.com. The campsite reserves the right to review the booking request before accepting or refusing it.

RATES AND TOURIST TAX

- The services offered by Camping l'Eden de la Vanoise are provided at the rates in force on the website: <https://www.camping-eden-savoie.com>. Prices are expressed in Euros, inclusive of all taxes (VAT included).
- They do not include processing and administrative fees, which are charged extra.
- Tourist tax: The tourist tax, collected on behalf of the local municipality, is not included in the rates. The amount is €0.66 per person over 18 years old per night. It must be paid at the time of settlement for the service and appears separately on the invoice.
- An invoice is issued by the Seller and provided to the Customer upon request: either electronically or printed on-site at the end of the stay only.
- Pricing and dynamic rates: We practice yield management; our rates are dynamic and may change at any time based on demand and availability. The only guaranteed rate is the one in effect at the exact moment your booking is confirmed. Consequently, any price difference observed before or after your purchase cannot be grounds for any claim or refund.

PAYMENT CONDITIONS

- For bookings made more than 30 days before the start of the stay, a deposit of 30% of the total cost of the booked services must be paid to Camping l'Eden de la Vanoise upon booking. The remaining balance must be paid no later than 30 days before the start date of the stay at the campsite.
- For bookings made less than 30 days before the start date of the stay, full payment must be made at the time of booking (30% deposit + remaining balance).
- In the event of non-payment of the deposit upon booking or of the balance no later than 30 days before the arrival date by the customer, the campsite reserves the right to cancel the booking and offer the pitch or accommodation for re-rental. This cancellation due to non-payment will not entitle the customer to any refund of amounts already paid.
- Accepted payment methods: ANCV Holiday Vouchers (Chèques Vacances / e-ANCV), cash, credit/debit cards, and bank transfers.

- **NO RIGHT OF WITHDRAWAL:** In accordance with Article L.221-28 of the French Consumer Code (Code de la consommation), Camping l'Eden de la Vanoise informs its customers that the sale of accommodation services provided on a specific date or for a specific period is not subject to the provisions regarding the 14-day statutory right of withdrawal.

CANCELLATIONS AND MODIFICATIONS

1. Modification of your booking

After the 15-day deadline before arrival, no requests for modification will be taken into account. If the modification requested by the customer cannot be accepted by the campsite (lack of availability, technical impossibility, or exceeded 15-day deadline, etc.), the customer must either complete their stay under the original booking conditions or cancel it in accordance with the cancellation conditions. No carryovers/postponements to the following season will be accepted.

- Any request to extend the duration of your stay will be subject to availability and the applicable rates in force.
- Any request to shorten the duration of your stay is considered a partial cancellation and will be subject to the terms governing cancellation and interruption of stay.

2. Unused services

In the event of an interrupted or shortened stay for any of the following reasons:

- Border closures by administrative decision
- Administrative closure of the campsite
- Travel restrictions imposing a kilometer limit by administrative decision preventing travel to the campsite

A credit voucher for an amount equivalent to the unused nights, valid for one year, will be issued by the campsite (excluding booking/booking processing fees).

3. Cancellation by Camping l'Eden de la Vanoise

In the event of cancellation by the campsite, except in cases of force majeure, all sums paid for the booking will be fully refunded. However, this cancellation shall not entitle the customer to any damages or compensation.

4. Cancellation by the camper

In the event of cancellation by the camper, any cancellation request must imperatively be communicated to Camping l'Eden de la Vanoise by email.

a. Cancellation by the camper without cancellation insurance:

For any of the following reasons, up until the date of arrival:

- Border closures by administrative decision
- Administrative closure of the campsite
- Travel restrictions imposing a kilometer limit by administrative decision preventing travel to the campsite

A credit voucher corresponding to the total amount paid, valid for one year, will be issued by the campsite (excluding booking processing fees).

For all other reasons : no refund will be possible!

b. Cancellation by the camper with cancellation insurance: The amounts paid are covered by the guarantee according to the general cancellation conditions of the insurance policy.

YOUR STAY

1. Arrival

- **Check-in times:** From 2:00 PM to 7:00 PM for pitches, and from 4:00 PM to 7:00 PM for rental accommodation.
- **For rental accommodation:** A security deposit pre-authorization of €300 on a credit/debit card will be required in order to collect the keys to your accommodation.

2. During your stay

- **Insurance and personal responsibility:** Campers are responsible for insuring their belongings and monitoring their personal property (bicycles, etc.). The campsite accepts no liability for incidents falling under the civil liability of the camper.
- **Rules and regulations:** All guests must comply with the campsite's internal rules and regulations (règlement intérieur). Only persons explicitly named in the booking contract are permitted to access the establishment and its facilities.
- **Unregistered persons:** Any person not listed in the booking contract must obtain prior authorization from reception. Each named lead guest is responsible for any disturbance or nuisance caused by persons staying with them or visiting them.
- **Visitors:** Visitors must report to reception upon arrival to register and pay the indicated fee. Their vehicle must be parked in the car park opposite the campsite. Access to the swimming pool and water slide is strictly prohibited for visitors!

3. Departure

- **Rental accommodation:** On the day of departure indicated in your contract, rental accommodation must be vacated before 10:00 AM. Accommodation must be returned in a perfectly clean condition; inventory may be checked, and any broken or damaged item will be charged to you, as well as the cost of restoring the premises to their original state if necessary. The security deposit pre-authorization will be released within 7 days, minus any retained amounts supported by invoices/receipts for damage identified during the check-out inspection. The retention of the deposit does not preclude additional compensation if the damages exceed the deposit amount. If the accommodation has not been cleaned prior to departure, a minimum cleaning fee of €80 (including taxes) will be charged.
- **Pitches:** Pitches must be vacated before 2:00 PM on the day of departure and must be left in the same clean condition as on the day of arrival.
- **Late departure:** For any delayed departure, an additional night may be charged at the current nightly rate.

PETS

Pets are allowed for an additional fee payable at the time of booking. Where permitted, they must be kept on a leash at all times. They are strictly prohibited around the swimming pools, in food shops, and inside public buildings. It is your responsibility to clean up after your pet. A maximum of two pets are allowed per pitch or rental unit.

DISPUTES AND MEDIATION

In the event of a non-conformity or defect regarding the allocated rental accommodation or pitch, the customer must inform reception within a maximum of 24 hours.

Any potential complaint regarding non-compliance of services with contractual commitments may be sent by mail or email to the manager of Camping l'Eden de la Vanoise.

These General Terms and Conditions of Sale and the resulting transactions 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 prevail in the event of a dispute.

All disputes arising from purchase and sale transactions concluded under these terms and conditions—regarding their validity, interpretation, performance, termination, consequences, and follow-up—that could not be resolved amicably between the Service Provider and the Customer, shall be submitted to the competent courts under standard French law.

In accordance with Article L. 612-1 of the French Consumer Code, within one year of submitting a written complaint, the consumer (subject to Article L.152-2 of the same Code) has the right to request an amicable resolution via mediation with:

SAS Médiation Solution

222 chemin de la Bergerie, 01800 Saint Jean de Niost, France

Website: <https://www.sasmediationsolution-conso.fr>

Email: contact@sasmediationsolution-conso.fr

INTERNAL RULES AND REGULATIONS

Internal campsite rules (règlement intérieur) are displayed on the establishment's notice board. The Customer is required to read and comply with them. A copy is available upon request at reception. In particular, it is specified that quiet hours are required between 10:00 PM and 7:00 AM, and children under 12 years of age must be supervised by an adult at the swimming pool (unsupervised swimming area).

LIABILITY OF CAMPING L'EDEN DE LA VANOISE

The campsite makes every effort to ensure that the information published on its website regarding accommodation sites is updated as accurately as possible, particularly presentation photos, descriptions, activities, leisure facilities, services, and operating dates. However, as part of this information is provided by partners or third parties, the campsite cannot guarantee that it is permanently accurate, up to date, and exhaustive. In this respect, Camping l'Eden de la Vanoise is only subject to an obligation of best endeavors (obligation de moyens).

For any questions, clarifications, or requests for additional information, please do not hesitate to contact the campsite.

DATA PROTECTION AND PRIVACY

The information you provide when placing your order will not be disclosed to any third parties. This information will be treated as strictly confidential by Camping l'Eden de la Vanoise. It will be used solely by internal campsite departments to process your order and to enhance and personalize communication and service offerings reserved for campsite guests based on your interests.

In accordance with the French Data Protection Act (Loi Informatique et Libertés) of January 6, 1978, as amended, you have the right to access, rectify, and object to personal data concerning you. To exercise this right, simply send a written request by mail, including your full name and address, to:

Camping l'Eden de la Vanoise
170 Route du Perrey
73210 Landry, France

IMAGE RIGHTS

The customer expressly authorizes the Campsite, free of charge, to use on any medium any photos and videos that may be taken during their stay for the establishment's communication and promotional needs.

If the customer wishes to object to this, they must notify the campsite in writing upon arrival.