

These General Terms and Conditions of Sale apply, without restriction or reservation to any accommodation or pitch rental on the Lac de Saint-Cyr campsite offered by SAGA (the campsite managing company) to non-professional customers on its website [www.campinglacdesaintcyr.com](http://www.campinglacdesaintcyr.com). The main characteristics of the Services are presented on the website [www.campinglacdesaintcyr.com](http://www.campinglacdesaintcyr.com). The Customer is required to read it before make a booking. Booking a stay implies full acceptance of the General Conditions of Sale by the contracting parties. The contact details of the Service Provider are as follows: Camping du Lac de Saint-Cyr - SAEM SAGA, Saint-Cyr Leisure Park, 86 130 Beaumont Saint-Cyr (FRANCE), SIRET No. : 338 809 213 00014.

### 1/ SERVICES

#### Rental of pitches

We provide you with a pitch of approximately 100 m<sup>2</sup> with water, sanitation and electricity (depending on the package). Can accommodate up to 8 people, you can set up your tent, caravan or motorhome. Pitches are available from 2 p.m. on the day of arrival and must be vacated by 12 noon on the day of departure. Any overrun will result in the billing of an additional package. This package includes access to sanitary facilities, to the heated swimming pool (see dates posted on our website [www.campinglacdesaintcyr.com](http://www.campinglacdesaintcyr.com)), to the Leisure Park until 10 p.m., to reception services, to the playgrounds and to entertainment during the high season. Supplements: second vehicle, additional people, visitors, animals, garage and tourist tax are subject to a daily cost.

#### Accommodation rentals

**Rental periods and durations:** rentals are possible for a minimum of one week in high season (July / August) and from 2 nights in low season (except during long weekends: 3 nights minimum). In high season, accommodation is rented from Saturday to Saturday or Wednesday to Wednesday for a minimum of 7 nights.

**The rental price includes:** rental of accommodation, kitchen equipment, charges (water, electricity), access to reception services, to the heated swimming pool (see dates displayed on our website [www.campinglacdesaintcyr.fr](http://www.campinglacdesaintcyr.fr)), at the Leisure Park until 10 p.m., at the playgrounds and activities (in July and August).

**The price doesn't include:** bed linen, towels, cleaning products, final cleaning and cancellation insurance. Rentals are available from 4:00 p.m. on the day of arrival and must be vacated by 10:00 a.m. on the day of departure. No excess is tolerated. All rentals are personal and cannot under any circumstances be transferred or sublet. The Lac de Saint-Cyr campsite reserves the right to refuse access to families arriving with a number of participants greater than the contract or the capacity of the rental accommodation (babies and children included). In this case, no compensation will be due.

**Security deposit:** A deposit of 230 € per accommodation will be required on arrival (check or

bank loan). The accommodation will be returned in the same state of cleanliness as on delivery. Failing this, the customer will have to pay a lump sum for the repair costs or the value of the missing or damaged equipment. The Campsite reserves the right to deduct the sum of € 85 to offset the cleaning costs if this has not been done upon departure. The deposit requested from the tenant on the day of handing over the keys will be returned on the day of the end of the rental, subject to possible deduction of repair costs.

**Additional activities :** Any free or paid activity may under certain conditions independent of our fact be modified or canceled upon your arrival on the site. As such, our responsibility can not be engaged.

### 2/ PAYMENT OF THE STAY

Any booking placed on our website [www.campingdulacdesaintcyr.com](http://www.campingdulacdesaintcyr.com) constitutes the formation of a contract concluded at a distance between the Customer and the Service Provider. The reservation only becomes effective after confirmation by our services, and after receipt of your deposit (30% of the amount of the stay). We will then send you a confirmation by email.

**Pitches:** The balance of the stay must be paid the day before leaving the Campsite.

**Rentals:** The balance of the stay must be paid 30 days before the scheduled arrival date. In the event of non-payment of the balance on the agreed date, the campsite reserves the right to cancel the reservation. In the event of payment on site, checks exceeding € 15 will not be accepted in application of article L1122-8 of the monetary and financial code and article 40 of Decree n ° 92-456 of May 22, 1992.

**Modification of the stay:** you can make some modifications on your stay, but we need a writing from you at the latest, 10 days before the scheduled arrival of your stay, and these modifications depending on our availability. Payment methods accepted: For the deposit as for the balance, you can pay your booking with : a bank check up to one month before arrival, or ANCV holiday vouchers, cash , credit card or bank transfer: Caisse d'Epargne Aquitaine Poitou - Charentes - 18 rue Gay Lussac - 86000 POITIERS. IBAN number FR76 1333 5004 0108 8907 2475 410, BIC code CEPFRPP 333. Pay attention to mention your customer number on the transfer order.

### 3 /LAST MINUTE BOOKING

Any booking for a rental made within a period of less than 30 days before the date of arrival must be paid in full either by credit card, cash or by transfer.

### 4 / LATE ARRIVALS/ EARLY DEPARTURES

In the event of a delay in occupying your pitch or your booking, it will be retained for a period of 24 hours. After this period and in the absence of a something from the customer stating that he had to postpone the date of his arrival, the reservation will be canceled without any refund. No reduction will be granted in the event of a delayed arrival, an early departure or a change in the number of people (whether for all or part of the planned stay).

## 5 / CANCELLATION

Any cancellation must be notified by registered letter to the Camping du Lac de Saint-Cyr, Parc de Saint-Cyr, 86130 Beaumont Saint-Cyr, which will take effect from the date of receipt of the letter. More than 120 days before the planned date of arrival: the deposit is returned. Between 30 days and 120 days before the scheduled date of arrival: the deposit and the reservation fees are retained and represent cancellation fees. Less than 30 days before the scheduled date of arrival, or in the event of a no-show on the campsite: the total amount of the stay is payable.

## 6 / CANCELLATION INSURANCE

For your stay, Camping du Lac de Saint-Cyr offers you to add a cancellation insurance with our partner: **Campez Couvert** to be reimbursed for payments already made in the event of cancellation or interruption of your stay, for independent reasons of your. The general conditions are available on [www.campinglacdesaintcyr.fr](http://www.campinglacdesaintcyr.fr) (pdf to download) or on request by telephone or in writing to Gritchen Tolède et Associés Sinistre –Campez cover 27 Rue Charles Durand - CS70139 18021 Bourges Cedex. The insurance Campez Couvert must be taken out at the latest when booking your stay and is valid for all participants. You can take out cancellation insurance when making your booking using the paper form by checking the box, or via our website by checking the relevant box when selecting the options for your stay. In the event of cancellation, notify the campsite of your withdrawal upon the occurrence of an event preventing your departure by mail or email. If the claim is provided for in the general conditions (available on the site [www.campez-couvert.com](http://www.campez-couvert.com) or from the Campsite), notify the insurer within 48 hours and provide all the necessary information and supporting documents.

**Cost of cancellation insurance:** The price of cancellation insurance is 3.5% of the amount of the stay. Its price is automatically indicated to you when you make your reservation.

## 7 / INSURANCE

SAGA, the managing company of the Camping du Lac de Saint-Cyr, declines all responsibility in the event of theft or damage to personal belongings and vehicles of campers, whatever their origin. On arrival at the campsite, it's the campers' responsibility to present valid insurance certificates for their vehicle on the one hand, and for their civil liability on the other.

## 8 / CAMPGROUND RULES

All customers undertake to read and comply with the campsite rules, displayed at reception and a copy of which will be given to you on arrival.

## 9 / PEOPLE UNDER THE AGE OF 18TH

Minors unaccompanied by their parents are not accepted in the Campsite, except for written

certificates from parents or legal representatives, and only after approval by the Campsite management.

## 10 / VISITORS

Visitors are admitted to the campsite from 8 a.m. to 10 p.m.: they must register at reception on arrival and be authorized to do so by management. They are the responsibility of the campers who receive them. In high season, during the opening periods of the Saint-Cyr Leisure Park, day visitors must pay the entrance fee to the Leisure Park during opening hours. Their cars are not allowed on the campsite. In order to respect the tranquility of the neighborhood, the number of visitors is limited to 4 people per pitch. Visitors have no access to the campsite swimming pool and entertainment.

## 11 / ANIMALS

Dogs and cats, except category 1 and 2 dogs, are allowed on the campsite under the responsibility of their owners. We require that dogs be kept on a leash within the campsite. The animal's health record must be held by its owner. Rabies vaccines and the tattoo certificate are mandatory and must be valid. They are accepted for an additional charge per night and for a maximum of 2 animals per pitch.

## 12/ COMPUTING AND FREEDOM

According to the French Law 78-17 of January 6, 1978, it's recalled that the personal data requested from the Customer are necessary for the processing of his booking and the establishment of invoices. The information you provide to us when placing your order will not be passed on to any third party. This information will be considered by Camping du Lac de Saint-Cyr as confidential. They will be used only by the internal services of Camping du Lac de Saint-Cyr, to process your reservation and to strengthen and personalize our communication and the offer of our services. The Customer has, in accordance with national and European regulations in force, a permanent right of access, modification, rectification and opposition with regard to information concerning him. For this, you must send us a written request by post to the campsite address or by email to [contact@campinglacdesaintcyr.com](mailto:contact@campinglacdesaintcyr.com).

## 13/ CLAIMS

Any possible complaint following a stay must be made on site to the management or in writing with acknowledgment of receipt, within 20 days of your stay at: Camping du Lac de Saint-Cyr, Parc de Loisirs de Saint-Cyr, 86130 Beaumont Saint-Cyr.

In accordance with the provisions of the Consumer Code concerning the mediation process for consumer disputes, the customer has the right to use the mediation service offered free of charge by the Camping du Lac de Saint-Cyr. The mediator thus proposed is CM2C - Centre de la Médiation de la Consommation de Conciliateurs de Justice - 14 rue

saint Jean 75017 Paris -  
<https://cm2c.net/contact.php>. It's recalled that

mediation is not compulsory but only offered in order to resolve disputes while avoiding recourse to justice.