

Suze Luxe Nature Terms and Conditions of Sale

In the following, Suze Luxe Nature shall be referred to as SNL.

Rental, regardless of the sales channel, of a pitch or rental accommodation, implies full and unconditional acceptance of these terms and conditions of sale by the contracting parties. As such, the client declares that they have acknowledged the terms and conditions of sale before confirming their rental, for themselves and any other person participating in the rental or accompanying them.

OUR SERVICES AND RATES:

Pitch rental:

We provide a bare pitch that can accommodate up to 6 people for your tent, trailer or camper. We offer different types of rentals: see the descriptions in the sales brochure or on the website. The price is set per night of occupation. Pitches are available starting at 2:00 PM on the arrival day and must be vacated before 12:00 PM on the departure day. This package includes open access to sanitary facilities, reception, the pool (when open), play areas and activities. Additional fees: Additional people or items in the campsite (adults, children, pets, tents or additional vehicles, refrigerators, etc.) shall generate an additional daily fee.

Accommodation rental:

Descriptions, definitions of rental seasons and rental periods and durations are indicated in the sales brochure and on the website. The rental price includes: accommodation rental, people (depending on capacity), utilities (water, electricity), one vehicle in the secure parking lot, access to reception services (when open), the pool, play areas and activities. Linens may be provided for an additional fee. You must return your accommodation as it was provided to you and fully cleaned when you leave. Rentals are non-smoking. Rentals are available starting at 4:00 PM on the arrival day and must be vacated before 10:00 AM on the departure day. On some weekends outside of July and August, Management may authorize afternoon departure instead of at 10:00 AM. Transfers, subletting: All rentals are personal and may neither be transferred nor sublet. For safety reasons, the number of guests may not exceed the accommodation's/pitch's capacity. Note: assignment of rentals (pitches or accommodations) is made in the order in which reservations are received. Management can in no way guarantee that a camper will be assigned the pitch or accommodation requested, unless a preference fee is paid and subject to availability. However, in cases of force majeure, SNL reserves the right to change the pitch or accommodation allocations.

Related activities:

Any free or paid activity mentioned in our sales brochure or on our website or in an email can, under certain circumstances, be modified or cancelled upon your arrival on site.

Taxes and fees: Our sales brochure rates are listed in euros, including VAT, at the rate in force at the time of printing. Any change or modification to the rates as well as any changes in taxes applicable to your stay, on the date of billing, will be reflected in the price of your stay. The tourist tax is not included.

MINORS

Minors not accompanied by their parents are not allowed at the campsite.

PAYMENT

Accepted Methods of Payment

Payment may be made by credit card (Visa, Eurocard/Mastercard accepted), holiday vouchers (sent by registered mail with confirmation of receipt), in cash in euros and by cheque in euros up to 30 days before arrival at the campsite. Cheques are not accepted at the campsite.

For reservations on our website: Upon booking, payment via credit card of the deposit or full amount is accepted (Carte Bleue, Visa, Eurocard/Mastercard accepted). The client's card shall be immediately debited following data confirmation. In accordance with article L.132 - 2 of the French Monetary and Financial Code, the commitment to pay via a credit card is binding. By communicating their credit card information, the client authorizes SNL to debit the card for the amount of the deposit or payment in full. The customer confirms that they are the cardholder and that their name appears on the card. Payment of the balance may be made by credit card, holiday vouchers (sent by registered mail with confirmation of receipt), in cash in euros and by cheque in euros up to 30 days before arrival at the campsite. Cheques are not accepted at the campsite.

Methods of Payment

Your booking is only valid after confirmation by our services and payment of the deposit and booking fees (amounts listed in the sales brochure or on the website). Payment for bare pitches: the balance must be paid upon arrival. Payment for rentals: the balance must be paid, without solicitation from us, within 30 days before the arrival date or upon arrival if the client has not reserved in advance. If payment is not received in full by the deadline, SLN reserves the right to consider that the client has cancelled their booking and keep the amount already paid. Payment of extras: must be paid in cash before the service is rendered.

SECURITY DEPOSIT

A security deposit must be paid for accommodation rentals, 900 euros for Lodges and 300 euros for other accommodations, upon arrival at the campsite. Payment may be requested by credit card. The full amount of the security deposit shall be returned on the departure day, or at the latest within eight days following departure, given a satisfactory inspection. Otherwise, the deposit will be charged. Any damages greater than the amount paid as a deposit will be charged to the client after deducting the security deposit. Similarly, if a rental accommodation is not returned perfectly clean, an additional cleaning fee will be charged and must be paid upon departure, 70 euros for Lodges and 40 euros for other accommodations.

LATE ARRIVAL, EARLY DEPARTURE

If the camper does not inform the campsite, in a way for which the campsite can confirm receipt, that their arrival date has changed, the pitch or accommodation becomes available 6h after the original arrival date as listed in the rental contract, and services must be paid in full. No deduction will be made in the case of a late arrival or early departure for an accommodation rental (see reimbursement options in the cancellation insurance). In case of early departure from a pitch, we will only keep the deposit on the unused days if the trip was booked in advance.

CANCELLATIONS

Cancellation by SNL: amounts paid will be reimbursed (except in cases of force majeure).

Cancellation by the client: must be sent to the campsite in writing. Otherwise, all sums due remain payable. According to article L. 121-20-4 - 2° of the French Consumer Code, the right of withdrawal does not apply to housing, transportation, hospitality or recreational services rendered on an agreed-upon date or recurring dates. Accommodation rental cancellation: For any stay cancelled more than 30 days before the arrival date, the down payment, booking fees and any amount paid for cancellation insurance shall be retained by the campsite. In case of cancellation less than 30 days before arrival or a no-show, the total cost of the rental, booking fees and any cancellation insurance shall remain due and be retained by the campsite. Pitch cancellation: No matter the cancellation date, the down payment, booking fees and any amount paid for cancellation insurance shall be retained by the campsite. If you wish to be compensated, we suggest taking out cancellation insurance or trip insurance when booking. This will get you partially or fully refunded for your stay, subject to the stipulations of the insurance contract.

RULES OF PROCEDURE

All campers must comply with the campsite's rules of procedure (displayed at the entrance) under penalty of sanctions up to and including termination of the contract.

INSURANCE

We decline any responsibility in case of theft of or damage to personal belongings on the campsite. SNL may not be held responsible in case of theft of or damage to campers' personal belongings except in proven cases of breach of contract by the campsite. We also remind campers that the parking lots are not monitored and users therefore park at their own risk.

PROMOTIONS - LAST-MINUTE SALES

When we are running promotions, clients may pay different prices for the same trip. Clients that have paid the higher price may not in any case be reimbursed the difference between the price they paid and the sale price. Reductions and may not be accumulated with promotions.

CLAIMS

Any claim following a stay must be made in writing and sent by registered mail with confirmation of receipt within 8 days after your stay.

LIABILITY

SLN declines all liability for damages made by the camper to their own materials and reminds campers that civil liability insurance is mandatory.

JURISDICTION

These SLN terms and conditions of sale are subject to French law and any dispute related to their application falls within the jurisdiction of the court of Romans-sur-Isère (26).

CONFIDENTIALITY

We have updated our Personal Data Protection Policy to comply with the European General Data Protection Regulation (GDPR) and to ensure better understanding and more transparency regarding the use of your personal data... As you probably know, regulations on data protection changed on May 25, 2018 when the GDPR came into force. So we invite you to consult our confidentiality policy to understand which personal data we collect and what we do with it, as well as your rights and how you may exercise them. Available upon request by phone, email, or mail. If you do not accept the terms of this Personal Data Protection Policy, or if you do not wish to continue to receive information from us, you can unsubscribe upon request by phone, email, or mail. Furthermore, if you decide to continue to receive information from us but you later change your mind, you can of course unsubscribe at any time in the same way.