



2026 TERMS OF SALES CAMPSITE SURCHAUFFANT

Article 1 – Preamble

These special conditions of sale govern the relations between Camping du Surchauffant, managed by the Régie de Vouglans, and its customers.

These special conditions of sale are in strict compliance with the regulations in force and apply to any reservation made from January 1, 2024. They cancel and replace all previous versions of special conditions of sale offered by the Camping du Overheating. The customer acknowledges having read the present special conditions of sale and having accepted their terms by signing the reservation offered by Camping du Surchauffant and which forms, with the general conditions of sale provided for in articles R211-3 to R211-11 of the code of tourism, the Contract, as this term is defined in article 2 below.

Article 2 – Definitions

Seller: designates Camping du Surchauffant which offers tourist services for sale.

Customer: designates the person who buys, reserves and/or consumes a tourist service.

Contract: designates all of the reciprocal commitments made by the seller, on the one hand, and by the customer, on the other hand, and relating to the reservation or purchase of a tourist service. The contract is made up of the general conditions of sale applicable to all tourism operators, the special conditions of sale applicable to the seller and the reservation conditions specific to the tourist service selected by the customer.

Article 3 – Prior information

The descriptive information relating to the tourist service offered by the seller and appearing on the site or on the document given to the customer by the seller constitutes the prior or pre-contractual information given to the customer within the meaning given by article L211-8 of the code of tourism. The elements of this prior or pre-contractual information listed in Article R211-4 of the Tourism Code are binding on the seller.

Article 3-1 – Price

Children under four years old are welcomed free of charge upon presentation of their family record book or identity card.

- Camping pitch: our basic rate is per day from 11 a.m. to 11 a.m. for 1 pitch (caravan, tent or camper van), 2 people, 1 vehicle maximum. A pitch can accommodate a maximum of 6 people, 1 main installation (caravan, tent or camper van), 2 small tents and 1 vehicle.

- Rentals: our price is for an equipped rental including all kitchen and table equipment. Sheets, towels and household linen are not provided. 1 vehicle maximum. Charges (water, electricity and heating) are included. The number of people (including children and babies) must not exceed the capacity of the chosen rental. The installation of a tent or arbor on the plot is not tolerated.

Keys are handed over from 4 p.m. in high, low and mid season and keys must be returned on the day of departure to reception between 9:00 a.m. and 10:00 a.m. In the event of departure outside the scheduled times, the keys must be returned to the mailbox and the inventory will be carried out by the campsite alone. Checks and card imprints will be destroyed if everything is in order and the customer will be called back in the event of any damage noted.

The additional vehicle will be billed according to the rates in force (2 vehicles maximum per location). Trailers are prohibited inside the campsite (possibility of paid parking in the closed outdoor car park.) Only luggage trailers less than 2.05m long are tolerated on the pitches.

Minors unaccompanied by a parent are not accepted in our campsite, even with parental authorization.

The price of the tourist service, displayed on the site or on the prior information document and given by the seller to the customer, is that in force at the time of consultation by the customer. It corresponds to the price of the tourist service all charges included (TTC).

In certain cases, additional costs, the details of which and the conditions of application appear in the prior information, may be collected by the seller during the reservation.

The terms of payment of this price also appear on the site or on the prior information document.

Article 3-3 – Customer responsibility

It is the customer's responsibility to verify that the personal information they provide when booking, when purchasing or at any other time, is accurate and complete. In the event of an online reservation on the site, it is the customer's responsibility to ensure that the contact details they provide are correct and that they will allow them to receive confirmation of their reservation. In the event that the customer does not receive this confirmation within the time indicated, it is the customer's responsibility to contact the seller without delay. In addition, and for the proper follow-up of his file, the customer must inform the seller as quickly as possible of any modification of the personal information he has provided to the seller.

Article 4 – Reservation

- Rentals: reservations in high season are for a minimum of 7 nights. For mobile homes, arrivals and departures are possible on Sundays. For chalets and unusual gîtes: arrivals and departures are possible on Saturdays. In low season, rental reservations are 2 night minimum.

You will take possession of your rental after depositing the following deposits:

- A deposit of € 250 per accommodation,
- A cleaning deposit of € 75,
- A deposit of € 50 for the entry badge.

This security deposit to be made by the customer at the start of the stay and is intended to cover the possible financial consequences of damage that may occur during the tourist service. In a contradictory manner, an inventory will be established upon arrival and departure allowing a verification of the condition of the premises and objects of rental. Initially, the deposit will be returned to the customer, less the cost of any repairs, if damage attributable to the customer is noted. In the event of early departure (compared to the times mentioned on the reservation) preventing the establishment of an

inventory on the same day of the customer's departure, the security deposit (or the balance of the deposit in the event of damage) is returned. by the seller to the customer within a period not exceeding one week.

The customer is required to enjoy the rented property as a good father. Any comments concerning the cleanliness of the accommodation must be reported upon the client's arrival and must be noted by the campsite manager or his replacement. Cleaning of the premises is the responsibility of the client throughout the rental period and until his departure.

Administration fees: €2 per pitch reservation / €5 for rentals

Choice of location: the location number is given for information only. The establishment reserves the right to modify it according to its needs.

Article 5 – Payment and invoicing

The reservation becomes final after receipt of the deposit, i.e. 30% of the reservation or 100% for short stays lasting less than 3 nights at least.

Payment of the balance must reach us no later than 30 days before arrival. If the reservation takes place less than 30 days before the start date of the stay, the customer must then pay the full amount of the stay at the time of reservation.

In high season, invoicing is established on the basis of the reserved period regardless of the actual arrival and departure dates. The stay must be paid for on arrival for campsites and 30 days before the arrival date for rentals.

Article 6 – Delay and cancellation

The reservation remains valid 48 hours after the scheduled arrival date and time. After this period and without news from you, the reservation is canceled and the payments retained.

Cancellation of a reservation must be made by registered mail with acknowledgment of receipt, or by email with read receipt from both parties.

- In the event of cancellation of a reservation, more than four weeks before the arrival date, the deposit (and any balance for rentals) will be refunded, less cancellation fees. The cancellation fee is €30.
- In the event of cancellation less than four weeks before the arrival date, the deposit (and any balance for rentals) will be retained, unless you have subscribed to GRITCHEN cancellation insurance available online and your claim is guaranteed by it. For example, cancellation for personal convenience, change of program, weather factor, mosquito, etc. are not part of this.

Article 7 – Animals

- Camping pitch: Animals are accepted on presentation of an up-to-date health record, tattooed or chipped. Dogs must be kept on a leash, they are the responsibility of their owners. They must not be left unsupervised within the premises of the establishment (on the campsite or in a vehicle).

Category 1 and 2 dogs are prohibited. Dogs are prohibited in the swimming pool and on the beaches.

- Rentals: Animals are allowed in rentals under the same conditions mentioned above.

Article 8 – Safety and insurance

To guarantee the safety and tranquility of our campers, the entry/exit barrier is closed from 10 p.m. to 7 a.m. Any entry or exit is prohibited except in emergency cases.

The campsite is monitored at night and throughout the opening period by a security guard from a security company.

We decline all responsibility for thefts within the campsite, in tents, caravans, rentals, private mobile homes, common areas including the swimming pool or vehicles. Private safes can be rented at reception.

The campsite is equipped with connections that meet European standards.

The NFC 15100 standard requires a 3-wire electrical connection (2p + 1T). Non-compliant connections will not be tolerated.

It is stipulated that customers hold civil liability insurance covering bodily injury and material damage that they may cause, as well as fire civil liability for their equipment.

Article 9 – Personal data

Regulation (EU) 2016/679 of the European Parliament and of the Council of April 27, 2016 on the protection of individuals with regard to the processing of personal data and on the free movement of such data, otherwise known as the General Regulation on data protection or GDPR, as well as Law No. 2018-493 of June 20, 2018 relating to the protection of personal data, establish the legal framework applicable to the processing of personal data.

Camping du Surchauffant undertakes to respect the regulations applicable to all the processing of personal data that it implements:

Your personal data is processed lawfully, fairly and transparently;

Your personal data is collected for specific, explicit and legitimate purposes, and is not subsequently processed in a manner incompatible with these purposes;

Your personal data is kept in an adequate, relevant manner and is limited to what is necessary for the purposes for which it is processed;

Your personal data is accurate, kept up to date and all reasonable measures are taken to ensure that inaccurate data, having regard to the purposes for which they are processed, are erased or rectified without delay.

Camping du Surchauffant implements appropriate technical and organizational measures in order to guarantee a level of security adapted to the risk inherent in its processing operations, meet regulatory requirements and protect the rights and data of the people concerned from the design of processing operations. treatment.

Article 10 – Use of the French language

In accordance with Law No. 94-664 of August 4, 1994, the offers presented on the seller's websites, as well as these special conditions of sale, are written in French. However, translations into foreign languages of all or part of this information are available. The Parties agree that the French language version will take precedence over all versions written in another language.

Article 11 – Applicable law

Any Contract concluded between the seller and the customer is subject to French law.

SELLER INFORMATION

Name of the structure: Camping du Surchauffant / Régie de Vouglans

Legal form: EPIC

SIRET number: 894 694 926 00011

APE code: 9329Z

Intracommunity VAT: FR21 894 694 926

Atout France registration number: C39-004341-004

Address: Régie de Vouglans – 4 chemin du Quart – 39270 Orgelet

Camping du Surchauffant – Le Pont de la Pyle – 39270 La Tour du Meix

Telephone: 03 84 25 41 08

CPR INSURANCE

The Seller has taken out professional civil liability insurance with GROUPAMA contract n°730234720001 in order to cover the consequences of Professional Civil Liability that the seller may incur.

Article 12 – The management reserves the right

- To refuse any minor not accompanied by a parent.
- To refuse a reservation without justification.
- To expel anyone who causes nuisance (drunkenness, noise, aggressiveness, various damage) without reimbursement due.
- All campers who settle in our campsite agree without reservation to respect the calm and tranquility of the place. There must be total silence in the evening from 10 p.m.
- Any failure to comply with the internal regulations may result in expulsion without request for reimbursement.

Article 13 - Mediation of consumption

in accordance with the provisions of the Consumer Code regarding "the mediation process for consumer disputes", the client has the right to use the mediation service offered by CM2C free of charge. The mediator 'consumer law' thus proposed is CM2C.

This mediation device can be attached by:

- Email to : cm2c@cm2c.net
- Mail to the following adress : 14 rue Saint Jean 75017 Paris (France)
- Or by phone : +33 (0)189 470 014



CAMPING DU SURCHAUFFANT • REGIE DE VOUGLANS

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