

SALES TERMS AND CONDITIONS

"Camping les boucles de la Moselle" is an establishment belonging to the Outdoor Hotel business sector, registered in the Trade and Companies Register under the number RCS NANCY FR752 360 677 on behalf of Quinot Loisirs SAS and whose head office is established at

7 Avenue Eugene Lerebourg à F-54460 LIVERDUN.

Article 1 - Sales Terms and Conditions

The present sales terms and conditions rule all the stays sold on the website www.lesbouclesdelamoselle.com. They are included in the contract binding the establishment and the customers.

The client agrees to acknowledge these terms and conditions prior to any booking request for a stay concerning himself and any other person enjoying the stay.

According to the law in force, the present terms and conditions are available for the client for information only and prior to any contract for holiday purchase. The terms and conditions are available on written request to the establishment office.

Article 2 - Booking conditions

2.1 Price and payment

The price of the stays is indicated in euros, VAT (10%) included. The customer's attention is drawn to the fact that the tourist tax is not included in the price.

For camping pitch reservations:

All rentals are personal and cannot be transferred. The rental only becomes effective with our agreement and after receipt of the total amount of the stay and any reservation costs.

For other rental reservations:

All rentals are personal and cannot be transferred. The rental only becomes effective with our agreement and after receipt of the total amount of the stay and any booking fees.

For any unreported delay, the camping pitch / rental becomes available 2 (two) hours after the arrival time mentioned on the reservation contract. After this period, and in the absence of a written message, the reservation will be void and the deposit will be retained by the campsite management.

For a reserved one-night stay, payment of the total price is requested. Beyond that, a deposit of 30% is required, the balance paid one month before the scheduled arrival (an email is sent as a reminder).

2.2 Changing your booking request

No discount will be granted for late arrivals and/or early departures.

2.3 Cancellation and guarantee

For camping site reservations, any cancellation received more than 7 days before the start date of the stay, a refund will be made during the year minus EUR 10.00 cancellation fee.

For bookings of other rentals, any cancellation received more than 14 days before the start date of the stay, a 50% refund will be made during the year minus EUR 10.00 cancellation fee.

2.4 Withdrawal

The legal provisions relating to the right of withdrawal in the event of distance selling provided for by the Consumer Code are not applicable to tourist services (article L.121-20-4 of the Consumer Code).

Thus, for any order for a stay with the campsite, the customer does not benefit from any right of withdrawal.

Article 3 - During your stay

3.1 Arrivals and departures

For camping pitches: arrivals are from 12 noon, departures before 12 noon, any day of the week.

For rentals: arrivals are from 14:00, departures are before 11:00, any day of the week.

3.2 Deposit

A deposit by bank check or cash of EUR 200.00 per accommodation will be requested on the day of arrival. It will be refunded to you on the day of your departure, after an inventory. The invoicing of any damage will be added to the price of the stay as well as the cleaning if you do not leave the accommodation in a perfectly clean state. If you cannot be present during the inventory, the deposit will be returned to you by mail.

3.3 Departures

Any leaving the pitch after 12 noon or return of the key after 11:00 will result in the billing of an additional night. Any extension of stay must be made at least 24 hours before the scheduled departure date.

3.4 Animals

Animals are not allowed inside the accommodations. They are accepted on the pitches and must be kept on a leash.

3.5 Rules of procedure

As the law requires, you must adhere to our internal regulations, deposited at the prefecture, displayed at our reception and a copy of which will be given to you on request.

Article 4 - Responsibility

The establishment is not liable for any damages on the holiday-maker's equipment. Holiday-makers must have subscribed civil liability insurance for their equipment (FFCC, ANWB, ADAC, etc.).

Force majeure: As the campsite is located in a flood zone, the administration may force it to close. The operating company is therefore not responsible for a decision of this type (flood, virus, pollution, etc.)

Article 5 - Applicable Law

These general conditions are subject to French law and all disputes concerning their application falls under the jurisdiction of the High Court or Tribunal de Commerce de Nancy

Article 6 – Protection of personal data

The GDPR applies to companies, public bodies and associations regardless of their size or activity, when they process personal data of natural persons located in the territory of the European Union. The establishment complies with these guidelines.

Article 7 - Mediation

In accordance with Article L. 612-1 of the Consumer Code, within one year of their written complaint, the consumer, subject to Article L.152-2 of the Consumer Code, has the option of submitting a request for an amicable resolution by mediation, to

SAS Mediation Solution

222 chemin de la bergerie 01800 Saint Jean de Niost

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

E-Mail: contact@sasmediationsolution-conso.fr