

In order to benefit from the services offered by Camping de l'Aigrette, we kindly ask you to carefully read the general terms and conditions below. These conditions govern the booking of stays and are valid at the time of reservation. Booking a stay implies full acceptance of our general terms and booking conditions.

## GENERAL TERMS AND CONDITIONS OF SALES - CAMPING DE L'AIGRETTE

The booking of a stay at a campsite, either on a pitch or in rental accommodation, necessarily implies the acceptance of the general terms and conditions of sale by the contracting parties. The withdrawal period is excluded from these general terms and conditions of sale.

([https://www.legifrance.gouv.fr/codes/article\\_lc/LEGIARTI000032226820/](https://www.legifrance.gouv.fr/codes/article_lc/LEGIARTI000032226820/))

### **1. Booking terms and conditions**

The reservation becomes effective once confirmed by Camping de l'Aigrette, either after receiving payment through distance selling (VAD - Vente à Distance) or after accepting the general terms and conditions of sale during the online booking process. Reservations are only binding once Camping de l'Aigrette has accepted them. The campsite reserves the right to accept or refuse a booking based on availability and any other relevant circumstances. Camping de l'Aigrette offers stays for family-oriented tourism, relaxation, and rejuvenation. Camping de l'Aigrette reserves the right to refuse any reservation that would be contrary to these principles or seeks to deviate from them.

Camping de l'Aigrette reserves the right to refuse any reservation from a client with whom there is a dispute related to payment or the execution of a previous contract. Furthermore, the person making the reservation must be at least 18 years old, legally capable of contracting according to these general terms and conditions of sale, and guarantee the truthfulness and accuracy of the information provided. An official document with a photograph (ID card, passport, or driver's license), a disability card, a professional identity card, a veteran's card, a health card, or a membership card of a camping partner must be presented upon arrival. A copy may be kept at the reception. Minors Under 16 must be accompanied by a parent or legal guardian, while those aged 16 to 18 must provide written authorization from a parent or legal guardian. Except for leisure contracts in mobile homes (residential clientele), a specific pitch cannot be guaranteed. Only the location, dates, and type of accommodation are assured. The rental is personal and non-transferable. Subletting is not permitted and will result in immediate expulsion.

Since Camping de l'Aigrette is not yet equipped with electric vehicle charging stations, it is strictly prohibited to plug into any device such as a pitch socket or from a rental accommodation. However, if necessary, you can use a charging station located at "Place de la Mairie", 1 km away of the campsite.

#### **1.1 Campsite Pitch (passage)**

Only one pitch is provided for a maximum of 6 people. If more than 6, the client must pay for an additional pitch for the extra people.

One vehicle and one accommodation (the camping-car is considered both a vehicle and accommodation) are included in the rental price. Additional vehicles must be parked in the campsite's external parking area. Up to 2 other accommodations (tents and trailers) are allowed but are subject to the applicable fee, as they are parked or installed within the campsite.

For safety reasons, no vehicle or equipment should extend beyond the rented pitch or be parked elsewhere. Any vehicle parked outside the rented pitch will result in an additional pitch charge.

**Note:** Unless otherwise specified by management, accommodation must be parked at the far end of the plot.

#### **1.2 Campsite pitch (mobile-home leisure contract)**

A rental contract for pitch intended to accommodate a leisure mobile-home (RML) is governed by the applicable legal provisions of the FNHPA (National Federation of outdoor hospitality) and validated by the GDE (general directorate for enterprise)

#### **1.3 Rental**

All our rental accommodations are equipped. The descriptive states and inventories of each accommodation are available on the pricing page on our website or upon request.

The client authorizes the "Camping de l'Aigrette" to perform inspections or carry out any necessary maintenance work, both inside and outside, even in their absence.

The addition of personal tents is prohibited. Only one vehicle is allowed per pitch. Additional vehicles must be parked in the external parking area. The rental accommodations are not designed to accommodate people with special needs. Animals are not allowed in the rentals. Smoking is prohibited in the rentals. Outdoor shoes are not allowed inside the rentals. All indoor furniture is not intended for outdoor use.

### **2. Prices and tourist tax**

The rates indicated on the various communication channels (website, partners, etc.) are valid for the 2025 season and are quoted in euro, VAT included. The tourist tax of €0.50 per night applies to individuals aged 18 and above, included in the total price of the reservation, is collected on behalf of "the communauté de communes des lisières de l'Oise".

### **3. Responsibility**

The "Camping de l'Aigrette" cannot be held responsible for incorrect information communicated by third parties regarding the elements mentioned on all marketing materials (e.g., catalog, website) used by the campsite.

### **4. Visitors**

The site manager or their representatives may refuse entry to anyone without having to provide a reason. Anyone wishing to visit a guest must be listed on the authorization provided by the guest in advance to the campsite. Visitors must check-in at the reception and leave their vehicle in the external parking area (unless granted exceptional authorization).

### **5. Payment terms**

For a reservation made more than 30 days before the arrival date, a deposit of a 25% of the total stay is required. The deposit will be equal to the amount of the stay if it is less than or equal to €30. The amount must be paid no later than 30 days before the arrival date. Failure to meet this payment deadline will be considered as a cancellation by the subscriber, who will incur the cancellation insurance conditions they may have subscribed to. For a reservation made less than 30 days before the arrival date, the full amount of the stay is required.

Payment constitutes a commitment to rent.

Payment is made through the online booking module: <https://www.sydevnet3.com/Aigrette/FR/reservation.php> by credit card (preferred for security and fee-free processing).

Other payment methods (with processing fees) are also available, including credit card transaction by phone, cash, bank checks, direct debits and VACAF vouchers. Credit card payment is mandatory for a distance sale (VAD) when the stay is less than 30 days before the arrival date. Consequently, no other payment methods are accepted (e.g., ANCV holiday vouchers, etc.).

## **6. Processing fees**

Except for gift vouchers, the client will be charged a processing fee of 10 euros for any rental booking and 5 euros for any bare pitch booking made through other than the online booking module: <https://www.sydevnet3.com/Aigrette/FR/reservation.php>

## **7. Penalty clause** (article 1226 and following of the French civil code)

The client formally agrees to comply with the following penalty clause:

"Any delay in the payment of the invoice or its accessories will result in an automatic increase of 15% on the amount owed, as well as the application of the late payment interest at the legal rate on the outstanding balance, starting from the first day of the month following the due date of these amounts. This is to compensate for the damage suffered by the campsite management, without the need for a formal notice, in the derogation of Article 1230 of the French Civil Code"

## **8. Modifications and cancellation**

### **8.1 Modification of your reservation**

#### **8.1.1 A 30 days or more before your arrival**

Any request (by mail or email) to modify the dates of your stay can only be accepted based on the campsite's availability (with the possibility of postponing to the following season, subject to acceptance of the new stay conditions). If no modification is made, the client must complete their stay under the initial reservation terms or cancel it according to the conditions of any cancellation insurance they may have subscribed to.

#### **8.1.2 Less than 30 days before your arrival**

- Any request to extend the duration of your stay will be subject to availability, current rates, and must be communicated to us at least 24 hours before your arrival.
- Any request to reduce the duration of your stay will be considered a partial cancellation and subject to the conditions of any cancellation insurance the client may have subscribed to.

#### **8. Unused services**

Any stay that is canceled, interrupted, or shortened (late arrival, early departure) will refer to the conditions of any cancellation insurance the client may have subscribed to and will not result in a refund by the campsite.

### **8.3 Souscription à l'assurance annulation / interruption de séjour « CampeZ Couvert »**

Le Camping de l'Aigrette vous conseille fortement de souscrire à une assurance pour couvrir votre séjour. Fort d'une expérience depuis plus de 20 ans, nous vous proposons notre partenaire et assureur GritchenAffinity, spécialiste de l'assurance destinée aux domaines du tourisme et des loisirs. Avec leur offre « CampeZ Couvert » vous assurez votre séjour et votre sinistre est pris en charge assez rapidement (traitement un peu plus long durant la période estivale). <https://www.campez-couvert.com/>

### **8.4 Cancellation of your reservation**

#### **8.4.1 Cancellation by camping de l'Aigrette**

In the case of cancellation by "Camping de l'Aigrette", except in cases of major forces, the amount paid (excluding processing fees) for the reservation will be fully refunded. However, this cancellation will not give rise to the payment of damages or compensations.

#### **8.4.2 Cancellation by the client**

In the event of cancellation by the client, you must notify the Camping de l'Aigrette by mail or Email and inform the insurer within 48 hours. You will need to provide the requested information and supporting documents, but only if you have subscribed to the "campezcouvert" insurance. The amount paid will then be covered under the guarantee, according to the general cancellation conditions available at: <https://www.campez-couvert.com/>, provided the client has subscribed to the insurance. If the reason of cancellation is not covered by the cancellation insurance or if the claim is rejected, the client will bear the cancellation without possibility of a refund from the campsite.

## **9. Stay**

### **9.1 Arrival time and conditions**

Early arrivals for rentals are not permitted.

For bare pitches, early arrivals are not allowed but subject to the following fees:

- 5 € per person for arrivals before 12:00 PM, subject to availability.
- 2 € per person for arrivals between 12:00 and 15h

#### **9.1.1 without prior reservation and depending on availability (excluding rentals)**

- From 3:00 PM and 8:00 PM in July and August
- From 3:00 PM to 7:00 PM from January to June and from September to December

#### **9.1.2 With reservation**

- Camping pitch arrivals are accepted year-around between 3:00PM and 7:00PM.
- Rental arrivals are from 4:00PM and 7:00PM. Upon key collection, a 300 Euros security deposit must be provided

via credit card only. Although this deposit is a pre-authorization, client must ensure sufficient funds are available; otherwise, Keys cannot be handed over.

If the client does not arrive on the scheduled day, the pitch or rental will be considered vacant, and the stay will be canceled at 7:00PM.

### **9.2 During your stay**

- Everyone entering the grounds of the Camping de l'Aigrette (including the mini-golf area) must comply with the campsite's internal regulation. Civil liability insurance is mandatory. The campsite disclaims any responsibility for incidents covered under the client's civil liability, including those involving companions or visitors. Clients and their guests are responsible for supervising for any disturbances or nuisance caused by themselves, their companions or their visitors.

- For rentals, upon key collection, clients have one hour to complete and return the inventory following on-site instructions.

The management or authorized personnel will address any discrepancies noted. If the inventory is not completed or returned within the timeframe, it will be considered accepted as presented at check-in.

- Before departure, clients must fulfill their cleaning obligations as described in the rental agreement. Observation made by the client during check-out will be addressed by management, but the final inspection will not occur in the client's presence.

### **9.3 Departure Times and conditions**

- Camping pitches (tents, Camping-car, caravan): Departure must occur before 12:00PM. For delayed departures (up to 3:00PM), a 2Euros fee per person will apply. Departure after 3:00PM will result in a charge for an additional night.

- Rental accommodation: On the departure date specified in the contract, rental accommodations must be vacated before 11:00 AM. The accommodation must be returned in perfectly clean conditions. If not, a cleaning fee of €100 will be charged.

Keys must be handed over at the reception to notify the management of your departure.

After your departure, a property inspection will be conducted. Based on the inventory completed (or not) by you, any broken or damaged items will be charged to your account.

The €300 security deposit will be processed within 48 hours, with deductions made for any cleaning costs or damages noted during the inspection, supported by itemized invoices (available upon request).

The retention of the security deposit does not preclude additional compensation if the costs exceed the deposit amount.

### **10. Animals**

Animals (even small, friendly, clean and non-barking ones) are not allowed in rental accommodations.

Only domestic animals are permitted on camping pitches, provided they are kept on a leash and their health record is presented upon arrival.

Owners of category 1 and category 2 must provide copies of the following documents:

- Detention permit or provisional permit
- Certificate of aptitude
- Civil liability insurance

It is strictly forbidden to leave an animal alone on a pitch or inside any accommodation (car, tent, caravan or camping-car) in the absence of its owner(s).

### **11. Image Rights**

You authorize "Camping de l'Aigrette" to photograph, record or film you during your stay and to use these images, sounds, videos and recording for the campsite's advertising purposes.

For the reproduction and representation of photographs featuring minors, a signed authorization from the child's legal guardian will be required.

### **12. video surveillance**

Video surveillance covers the entrance of the campsite, the surroundings of the main building and part of the campsite premises. It records the flow of people and vehicle movement to ensure a minimum level of security for the campsite, its property and its guests.

The campsite reserves the right to use recorded footage for verification purposes. These recordings will be stored for a maximum of two months and may be viewed upon request.

In accordance with the provision of the "informatique et liberté" law (French data protection Act), individuals have the right to access and rectify recorded data upon request.

### **13. Consumer dispute Mediation**

Any potential complaint regarding the non-compliance of services with contractual commitment can be reported by mail or Email to "Camping de l'Aigrette".

If you are not satisfied with the response provided or if no response is received, you may refer the matter to a consumer mediator within one year from the date of your complaint.

In accordance with Article L.152-1 of the French Consumer Code, you may freely use the mediation services of CM2C via:

- Website: <https://cm2c.net>
- Postal Mail: CM2C- Centre de la Médiation de la consommation de conciliateurs de justice, 14 rue de Saint Jean\_ 75017 PARIS
- Email : [cm2c@cm2c.net](mailto:cm2c@cm2c.net)

### **14. Applicable Law**

The parties agree that this contract is subject to **French law**. In the event of a dispute regarding its interpretation and/or execution, the competent courts will be the **Commercial Court, District court or High Court**, depending on the nature of dispute.

### **15. Data protection and privacy**

The information you provide when placing an order **Will not be shared with third parties** and will be treated as confidential by "Camping de l'Aigrette".

These details will only be used by the internal services of the Camping de l'Aigrette to process your booking and improve communication and services tailored to your interests.

In accordance with the **French Data protection Act** (Loi informatique et libertés) of January 6, 1978, you have the right to **access, rectify and object** to the processing of your personal data.

To exercise this right, you may send a request by mail or Email to the contact details provided at the end of this General Terms and Conditions, **specifying your Full Name and Address**.

\*The agreement is verbal (oral) when you call Camping de l'Aigrette and place an order over the phone. Your handwritten signature is not required to confirm the order.