



TERMS AND CONDITIONS OF RENT LAC D'ANNECY CAMPING****

1. SCOPE OF OUR SERVICE 2025

Individual stay –Lac d'Annecy Camping****- The purpose of these conditions of rent is to fix the contractual relations between the customer and the Campsite concerning the sale stays. Any booking involves the application without reserve by the customer and its full approval to these conditions of rent which prevail on any other documents.

The terms of conditions of rent applies to all our customers. Any other documents are only informative.

2. PRICES FOR SEASON 2025

All our prices are fixed (in Euros) for the season 2025 they are posted on www.camping-lac-annecy.com and shown on our brochure. The prices include VAT and the tourist tax. Are included in our prices the access to the swimming pools and the animations (adults/kids) from July to August. The prices are fixed by category and type of accommodations. The customer gets all the information online and determines himself the choice of the services while booking. The tourist tax is additional to the prices for persons over 18 years old.

3. BOOKING CONDITIONS 2025

Through our website, we supply an online booking platform on www.camping-lac-annecy.com where you can book directly your stay. Customers themselves decide on the services they want when booking. Customers acknowledge that they are aware of the content of services, the destination and booking procedures, and all the characteristics of stays and accommodation. They acknowledge that they have requested and obtained all the information required for making bookings in full awareness of the facts. Customers are responsible for their choice of booking and its suitability for their needs, Lac d'Annecy Camping****may thus not be held responsible. The booking is deemed to have been accepted by customers at the end of the booking process.

- For bookings made more than 30 days before your arrival, a 30% deposit of the total stay cost (or a minimum of €100 if the deposit is less) is required at the time of booking. The remaining balance must be paid no later than 30 days before your arrival date via your online account.
- You will receive a booking confirmation by email, and any changes to your reservation must be requested in writing or by email.
- If your booking is over 30 days before the date of your arrival an advance representing minimum 30 % of the total amount of the stay or minimum 100€ (if the advance is under) will be required.
- For bookings under 30 days before your arrival, the full amount must be paid at the time of booking.

This process ends the booking has been confirmed by the campsite by e-mail. The booking becomes effective only with the agreement of the campsite. The booking involves Lac d'Annecy Camping, only if the campsite has accepted the booking, which Lac d'Annecy Camping is free to accept or refuse, due to the availabilities & in a general way of any circumstances likely to damage the execution of the booking. Without the receipt of your balance the booking is cancelled and the rental becomes again available. No refund is possible for the advance. Anyone who arrives at the stay venue without having paid the remaining balance beforehand will be refused entry.

Booking fees Lac d'Annecy Camping offers to its customers the booking fees in accommodations & pitches.

WATCH OUT:

Minor persons (under 18 years old) not accompanied by one of their relatives (father, mother) during all the duration of the stay won't be allowed on the campsite.

The choice of a pitch or accommodation is charged 30 € additional per stay, upon availabilities.

The accepted means of payments by the campsite are: credit cards (MasterCard or visa)

• RESERVATION OF GROUPS:

Any reservation of more than 2 accommodations by the same natural person or by the different physical persons but knowing each other and moving together for the same motivations in the same dates of stay on the Campsite is considered as a group. The accommodations proposed on the trade web site are **exclusively sent to the individual clientele**. For any request of a reservation for a group, you have to contact us necessarily by telephone, by email) the campsite can study the request of the booking before acceptance or refusal of this one.

ARRIVALS / DEPARTURES

• CAMPING PITCHES

In July and August, the minimum stay is 5 nights.

Your vehicle must be parked on your pitch. The campsite does not allow more than 6 people and 1 vehicle per pitch

The campsite does not accept more than 6 persons and one car on the pitch. The number of your pitch will only be communicated the day of your arrival. The campsite can't guarantee pitches next to each other of face to face, unless you have paid the extra fee for choosing your place.

- **SECURITY DEPOSIT REQUIRED (only by credit card visa or MasterCard- pre-authorisation)**

Access to the water for the shower facilities requires a shower badge.

We therefore ask for a deposit of:

70 € stay 2 people (1 shower badge 25 € + 30 € cleanliness of the location + 25€ gate key)

95 € stay 4 people (2 shower badges 25 € + 30 € cleanliness of the location + 25€ gate key)

120 € stay 5 people (3 shower badges 25 € + 30 € cleanliness of the location+ 25€ gate key)

(water consumption is included in the tariffs).

Access to the campsite is limited at night, our gates are closed from 7.30pm to 7.30am.

The deposits are cancelled at the end of the stay if all the elements are returned to the Campsite.

- Arrivals: depending on the time of year, arrival times are variable, please refer to your booking confirmation
- Departures: 11:30 all season. No departure after 11:30 is allowed.
- Any departure after 12:00 will be charged for an additional night.

- **ACCOMMODATIONS (MOBIL HOMES- ECO LODGE-TAOS)**

In July and August, reservations are possible for 7 nights minimum, and 2 or 3 nights minimum in May-June and September (depending on category).

A baby is considered as a person. Sheets are not supplied. The campsite refuses the access to the rentals when families are coming with additional persons that exceed the capacity of the rental. We do not guarantee the accommodation next to each other or face to face. Any arrivals after the reception opening hours are charged.

- **SECURITY DEPOSIT REQUIRED (only by credit card visa or MasterCard- pre-authorisation)**

In order to prevent any damages in the rentals & for the cleaning we ask the day of your arrival a **350€ DEPOSIT**, that will be returned the day of your departure. **

**** If no damages, break or rental let in bad state of cleanness is noticed during the exit inventory**

The day of your departure you have to leave the keys at the reception between 8:00 to 10:00 am. You have to let your rental in perfect state of cleanness. The tenant is in charge of the cleaning. Any departure after the limit time will be charged as an additional night.

4. YOUR STAY IN OUR CAMPSITE

The rental is booked by name. It is strictly prohibited to sublease the rental to anyone else or give up the rental to a third person.

DURING YOUR STAY:

Internal rules

During your stay **internal rules** is posted inside the Campsite. We thank you for acquainting with it and for respecting it. All the customers have to conform to the measures of the internal rules. Every tenant is responsible for disorders and nuisances caused by the people who stay with him or visit him.

Aquatic area

In accordance with current health regulations, shorts, Bermuda shorts and boxer shorts are forbidden for swimming. Only bathing trunks and boxer shorts are permitted. Anyone entering the aquatic area must comply with the prohibition signs at the entrance. The aquatic area is not supervised. Access to the aquatic area is reserved for campsite guests.

Noises

When an emergency call requires an intervention of the guard for noise pollutions after 10:00 pm, or any others interventions, the person in charge of the disorders will be charged 50 €.

Occupation of the spot:

Any additional installation (ex: tent) next to the rental is forbidden. The number of vehicles by spot is limited to 1. Any additional vehicle will be charged according to our current price list.

Loss, thefts, damages

Under no circumstances we can be responsible for you or any third party for any loose, injury or any damages directly caused or indirectly caused. It is your responsibility to subscribe an insurance policy against damages, loss, robbery, bad weather or in case of an incident under your civil liability etc.

Animals are not allowed in July & August

Any negligence in the hygiene or in the safety caused by the animal can be punished by the eviction of his masters. Vaccination certificates have to be up to date. The access of the first category dogs to the public places (except traffic lanes) is strictly forbidden.

Animals not allowed in the campsite.

Barbecues are not allowed for security reasons

Guests

Visitors are not allowed in the campsite. Any visitors undeclared will be charged 12€/day per person to his host.

Vehicles

Only one vehicle is allowed per location or rental. If your vehicle does not fit the authorized class, it will be charged as an additional vehicle. Refer to the "vehicles allowed in the campsite" form

! For security reasons charging vehicles is strictly forbidden on your pitch or on the Mobil home under penalty of exclusion. You must charge your car on the charging points.

5. CANCELLATION CONDITIONS OR ALTERATIONS

a) Booking alterations

Customers may request for stays to be altered in the same campsite (dates and/or types of accommodation) by writing to the campsite (by post or email) subject to availability and options. Postponements until the following season are not permitted. If no alterations are made, customers must spend their holidays as they were agreed when initially booked, or cancel them in line with the conditions pertaining to the cancellation insurance.

Requests to extend the duration of stays will be dealt with subject to availability and in line with applicable prices.

Requests to reduce the duration of stays are deemed to be partial cancellations and will be subject to the terms and conditions which apply to cancellation and termination of stays.

b) Unused facilities

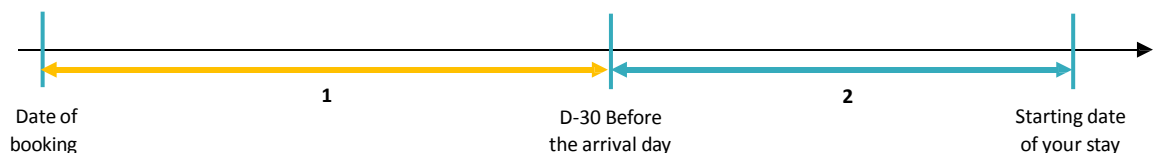
Any stay that is interrupted or cut short (late arrival, early departure) by you shall not give rise to any reimbursement.

c) Cancellation by the Campsite

In the event of cancellation by Camping International du Lac d'Annecy, except in the case of force majeure, the stay will be reimbursed in full. This cancellation shall not however incur the payment of damages and interest.

d) Cancellation due to camper

- Pitches: In case of cancellation, the advance is never refund & in case of late arrival without informing the campsite, the pitch becomes free the next day of arrival at 8.00am
- Accommodations: Cancellation fees may be covered by the cancellation policy available from the Campsite 33€/week. **No refunds will be made without subscription to this policy or without cancellation insurance.** Download the General Terms and Conditions of Insurance



- 1. Cancellation up to 30 (thirty) days before the start of the stay.
Refund of 100% of the amount already settled.
The amounts paid, deducted from the amount of the cancellation guarantee, will be refunded.
- 2. Cancellation less than 30 (thirty) days prior to arrival.
Refund of 25% of the rental amount as a cancellation fee.

6. CLAIMS

To announce his complaints the customer can do it by e-mail way. During the duration of the stay, our reception team is available from 8:30 am till 7:00 pm. The management makes a commitment to answer in an elaborate way any complaint since it is not anonymous.

• DISPUTE

Any possible complaint concerning the non-compliance of the services compared with the contractual commitments must be written registered letter with recorded delivery to the manager of the campsite. The customer and the Campsite recognize expressly that they are governed by the French law. If the answer does not satisfy you, you have the possibility of seizing the mediation center CM2C. You have fill in an on-line file on the following web <https://www.cm2c.net/> or by mail: CM2C 14 Rue St Jean -75017 PARIS.

7. RESPONSABILITIES

The company Lac d'Annecy Camping will be exempted from its responsibility in the cases where:

- **The non-fulfilment of the contract of the bad execution of the contract is attributable to the customer.**
- **A state (municipal or prefectural) order would limit access to certain services**

As a result, the institution required to comply with the law will not make any refunds.

8. PRIVACY STATEMENT- DATA PROTECTION

THE DATA PROTECTION:

The information you communicate while booking is subjected to no third. These informations are considered by our Campsite as confidential. They are only used for the treatment of your reservation. The Lac d'Annecy Campsite makes a commitment not to use, nor to communicate to anyone the data of the customer. The Campsite uses a software in compliance with the general regulation for the data protection.

ONLINE PAYMENT AND SAFETY OF THE TRANSACTIONS:

All the ways are implemented to assure the safety of your datas privacy by internet or telephone. The web site of the campsite uses a secure module of payment, so that the data are protected, your datas are not subjected to any third. These informations is considered by our Campsite as confidential. They are only used for the treatment of your booking or stay & the datas are encrypted.

9. POLICE FORMS

According to Order 2015-1002 of 18 August 2015, operators of camping and caravan sites and other land with facilities are required to have an individual police form completed and signed by any foreigners when they arrive. The model for this form is set by a joint order of the Minister of the Interior, the Minister in charge of immigration and the Minister in charge of tourism. Personal information collected in this way includes the following:

1. Full name;
2. Date and place of birth;
3. Nationality;
4. Usual address abroad;
5. The foreigner's mobile number and email address;
6. The arrival date at the establishment and planned departure date. Children under 15 can be included on the form of an adult accompanying them.

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