



General Terms & Conditions of Sales

Article 1 – Scope of the General Terms and Conditions of Sale

These General Terms and Conditions of Sale (hereinafter the “GTCS”) apply to all bookings made with Camping Verdon Les Grands Domaines for stays on the campsite (rental accommodation and touring pitches).

They constitute the entire contractual framework between the campsite (the “Campsite”) and the customer (the “Client”).

No other general or special terms and conditions issued by the Client may prevail over these GTCS.

Any booking implies the full and unreserved acceptance of these GTCS and of the Internal Rules of the campsite, which are available on the Campsite’s website and at Reception.

The Campsite reserves the right to amend these GTCS at any time. The applicable version is the one in force on the date the booking is validated by the Client.

Article 2 – Acceptance of the GTCS and the Internal Rules

The validation of a booking, whatever the channel used (website, telephone, e-mail or on site), constitutes full and unreserved acceptance of:

- these General Terms and Conditions of Sale (GTCS),
- the Internal Rules of the campsite,
- and, where applicable, any special conditions mentioned in the booking confirmation.

By confirming the booking, the Client acknowledges having read and understood these documents beforehand and undertakes to comply with them for the entire duration of the stay.

The rules set out in the Internal Rules also apply to all occupants of the stay, including children and any visitors invited by the Client.

Article 3 – Services, Prices and Opening Periods

3.1 – Opening period of the campsite

Camping Verdon Les Grands Domaines is a seasonal establishment.

The opening dates to the public, as well as the booking periods, are published each year on the campsite’s official website.



Access to services and facilities varies depending on the opening period and may be subject to operational or regulatory adjustments.

3.2 – Access to campsite facilities

Guests staying at the campsite have access to the facilities that are open during their stay: sanitary blocks, playgrounds, motorhome service area, multisport court, communal spaces, etc.

Some facilities may have specific opening hours or seasonal availability:

- Aquatic area: seasonal opening, only when weather conditions allow it, and without lifeguard supervision.
- Restaurant, grocery shop, snack bar, entertainment: variable opening dates and hours, displayed at Reception and on the website.

Access to the swimming pool is strictly reserved for campsite guests. Visitors are not allowed in the aquatic area.

3.3 – Additional services

Certain services may be offered at an extra charge (linen rental, equipment rental, sports or water activities, etc.).

The corresponding prices are displayed at Reception or on the campsite website.

Rented or loaned equipment (canoes, life jackets, bicycles, etc.) must be returned in good condition.

Any loss or damage will be charged.

3.4 – Prices

The price of the stay includes access to the facilities open during the Client's stay, excluding optional or additional services, such as:

- linen rental,
- equipment rental,
- end-of-stay cleaning,
- paid activities,
- food & beverages (restaurant, grocery shop, snack bar),
- bicycle, canoe or sports equipment rental,
- any other optional service listed on the website or at Reception.

These services are charged according to the rates in force at the time of the stay.

3.5 – Photographs and representations

The photographs, maps, descriptions and illustrations appearing on the campsite's website or commercial documents are indicative only.

Layouts, equipment, landscaping and natural surroundings may evolve over time due to maintenance needs, the season, natural conditions or regulatory requirements.



Article 4. Booking Conditions

4.1 – Booking process

Bookings can be made online via the campsite's website, by email, by telephone, or directly at Reception.

A booking becomes firm and final only after:

- acceptance of the General Terms and Conditions of Sale (GTCS),
- payment of the deposit required at the time of booking,
- and receipt of the booking confirmation issued by the campsite.

The booking confirmation specifies the type of accommodation or pitch, the dates of stay, the number of occupants, and any additional services selected.

4.2 – No right of withdrawal

In accordance with Article L221-28 of the French Consumer Code, the Client does not benefit from any right of withdrawal for accommodation, leisure or tourism services provided on a specific date or period.

All bookings are therefore firm and non-retractable once confirmed.

4.3 – Accuracy of information provided by the Client

The Client is responsible for the accuracy of the information provided, in particular:

- identity and number of participants,
- age of minors,
- presence of animals,
- number and type of vehicles.

In case of false declaration or omission, the campsite reserves the right to:

- refuse access,
- adjust the price,
- or terminate the stay without refund.

4.4 – Animals

Animals must be **declared at the time of booking**.

Their acceptance is subject to compliance with **Article 6.5** of these GTCS and with the Internal Rules (including the rules applicable to regulated breeds).

The campsite may refuse any animal that has not been declared in advance.



4.5 – Specific requests

Specific requests (choice of pitch, proximity, orientation, etc.) may be indicated at the time of booking but cannot be guaranteed.

Allocation is made according to availability and operational constraints.

4.6 – Minors

Minors must be accompanied throughout the stay by their legal guardians. Unaccompanied minors or minors travelling without an adult responsible for them are not admitted.

4.7 – Groups

A group is defined as any booking of two or more pitches or accommodations:

- by the same person,
- by several people linked to each other,
- or sharing a common purpose (associative outing, sports club, large family, celebration, stag/hen party, etc.).

Group bookings are subject to specific conditions, which may include:

- the designation of a single group leader,
- increased deposit or advance payment,
- a specific group security deposit,
- enhanced behavior/noise requirements,
- adapted allocation of accommodations to preserve the peace of other guests,
- mandatory prior notice for any special activity (collective meals, celebrations, etc.).

The Campsite may refuse or interrupt a group stay in order to preserve the peaceful and family-friendly atmosphere of the establishment.

4.8 – Transfer and subletting

A booking is personal and non-transferable.

It is strictly forbidden to sublet or transfer a stay to a third party without prior written approval from the campsite.

Article 5 – Prices and Payment Terms

5.1 – Applicable prices

The prices applicable to the stay are those indicated on the campsite's website and booking platform on the date of the reservation.

Prices are expressed in euros (€), including all taxes, unless otherwise specified.

They correspond to the rental of the pitch or accommodation for the number of people specified at the time of booking.



Any additional service (options, rentals, visitors, etc.) is charged separately according to the rates in force during the stay.

5.2 – Deposit

A deposit is required at the time of booking.

The amount of the deposit is indicated during the booking process and on the booking confirmation.

A booking is considered firm and final only after payment of the deposit.

5.3 – Payment of the balance

The balance of the stay must be paid no later than the deadline indicated during booking (as displayed on the website or booking platform).

If the balance is not paid by the due date, the campsite may consider the booking cancelled by the Client and apply the cancellation terms set out in Article 7 of these GTCS.

5.4 – Payment methods

The campsite accepts the payment methods indicated on the website and at Reception, including:

- bank cards (Visa, MasterCard),
- bank transfer,
- cash (within legal limits),
- other methods specified on the booking platform.

Bank or international transfer fees must be paid by the Client.

5.5 – Default of payment

If the Client fails to pay the deposit or the balance within the required deadlines, the booking may be considered cancelled by the Client, in accordance with the cancellation terms set out in Article 7 of these GTCS.

Any amount remaining unpaid during the stay (additional services, visitors' fees, rental equipment, prolonged stay, damages, etc.) must be settled before departure.

If the Client refuses or fails to pay sums due:

- the Campsite may refuse access,
- or terminate the stay without refund,
- and may initiate any action necessary to recover the outstanding amounts.

Any fraudulent payment, rejected transaction, or attempt to avoid payment (including unauthorized use of electricity, undeclared occupants or animals, etc.) may result in additional billing and legal action.

5.5 – Promotional offers and discounts

Promotions, discounts or special offers are not retroactive.



They apply only to bookings made during the period of validity of the offer and according to the specific conditions mentioned.

No compensation may be claimed for a promotional offer that was not available at the time the booking was confirmed.

5.6 – Tourist tax

Where applicable, the tourist tax (“taxe de séjour”) is charged on behalf of the local authority.

The amount may vary depending on local regulations and applies per person and per night according to the applicable rules.

5.7 – Invoicing errors

In case of a manifest pricing or invoicing error, the campsite reserves the right to correct the price and issue an updated invoice.

The Client may then accept the corrected price or cancel the stay without fees.

Article 6 – Conditions of Stay

6.1 – Arrivals

Arrivals must take place during the hours indicated below:

- Touring pitches: from 13:00
- Rental accommodation: from 16:00

The latest arrival time is 20:00.

Late arrivals (20:00–22:00) are possible only upon prior request and subject to approval by Management, in exceptional circumstances (major traffic delays, unforeseen events, etc.).

A €30 (all taxes included) fee is charged for any authorized late arrival, corresponding to the exceptional mobilization of staff outside normal opening hours.

After 22:00 No entry is permitted, without exception, in order to preserve the tranquility and safety of the campsite.

Upon arrival, the Client must:

- present a valid ID,
- have paid the full amount of the stay,
- check the details of their booking (group composition, animals, vehicles).

Any discrepancy must be reported to Reception.

Minors not accompanied by their legal guardians are not admitted.

6.2 – Departures

Departures must take place within the following time limits:



- Rental accommodation: before 10:00 AM
- Touring pitches: before 11:00 AM

The Client must respect these times in order to allow the Campsite to prepare the accommodation and manage arrivals.

Any request for a late departure must be approved by Reception and may incur an additional charge according to the rates in force.

In the event of a late departure without authorization, an additional night may be charged.

Before leaving, the Client must return:

- the keys,
- and any rented or loaned equipment.

6.3 – Security deposit

A security deposit may be required for rental accommodation.

The amount of the deposit, the method of payment and the terms of return are specified on the Campsite's website and/or in the booking documents.

The deposit is taken to cover:

- possible damage, breakage or deterioration,
- missing items,
- insufficient cleaning,
- or any outstanding amount owed at the end of the stay.

The accommodation will be inspected at the end of the stay.

If no damage or missing items are found, the deposit will be returned in full.

If repairs or replacements are required, the Campsite may retain all or part of the deposit and, if necessary, invoice the Client for any additional costs.

6.4 – Cleaning

The accommodation must be returned in a clean and orderly condition at the end of the stay.

If the Client has purchased an end-of-stay cleaning option, this service covers standard cleaning only.

It does not include:

- washing dishes,
- emptying the fridge,
- taking out rubbish,
- cleaning excessive dirt, stains or degradation.

If the Client has not purchased the end-of-stay cleaning option, the accommodation must be fully cleaned before departure.



If the accommodation is returned in a condition requiring additional or exceptional cleaning, the corresponding fee will be charged according to the rates in force.

Any missing, damaged or excessively dirty items may also be invoiced.

6.5 – Animals

Animals **must be declared at the time of booking**.

A **maximum of two dogs** is allowed per pitch or accommodation.

Animals must comply with the Internal Rules and the legal requirements in force, in particular the regulations applicable to dangerous breeds.

Category 1 dogs (attack dogs) are strictly prohibited within the Campsite, whether or not they are registered in the French pedigree book (LOF).

The breeds/types concerned include in particular:

- dogs of the American Staffordshire Terrier type (commonly referred to as “pitbulls”),
- dogs of the Mastiff type (commonly referred to as “boerbulls”),
- dogs of the Tosa type (non-LOF).

No exception or accommodation is possible.

Category 2 dogs (guard and defense dogs) are allowed only if all legal obligations are met, including:

- valid ownership permit,
- identification and up-to-date vaccinations (including rabies vaccination),
- specific liability insurance covering the dog,
- use of a muzzle during all movements outside the pitch or accommodation,
- being handled only by an adult legally authorized to do so.

The breeds classified as Category 2 under French law are:

- American Staffordshire Terrier (registered pedigree dogs, also known as “Amstaff”),
- Rottweiler (with or without pedigree),
- Tosa (registered pedigree dogs).

General rules applicable to all animals:

- animals must be kept on a lead at all times,
- animals must never be left alone, even inside the accommodation,
- animals are not allowed in the swimming pool area, playgrounds or sanitary facilities,
- owners must immediately clean up after their animals,
- the behavior of the animal must not disturb or endanger other guests.

The Campsite may refuse access or terminate the stay of any Client who does not comply with these rules, without refund.



6.6 – Visitors

Visitors must report to Reception upon arrival.

They must pay the visitor fee of 2 euros per person (adult or child).

Visitors are under the responsibility of the Client hosting them and must comply with the Campsite's Internal Rules.

Visitors are not allowed to use the swimming pool area.

Visitor vehicles are not permitted inside the Campsite.

Visitors must leave the premises before 22:00.

The Campsite may refuse access to visitors in order to preserve the safety, tranquility or capacity of the establishment.

6.7 – Traffic and parking

The Campsite is partially pedestrian.

For rental accommodation, vehicles are allowed only for loading and unloading; they must then be parked in the designated car parks.

For touring pitches, vehicles may remain on the pitch, within the limits set by the Internal Rules.

Vehicle circulation is prohibited between 23:00 and 07:00.

Drivers must respect a maximum speed of 10 km/h at all times.

Only one vehicle per pitch or accommodation is included in the booking, unless otherwise authorized by the Campsite.

Charging electric or hybrid vehicles on pitches, in rental accommodation, or on any unapproved power outlet is strictly prohibited.

Any unauthorized charging may result in a **compensation fee of 150 euros** for misuse of the electrical infrastructure.

Parking is permitted only in designated areas. Any obstruction, dangerous parking or unauthorized vehicle may result in removal at the Client's expense.

Noise caused by vehicles when loading or unloading near accommodation must be limited in order to preserve the tranquility of other guests.

6.8 – Inventory and condition report

An inventory and condition report may be carried out at the beginning and at the end of the stay for rental accommodation.

Any discrepancy, malfunction or missing item observed on arrival must be reported to Reception within two hours after check-in.

If no declaration is made within this period, the accommodation and its equipment will be considered to be in perfect condition on arrival.



Any damage, breakage, deterioration, missing item or abnormal condition observed at the end of the stay may be invoiced and, where applicable, deducted from the security deposit, without prejudice to further recovery if the amount exceeds the deposit.

The Client agrees to use the accommodation and equipment with due care and to leave everything in proper working order at the end of the stay.

6.9 – Behavior and compliance with the Internal Rules

All Clients must behave in a manner that respects the peace, safety and well-being of other guests, as well as the natural environment of the Campsite.

Clients must comply with the Internal Rules throughout their stay.

Any behavior that is inappropriate, dangerous, abusive, aggressive, or that disturbs other guests may lead to:

- a warning,
- immediate interruption of the stay,
- and, where necessary, expulsion from the Campsite without refund.

Noise and disturbances are strictly prohibited during quiet hours, as defined in the Internal Rules.

The Campsite reserves the right to refuse or stop a stay in the event of serious or repeated breaches of the rules, or in the event of behavior that compromises safety or tranquility.

6.10 – Aquatic area

The aquatic area is reserved exclusively for guests staying at the Campsite.

It is not supervised. Children must at all times be accompanied and supervised by an adult who is responsible for them.

Access to the aquatic area is subject to compliance with the hygiene and safety rules set out in the Internal Rules, including:

- wearing appropriate swimwear,
- mandatory shower before swimming,
- prohibition of running, diving or dangerous behavior,
- prohibition of glass containers,
- prohibition of inflatables or equipment not authorized by the Campsite.

Pets and visitors are not allowed in the aquatic area.

The Campsite may temporarily close the aquatic area for safety, technical or weather-related reasons.

6.11 – Theft, loss and damage

The Campsite declines all responsibility in the event of theft, loss or damage to personal belongings, equipment or vehicles belonging to the Client or their companions, whether inside the accommodation, on the pitch or in any communal area.



Clients are responsible for the security of their own property. They are advised not to leave valuables unattended and to ensure that their accommodation or vehicle is properly closed.

Any damage caused by the Client, their companions, their visitors or their animals to the accommodation, facilities, equipment or natural environment of the Campsite may be invoiced, and if applicable, deducted from the security deposit, without prejudice to further recovery if the amount exceeds the deposit.

The Campsite cannot be held responsible for theft or loss resulting from negligence or non-compliance with the Internal Rules.

Article 7 – Modification, cancellation, interruption of the stay by the Client

7.1 – Modification of the stay

Any request to modify the stay (dates, type of accommodation, number of persons, addition of an animal, vehicle, etc.) must be submitted in writing to Reception.

Modifications may be accepted only subject to availability and may result in a price adjustment.

If the modification results in a shorter stay or a change to a lower-priced service, it will be considered a partial cancellation, and the cancellation terms set out in Article 7.2 shall apply.

No modification is possible within 30 days prior to arrival.

7.2 – Cancellation of the stay

Any cancellation must be communicated in writing. The following cancellation fees apply:

- More than 60 days before arrival: 10% of the total amount is retained.
- From 60 to 31 days before arrival: 30% retained.
- From 30 to 15 days before arrival: 50% retained.
- Less than 15 days before arrival: 100% retained.

These fees cover administrative costs and the immobilization of the accommodation or pitch.

Failure to arrive without prior notice (no-show) results in the full loss of all amounts paid.

7.3 – Cancellation insurance

The Campsite offers an optional cancellation insurance policy at the time of booking, managed by an external provider.

The coverage conditions, exclusions and refund procedures are described in the contract supplied by this provider.

In the event of a cancellation covered by this insurance, the refund is processed directly by the insurer, in accordance with its own terms.

The Campsite does not intervene in the insurer's decisions and issues no refunds other than those defined in the cancellation scale in Article 7.2, when cancellation insurance has not been taken out.



Without subscription to the cancellation insurance, no refund may be claimed, whatever the reason invoked, except as provided for under the above cancellation scale.

7.4 – Early departure

Any stay shortened by the Client (personal reasons, weather, fatigue, work, delays, unforeseen events, etc.) shall not give rise to any refund.

7.5 – No-show

If the Client does not present themselves on the scheduled arrival day, the accommodation and/or pitch will be released the following day at 12:00 (noon), and no amount paid shall be refunded.

Article 8 – Modification, interruption or cancellation of the stay by the Campsite

8.1 – Inability to honor the booking

If an event outside the Campsite's control makes the reserved accommodation or pitch unavailable (major technical issue, serious breakdown, essential safety works, unforeseen unavailability), the Campsite will offer the Client a choice of:

- alternative accommodation or a pitch of equal or higher category at no additional cost,
- a postponement of the stay,
- or, if no solution is possible, a full refund of all amounts paid.

No additional compensation may be claimed.

8.2 – Administrative closure or exceptional event

If an event makes it impossible to open all or part of the Campsite, such as:

- fires or fire risk,
- storm, flooding, severe weather alert,
- prolonged network outage (water, electricity),
- prefectural restrictions (drought, watering bans, water usage limits),
- administrative or health decisions,
- force majeure as defined in Article 1218 of the French Civil Code,

the Campsite may decide to:

- temporarily close all or part of the site,
- restrict access to certain facilities (aquatic area, sanitary blocks, showers, communal spaces, etc.),
- or interrupt an ongoing stay if guest safety requires it.

In such cases, the Campsite will offer a postponement or a credit valid for 18 months, or, if the Client does not accept these options, a prorated refund corresponding to the unused portion of the stay.



No additional compensation shall be due.

8.3 – Interruption of stay for safety reasons

Management may interrupt a stay early if:

- a prefectural order,
- a fire,
- a severe weather alert,
- a collapse risk or unstable tree,
- or a serious technical issue

poses a threat to the safety or health of guests.

In such cases, a prorated refund of the unused portion of the stay will be offered.

8.4 – Interruption of stay for breach of rules

If the stay is interrupted due to a serious violation of the Internal Rules or these Terms and Conditions (disturbance, aggressive behavior, non-compliance with safety instructions, fraud, etc.), the Client must leave the premises immediately.

No refund will be granted.

Article 9 – Internal Rules

The Internal Rules of Camping Verdon Les Grands Domaines apply to all Clients, occupants, children and visitors.

They are displayed at Reception, available on the Campsite's website, and provided upon request.

Confirmation of a booking constitutes full acceptance of the Internal Rules and of these General Terms and Conditions of Sale.

The Client agrees to inform all accompanying people of these rules and to ensure that they comply with them.

The Campsite reserves the right to adjust its safety or usage instructions (aquatic area, internal traffic, fire safety, strong winds, water restrictions, etc.) according to weather, technical or regulatory conditions.

In the event of non-compliance with the Internal Rules or safety instructions, Management may:

- issue a warning,
- restrict access to certain facilities,
- or require the Client to leave the Campsite immediately, without refund.



Article 10 – Insurance and liability

The Campsite is covered by a professional civil liability insurance policy, which covers only damage caused to Clients when a fault on the part of the operator has been established.

This insurance does not cover:

- personal belongings,
- luggage,
- vehicles,
- trailers,
- valuables,
- equipment left on pitches or in accommodation,
- losses, theft or damage caused by third parties.

Each Client must be covered by a personal civil liability insurance policy valid for the entire duration of the stay.

The Campsite cannot be held liable for:

- damage or theft committed within the Campsite,
- temporary interruptions of services (water, electricity, Wi-Fi) due to maintenance, breakdowns, technical issues or administrative decisions,
- damage caused by weather events, trees falling, wind, fire of external origin or any event falling under force majeure,
- accidents resulting from non-compliance with the Internal Rules or improper use of the facilities.

Each Client is responsible for any damage caused by themselves, by the persons accompanying them, or by their visitors.

Article 11 – Complaints and dispute resolution

Any complaint relating to the stay must be sent to Camping Verdon Les Grands Domaines **in writing** (email or letter), in order to allow an attempt at amicable resolution.

If no agreement can be reached, the Client may refer the matter, free of charge, to the Tourism and Travel Mediator (Médiateur du Tourisme et du Voyage), whose contact details are available at: www.mtv.travel

Mediation must be requested within a maximum period of 12 months following the first written complaint addressed to the Campsite.

If no amicable agreement is reached and mediation is not used, the dispute may be brought before the courts with legal jurisdiction, in accordance with the French Consumer Code and the Code of Civil Procedure.



Article 12 – General provisions

12.1 – Photographs and representations

The photographs, videos, maps and descriptions appearing on the Campsite's website or commercial material are provided for information purposes only.

Facilities, layouts, equipment and natural surroundings may change over time due to the seasons, technical constraints or regulatory requirements.

The Campsite may occasionally take photographs or video recordings of its facilities or of the general atmosphere.

Clients may appear incidentally or in a non-identifiable manner.

Any person wishing to object to the capture or use of an image involving them may notify Reception at any time or contact the Campsite by email.

12.2 – Personal data (GDPR)

Personal data collected during the booking process or the stay is processed by Camping Verdon Les Grands Domaines in accordance with the applicable regulations (GDPR and French Data Protection Act).

This data is used for:

- managing the booking,
- billing,
- communication of information relating to the stay,
- compliance with legal obligations (police register, safety requirements, etc.).

The Client has the right to access, rectify, oppose, transfer or delete their personal data. These rights may be exercised by email using the address provided on the Campsite's website.

Data is neither sold nor shared with third parties, except where required by law or when transmitted to technical service providers is essential to processing the booking.

12.3 – Partial invalidity

If any clause of these General Terms and Conditions is declared null or unenforceable, the remaining provisions shall remain fully valid and applicable.

12.4 – Applicable law

These General Terms and Conditions are governed by French law.

Disputes shall be brought before the competent courts, in accordance with the French Consumer Code and the Code of Civil Procedure.

