

General conditions of sale - PRL L'ESCAPADE

CONDITIONS OF RESERVATION

- The reservation becomes effective solely with the agreement of the PRL L'ESCAPADE, upon receipt of the deposit and either upon receipt of the booking contract duly completed and signed, or upon your agreeing to the general conditions of sale when booking online.
- PRL L'ESCAPADE is not bound by bookings unless PRL L'ESCAPADE has accepted them. PRL L'ESCAPADE is free to accept or refuse bookings, depending on availability and, in general, depending on any circumstances that are likely to be prejudicial to the execution of the booking made. PRL L'ESCAPADE offers family holidays, in the traditional sense, and the accommodation has been specially designed for this purpose. PRL L'ESCAPADE reserves the right to refuse any booking that might contravene or attempt to pervert this principle.
- Booking of rented accommodation is made strictly on a personal basis. Under no circumstances may you sub-let or transfer your reservation without the prior consent of the PRL L'ESCAPADE.
- Minors must be accompanied by their parents or legal guardians.

Renting

- The rental accommodation is fully equipped. The basic package ranges from 4 to 6 places, depending on the type of cottage, and 1 car.
- PRL L'ESCAPADE reserves the right to refuse access to groups or families whose number exceeds the capacity of the accommodation rented.

Group bookings

- All bookings made for more than 4 accommodation units by one person or made by different people who know each other and who are travelling together for the same reasons and for the same holiday dates, are deemed to be group bookings.
- Accommodation of PRL L'ESCAPADE is intended exclusively for individual bookings.
- For all group booking requests, you must contact the PRL L'ESCAPADE by telephone or email. The PRL L'ESCAPADE reserves the right to examine booking requests before accepting or declining them.

PRICES, ELECTRICITY AND TOURIST TAX

- Prices shown are effective for the 2023-2024 season. They correspond to one night or weekend plan like indicated and are quoted in euros, including VAT, without consumption of electricity. The electricity consumption is paid apart, the day of departure: 0,25 €/KWh peak rate and 0,18 €/KWh off-peak rate (fees subject to revision the 2024, 05/15th).

It is strictly forbidden to connect electric vehicles for their loading on the electrical sockets of the accommodation. They are not adapted to the required power, the risk of fire is real.

- The 2023 tourist tax represents 0,50 €/day/adult. The 2024 tourist tax represents 0,65 €/day/adult.

CONDITIONS OF PAYMENT

- For bookings made more than 15 days before the start of the holiday, the deposit of 25% of the total price of the facilities booked must be paid to the PRL L'ESCAPADE at the time of booking. The balance must be paid to no later than 15 days before the start of the holiday.
- For bookings made less than 15 days before the holiday start date, payment must be made in full at the time of booking with the PRL L'ESCAPADE.

ABSENCE OF RIGHT TO WITHDRAW

In accordance with article L.121-19 of the French consumer code, the PRL L'ESCAPADE informs its customers that the sale of accommodation services provided on a specific date, or in line with a specific timeframe, is not subject to provisions regarding the 14 days withdrawal period.

CANCELLATION AND ALTERATIONS

1. Booking alterations

Customers may request for stays to be altered (dates and/or types of accommodation) by writing to the PRL L'ESCAPADE (by post or email) subject to availability and options. Postponements until the following season are not permitted. If no alterations are made, customers must spend their holidays as they were agreed when initially booked, or cancel them in line with the conditions pertaining to the cancellation insurance.

- Requests to extend the duration of stays will be dealt with subject to availability and in line with applicable prices.



- Requests to reduce the duration of stays are deemed to be partial cancellations and will be subject to the terms and conditions which apply to cancellation and termination of stays.

2. Unused facilities

Any stay that is interrupted or cut short (late arrival, early departure) by you shall not give rise to any reimbursement.

3. Cancellation by the PRL L'ESCAPADE

In the event of cancellation by the PRL L'ESCAPADE, except in the case of force majeure, the stay will be refunded in full. This cancellation shall not however incur the payment of damages and interest.

4. Cancellation due to camper

Cancellation fees may be covered by the cancellation policy available from the PRL L'ESCAPADE. No refunds will be made without subscription to this policy or without cancellation insurance.

The cancellation insurance proposed by PRL L'Escapade only covers individual risks.

- In the event of partial lockdown or travel restriction, if the PRL L'ESCAPADE remains open, the sums paid for a holidays stay will be transformed as an advance for any new stay at L'ESCAPADE (excluding the possible cost of the insurance cancelation).
- In the event of total or partial lockdown, if the PRL L'ESCAPADE is closed by government decision, the sums paid for a holidays stay will be reimbursed (excluding the possible cost of cancellation insurance).

YOUR STAY

1. Arrival

- Days of arrival may vary according to the time of the year.
- On the day of your arrival in the PRL L'ESCAPADE, you may check in from 5 p.m – or 2 p.m for the week-end formulae – and you will be required to pay a deposit on being handed the keys to your accommodation.

2. During your stay

It is up to costumers to ensure they have insurance cover: guests are responsible for looking after their personal belongings (bicycles etc.). The PRL L'ESCAPADE shall in no event be held liable in case of an incident involving guests' civil liability. All visitors must comply with the provisions of the internal regulations. Each named tenant is

responsible for disturbances and nuisance caused by persons staying with or visiting them.

3. Departure

- Rental accommodation: on the day of departure specified in your contract, the rental accommodation must be vacated by 10 a.m. – or 2 p.m for the week-end formulae.

- The accommodation shall be left perfectly clean and the inventory may be checked. Any breakage or damage shall be payable by you along with any repairs to the premises, if that should prove necessary. At the end of your stay, the deposit shall be refunded to you after deduction of compensation retained, on production of the supporting invoices, against possible damage ascertained during the departure inventory. The retention of the deposit does not preclude additional compensation in the event of the expenses being greater than the amount of the deposit.

- Rental accommodation: in the event of the accommodation not having been cleaned before your departure, a fixed cleaning charge of at least €70 including taxes shall be invoiced to you.

- For any delayed departure, you may be charged for an additional day at the price applicable for that night.

PETS

If admitted, pets - apart from Class 1 and Class 2 dangerous dogs – are allowed in the PRL L'ESCAPADE for a supplement payable at the time of booking and in the limit of ONE pet per cottage. When admitted, they must be kept on a leash and stay with you at all times. They are prohibited from games areas and in buildings. Pet's vaccination certificate must be up-to-date.

DISPUTES

All eventual complaints concerning the non-conformity of services in relation to contractual engagements may be indicated by registered mail with recorded delivery or email to Parc Résidentiel de Loisirs L'Escapade.

Mediation: In the case of litigation and after having notified the Customer Service by letter with registered mail with recorded delivery to SAS L'ESCAPADE – Cami del Segre – 66800 ESTAVAR (France), the costumer has the possibility, in accordance with Article L. 612-1 of the Consumer Code and subject to Article L.152-2 of the Consumer Code, to engage a consumer mediator,



within a delay of one year maximum, from the date of the written complaint.

The amicable resolution request by mediation may be filed with:

SAS Médiation Solution

222 chemin de la bergerie - 01800 Saint Jean de Niois (France)

Tel : 00.33 482 53 93 06

Web : <https://www.sasmediationsolution-conso.fr>

E-mail : contact@sasmediationsolution-conso.fr

L'ESCAPADE'S RESPONSIBILITY

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POLICY OF CONFIDENTIALITY- EUROPEAN REGULATION ON DATA PROTECTION

Personal information that we collect is gathered through the filling in of forms and through the interactivity set up between yourselves and our web site. The aim is to provide answers to your questions, to set up and ensure your stay in our campsite, to provide the bill for your stay, as well as the collection of data and the setting up of targeted publicity. When you make a holiday reservation at the Parc Résidentiel de Loisirs L'Escapade, and unless stated to the contrary, you accept to receive a customer satisfaction questionnaire. Your replies and comments are strictly confidential, destined for an exclusively internal use and are not published. As a general rule, all personal information that you provide is for the exclusive use of the Parc Résidentiel de Loisirs L'Escapade. It is confidential and treated as such. In no case will such information be communicated to a third party. The personal data are conserved in a secured environment. However, given that no mechanism provides maximum security, an element of risk is always present when one uses Internet to transmit

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