



NATURIST CAMPSITE

# GENERAL TERMS AND CONDITIONS OF SALE

## 1. CONTACT DETAILS

Camping les étangs de saint Pancras - Fond Bramvau 70210 Betoncourt Saint Pancras  
SAS les étangs de saint Pancras, SIRET: 881 401 269 00017 Managers: Chantal and  
François KOHLER - 06 12 59 19 21  
lesetangsdessaintpancras@gmail.com; www.lesetangsdessaintpancras.fr

## 2. SCOPE OF APPLICATION

These General Terms and Conditions of Sale apply, without restriction or reservation, to any rental of accommodation or bare pitches on the Les Etangs de Saint Pancras campsite, operated by Chantal and François KOHLER ("the Service Provider"), to non-professional customers ("the Customers" or "the Customer"), on its website [www.lesetangsdessaintpancras.fr](http://www.lesetangsdessaintpancras.fr) or by telephone, post or electronic mail (e-mails), or in a place where the Service Provider markets the Services.

The main characteristics of the Services are presented on the [www.lesetangsdessaintpancras.fr](http://www.lesetangsdessaintpancras.fr) website or in written form - paper or electronic - in the case of bookings made by means other than a distance order.

It is the Customer's responsibility to read these terms and conditions before placing an order. The choice and purchase of a Service is the sole responsibility of the Customer.

These General Terms and Conditions of Sale apply to the exclusion of all other terms and conditions of the Service Provider, in particular those applicable to other sales channels for the Services.

These General Terms and Conditions of Sale are accessible at all times on the Website and shall prevail, where applicable, over any other version or any other contractual document. The version applicable to the Customer is the one in force on the Web Site or communicated by the Service Provider on the date the Order is placed by the Customer.

In the absence of proof to the contrary, the data recorded in the Service Provider's computer system constitutes proof of all transactions concluded with the Customer.

Under the conditions defined by the French Data Protection Act and the European Data Protection Regulation, the Customer has the right to access, rectify and, if the processing is not essential to the execution of the order and the stay and their consequences, to object to all of his or her personal data at any time by writing to lesetangsdessaintpancras@gmail.com, providing proof of identity.

The Customer declares that he/she has read these General Terms and Conditions of Sale and accepted them either by ticking the box provided for this purpose before completing the online Order procedure, as well as the general terms and conditions of use of the [www.lesetangsdessaintpancras.fr](http://www.lesetangsdessaintpancras.fr) website, or, in the case of offline bookings, by any other appropriate means.

## 3. BOOKING AND PAYMENT

Bookings are best made via the campsite website, under bookings and prices, or by e-mail (lesetangsdessaintpancras@gmail.com), or by telephone (06 12 59 19 21).

A deposit of 30% will be required if the amount. This will be made :

- if you have booked through the site by online payment
- IF you have booked by e-mail or telephone
  - o By card using the link we will send you
  - o Preferably by bank transfer IBAN: FR76 3000 3014 6900 0200 7721 647 BIC: SOGEFRPP
  - o Or by French cheque made out to **SAS les étangs de Saint Pancras** and sent to the campsite: Camping Les étangs de Saint Pancras, Fond Bramvau 70210 Betoncourt Saint Pancras

At the campsite, payment can be made by credit card, cash or French cheque. **Holiday vouchers are not accepted.**

### Balance of stays

For rentals and pitches, the balance must be paid in **full at least 30 days before arrival. If you book less than 30 days before your arrival, the stay must be paid in full at the time of booking.**

## Neat Camping peace of mind insurance: your guarantee of a carefree holiday!

Opt for Neat Camping insurance for a worry-free holiday.

Our optional cancellation insurance (optional) guarantees a refund of **at least 70%** of the sums paid, in the event of unforeseen circumstances before your arrival. also covers interruption of stay, a replacement vehicle, veterinary expenses veterinary expenses ....

In a nutshell:

**Quick and easy:** A simple procedure that guarantees you a refund within 48 hours in the event of cancellation.

**Universal cover:** Whether you're travelling with family, friends or on your own, everyone is covered, regardless of family ties.

**Easy online reporting:** Simplify your reporting with a user-friendly online reporting system for rapid incident management.

**Flexible cancellation policy:** you can cancel your stay with or without justification. We understand that unforeseen circumstances can arise at any time.

**Rental damage" cover:** enjoy your holidays with complete peace of mind.

**If you have opted for insurance, in the event of cancellation or incidents :**

Contact us

- +33 5 54 54 25 22
- [sinistre@neat.eu](mailto:sinistre@neat.eu)
- <https://declare.neat.eu/campings-independants>

**If you do not take out this insurance, no refund will be made by the campsite.**

Pitches are rented on a strictly personal basis. Pitches are rented for a specific number of people and with a single vehicle; any changes must be notified to reception on arrival. **Civil liability insurance is compulsory.**

## 4. CANCELLATION POLICY

All cancellations must be notified by post, e-mail or SMS. All sums paid will be retained regardless of the time of cancellation. Cancellation insurance is available.

In the event of late arrival, the reservation may be cancelled at 2pm on the day following the scheduled arrival date.

In accordance with the above terms and conditions, the full amount of the stay will be invoiced as stated in the initial quote if a stay is started late or if it is interrupted.

## 5. CUSTOMER OBLIGATIONS

### A. RULES OF PROCEDURE

Campers are asked to avoid any noise or discussion that might disturb their neighbours. Car doors and trunks must be closed as discreetly as possible, particularly when returning to the campsite after 10pm. There must be complete silence between 10 p.m. and 7 a.m. **b. Visitors**

Visitors to campers must be announced at reception and must comply with the house rules. **C.**

### Animals

Comply with the internal rules.

### d. Expulsion

The management reserves the right to expel any camper who contravenes the internal regulations, in particular any camper who shows voyeurism, exhibitionism or prostitution, any camper who does not respect the peace and quiet of the other tenants or who consumes illegal products. The total amount of the stay will be invoiced in accordance with the initial quote.

## 6. DATA PROTECTION

The Service Provider, as the drafter of this document, processes personal data. The Service Provider retains data only for as long as is necessary for the operations for which it was collected and in compliance with the regulations in force. Under the conditions defined by the French Data Protection Act and the European Data Protection Regulation, individuals have the right to access, rectify, query, limit, port or delete data concerning them. Data subjects also have the right to object at any time, for reasons relating to their particular situation, to the processing of personal data whose legal basis is the legitimate interest of the service provider, as well as the right to object to commercial canvassing.

## 7. INTELLECTUAL PROPERTY

The content of the [www.lesetangsdesaintpancras.fr](http://www.lesetangsdesaintpancras.fr) website is the property of the Service Provider and its partners and is protected by French and international intellectual property laws.

Any reproduction, distribution or use of all or part of this content is strictly prohibited and may constitute an infringement of copyright. In addition, the Service Provider retains ownership of all intellectual property rights in the photographs, presentations, studies, drawings, models, prototypes, etc. produced (even at the Customer's request) with a view to providing the Services to the Customer. The Customer is therefore prohibited from reproducing or exploiting the said studies, drawings, models and prototypes, etc., without the express, written and prior authorisation of the Service Provider, which may be subject to a financial consideration.

The same applies to names, logos or, more generally, any graphic representation or text belonging to the Service Provider or used and distributed by it.

## 8. LITIGATION

All disputes to which the purchase and sale transactions entered into pursuant to these General Terms and Conditions of Sale may give rise, concerning their validity, interpretation, performance, termination, consequences and consequences thereof, and which cannot be resolved between the Service Provider and the Customer, shall be submitted to the competent courts under the conditions of ordinary law.

The Customer is hereby informed that, in the event of a dispute, he/she may in any event have recourse to a conventional mediation procedure or to any other alternative dispute resolution method. In accordance with article L. 612-1 of the Consumer Code, within a period of one year from the date of his/her written complaint, the consumer, subject to article L.152-2 of the Consumer Code, may submit a request for amicable resolution by mediation, to **SAS Médiation Solution** - 222 chemin de la bergerie 01800 Saint Jean de Niois : site : <https://www.sasmediationsolution-conso.fr>; email : [contact@sasmediationsolution-conso](mailto:contact@sasmediationsolution-conso).