



**CAMPING AU PAYS DE HANAU \*\*\***  
24, Rue d'Ernolsheim 67330 Dossenheim sur Zinsel  
Tel : +33 9 73 89 21 52  
E-mail : camping.doss@gmail.com

## TERMS AND CONDITIONS

### DEFINITIONS:

- **ORDER** or **BOOKING** or **RENTAL**: Purchase of Services.
- **SERVICES**: short term rentals of cabins and pitches for 'leisure' purposes.
- **ACCOMMODATION**: cabins , chalets, bungalows.

### 1. SCOPE OF APPLICATION

These Terms and Conditions apply, without restriction to all accommodation or pitches rentals on the Camping au Pays de Hanau campground site, to non-professional customers, sold on the website [campingaupaysdehanau.com](http://campingaupaysdehanau.com) or in any place where the Service Provider carries out its business. They do not apply to pitches hired for mobile leisure homes, which are subject to a 'leisure' contract.

The main features of the Services are presented on the website [campingaupaysdehanau.com](http://campingaupaysdehanau.com).

The Customer is required to read them before placing any order. The choice and purchase of a Service is the sole responsibility of the Customer.

These Terms and Conditions are available at any time 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 website or communicated by the Service Provider on the date the Order is placed by the Customer.

Unless proven otherwise, 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 oppose, at any time, all of their personal data if the processing is not essential to the execution of the order and the stay, by writing, by post and providing proof of their identity, to: Camping au Pays de Hanau, 24 rue d'Ernolsheim, 67330 Dossenheim sur Zinsel, France.

The Customer declares that they have read and accepted these Terms and Conditions by ticking the box provided for this purpose before completing the online Order process, as well as the Terms and Conditions of use of the [campingaupaysdehanau.com](http://campingaupaysdehanau.com) website, or, in the case of a non-online booking, by any other appropriate means.

### 2. BOOKINGS

The Customer selects the services they wish to order on the website or indicates them on any document sent to the Service Provider.

It is the Customer's responsibility to check the accuracy of the Order and to immediately notify the Service Provider of any errors. The Order will only be considered final after the Service Provider has sent the Customer confirmation of acceptance of the Order by email.

Any Order placed on the [campingaupaysdehanau.com](http://campingaupaysdehanau.com) website constitutes the purchase contract between the Customer and the Service Provider. All Orders are nominative and may not, under any circumstances, be transferred.

#### 2.1 GROUP BOOKINGS

Bookings of 3 or more cabins/chalets (maximum 20 people) or 3 or more pitches are considered as group reservations. The administration fee displayed on the [campingaupaysdehanau.com](http://campingaupaysdehanau.com) website applies.

The accommodation bookable on the [campingaupaysdehanau.com](http://campingaupaysdehanau.com) website is intended exclusively for individual customers.

For all group booking requests, you must contact the Service Provider by email at [camping.doss@gmail.com](mailto:camping.doss@gmail.com) or via our 'Contact' form. The Service Provider reserves the right to review the booking request before accepting or refusing it.

#### 2.2 GO SHOWS

The campsite allows arrivals without a booking only for pitches.

The booking fee displayed on the [campingaupaysdehanau.com](http://campingaupaysdehanau.com) website applies.



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### 3. RATES AND ADMINISTRATION FEE

The Services are provided at the rates displayed on the website [campingaupaysdehanau.com](http://campingaupaysdehanau.com), or given directly by the Service Provider at the time the Customer places the order. Prices are quoted in euros, including VAT. These rates are firm and non-revisable during their period of validity, as indicated on the website [campingaupaysdehanau.com](http://campingaupaysdehanau.com) or in the email sent to the Customer. After this period, the offer is no longer valid and the Service Provider is no longer bound by the prices.

Administration fee apply in addition to the price for VACAF bookings, group bookings or any requests made by email. They are indicated on the website [campingaupaysdehanau.com](http://campingaupaysdehanau.com) or communicated to the Customer in advance, and calculated prior to placing the Order.

The payment requested from the Customer corresponds to the total amount of the purchase, including this fee. An invoice is issued by the Provider and delivered to the Customer upon the request.

#### 3.1. TOURISTE TAX

The tourist tax, collected on behalf of local authorities, is not included in the rates. The amount is determined per adult person per day and displayed on the website. It is payable when paying for the Service and is shown separately on the invoice.

### 4. PAYMENT TERMS

#### 4.1. DOWNPAYMENT

The downpayment of 30% of the total price of all ordered Services, administration fee included is required when the Customer places the order. For pitches, the minimum downpayment amount is €8.

The downpayment will be deducted from the total order amount. It is non-refundable by the Service Provider in the event of cancellation by the Customer, but may be converted into a credit note. This applies only to individual bookings and is valid for the ongoing season only.

If the booking is made within 15 days prior to the arrival date for rentals, the full amount of stay will be required.

#### 4.2. PAYMENT OF THE BALANCE

**ACCOMODATION** The balance of the due amount must be paid in full 15 days before the arrival date. Exception: upon written request and with the agreement of the campsite's management, the balance can be paid on arrival in holiday vouchers.

**PITCHES** The balance of the due amount must be paid at the check-in.

**GROUPS** The balance of the due amount must be paid in full 30 days before the arrival date.

#### 4.3. NON-RESPECT OF PAYMENT TERMS

In case of non-payment of the downpayment or the balance at the due time the Provider has the right to cancel the booking and rent the accommodation or the pitch to somebody else. This cancellation for non-payment will not entitle to any refund of sums already paid by the customer.

#### 4.4. PAYMENT METHODS

The campsite accepts payments in cash, by credit card, bank transfer, holiday vouchers or VACAF vouchers. No payments by cheques.



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## **5. STAY CONDITIONS**

### **5.1. CHECK-IN CHECK-OUT**

All accommodation may be occupied from 4 p.m. on the day of arrival and must be vacated by 11 a.m. on the day of departure.

The pitches may be occupied from 4 p.m. on the day of arrival and must be vacated by 1 p.m. on the day of departure.

Accommodation and pitches are designed for a fixed number of occupants and may not under any circumstances be occupied by a greater number of people or vehicles.

Pitch: Maximum 6 people and 1 vehicle

Accommodation: Depending on the type of accommodation chosen, maximum 4 to 6 people and 1 vehicle

The accommodation and pitches must be left as clean as when they were handed over. If this is not the case, the Customer will be required to pay a flat fee of €60 for cleaning. Any damage to the accommodation or its accessories will be repaired immediately at the Customer's expense. The inventory at the end of the rental period must be exactly the same as at the beginning.

The Customer is responsible for cleaning during the rental period and before their departure.

The end-of-stay cleaning option of €40 can be booked up to 36 hours before your departure. (Excludes washing dishes and emptying rubbish bins).

### **5.2. DEPOSIT**

For accommodation rentals, a deposit of €200 is required from the Customer on the day of arrival when the keys are handed over. It is returned to them after the end of their stay, less any costs for damage repairs.

This deposit must be paid to the service provider by credit card or cash and does not constitute a limit of liability.

### **5.3 ANIMALS**

Pets are allowed (except for dogs of category 1 and 2) up to a limit of two animals per accommodation or pitch. The additional fee per pet and per day applies. The Customers are entirely responsible of their pets and must respect basic hygiene rules and clean after their dogs and cats. Dogs must be kept on a leash at all times.

The vaccination record for dogs and cats must be up to date.

It is forbidden to leave animals unattended in a cabin/chalet or on a pitch.

## **6. DELAY, INTERRUPTION, MODIFICATION OR CANCELLATION BY THE CUSTOMER**

No reduction will be granted in the event of late arrival, early departure or a change in the number of people (whether for the entire stay or part of it).

### **6.1. MODIFICATION**

Any request to change the dates or number of people must be made in writing at least 15 days (30 days for groups) before the arrival date. The Service Provider will accept requests as far as possible, subject to availability and without prejudice of any additional costs. In all cases, this is a simple obligation of means, as the Service Provider cannot guarantee the availability of a pitch or accommodation for another date. The modification may result in additional charges for the Customer.

Any request to shorten the length of stay will be considered by the Service Provider as a partial cancellation, the consequences of which are governed by Article 6.3. Any change of dates from high season to low season will not entitle to any refund.

After the 15-day period (30 days for groups) prior to arrival, no requests for changes will be considered.



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## **6.2. INTERRUPTION**

Early departure shall not give right to any refund from the Service Provider.

## **6.3. CANCELLATION**

In case of cancellation of the Booking by the Customer for any reason other than force majeure, the downpayment as defined in Article 4. PAYMENT TERMS of these Terms and Conditions, shall be automatically forfeited to the Service Provider as compensation and shall not entitle to any refund.

In all cases of cancellation, the administration fee (Article 3) shall remain payable to the Service Provider.

In the event of cancellation by the Service Provider Camping au Pays de Hanau, except in cases of force majeure, the amounts paid for the booking shall be fully refunded. However, such cancellation shall not give right to the payment of damages.

## **6.4 TRAVEL INSURANCE**

The campsite offers Customers the option of taking out travel insurance on its website, [campingaupaysdehanau.com](http://campingaupaysdehanau.com), which could cover cancellation fees. Customers may also choose to take out travel insurance of their own.

## **7. CUSTOMER'S OBLIGATIONS**

### **7.1. CIVIL LIABILITY INSURANCE**

All customers must have a civil liability insurance. The insurance certificate may be requested.

### **7.2. INTERNAL RULES AND REGULATIONS**

The rules and regulations are displayed on the website [campingaupaysdehanau.com](http://campingaupaysdehanau.com), at the entrance to the establishment and at reception. Guests are required to read and comply with them.

## **8. IMAGE**

Camping au Pays de Hanau may request your permission to photograph or film you during your stay and to use these images, sounds and videos on the campsite's websites and social media pages, including Facebook and Instagram. This authorisation applies to both you and the people staying with you. Its sole purpose is to promote and advertise Camping Au Pays de Hanau and will in no way damage your reputation. This authorisation is granted free of charge, for all countries and for a period of 5 years.

## **9. RIGHT OF WITHDRAWAL**

Activities related to the short term rental of accommodation or excursions on a specific date or during a specific period are not subject to the withdrawal period applicable to remote and off-premises sales, in accordance with the provisions of Article L221-28 of the Consumer Code.

## **10. PERSONAL DATA PROTECTION**

The Service Provider, as the author of this document, processes personal data on the following legal basis:

- prospecting, - managing relations with its customers and prospects,
- organising, registering and inviting people to the Service Provider's events,
- processing, executing, prospecting, producing, managing and following up on customer requests and files,
- drafting documents on behalf of its customers.
- compliance with legal and regulatory obligations when it implements processing for prevention of money laundering and terrorist financing and the fight against corruption,
- invoicing and accounting.



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The Service Provider only keeps data for as long as necessary for the operations for which it was collected and in accordance with the regulations in force.

In this regard, customer data is kept for the duration of the contractual relationship plus three years for marketing and prospecting purposes, without prejudice to retention obligations or limitation periods.

For the purposes of preventing money laundering and terrorist financing, data is retained for 5 years after the end of the relationship with the Service Provider. For accounting purposes, data is retained for 10 years from the end of the financial year. Prospect data is retained for a period of 3 years if no participation or registration in the Service Provider's events has taken place.

The data processed is intended for authorised persons within the Service Provider.

Under the conditions defined by the French Data Protection Act and the European Data Protection Regulation, individuals have the right to access, rectify, query, restrict, transfer and erase data concerning them.

People affected by the processing operations also have the right to object at any time, on grounds relating to their particular situation, to the processing of personal data based on the legitimate interest of the Service Provider, as well as the right to object to commercial prospecting.

They also have the right to define general and specific guidelines setting out how they wish the above rights to be exercised after their death, - by email to the following address: camping.doss@gmail.com, - or by post to the following address, Camping au Pays de Hanau, 24 rue d'Ernolsheim, 67330 Dossenheim sur Zinsel, France, accompanied by a copy of a signed identity document.

Data subjects have the right to lodge a complaint with the CNIL.

#### **11. TELEMARKETING**

Given the collection of telephone data by the service provider, the customer acknowledges being informed of their right to register on a telephone marketing opt-out list – Bloctel.

#### **12. INTELLECTUAL PROPERTY**

The content of the campingaupaysdehanau.com 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 this content, in whole or in part, is strictly prohibited and may constitute an infringement of copyright.

Furthermore, the Service Provider retains ownership of all intellectual property rights relating to photographs, presentations, studies, drawings, models, prototypes, etc., produced (even at the Customer's request) for the purpose of providing Services to the Customer. The Client therefore undertakes not to reproduce or exploit the said studies, drawings, models and prototypes, etc., without the express prior written authorisation of the Service Provider, which may make such authorisation conditional upon financial compensation.

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

#### **13. APPLICABLE LAW - LANGUAGE**

These Terms and Conditions and the transactions arising therefrom are governed by and subject to French law.

These Terms and Conditions are written in French. In the event that they are translated into one or more foreign languages, only the French text shall be deemed authentic in the event of a dispute.

#### **14. DISPUTES**

Any disputes arising from purchase and sale transactions concluded under these Terms and Conditions, concerning their validity, interpretation, execution, termination, consequences and repercussions, 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 informed that, in the event of a dispute, they may in any event resort to a conventional mediation procedure.

These Terms and Conditions have been drawn up in accordance with the French regulations in force. In the event of a



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dispute, French law shall be solely applicable and the French language version of this document shall prevail.

#### **15. PRE-CONTRACTUAL INFORMATION – CUSTOMER'S ACCEPTANCE**

The Customer acknowledges having received, prior to placing their Order, in a legible and comprehensible manner, these Terms and Conditions and all the information and details referred to in Articles L 111-1 to L111-7 of the French Consumer Code, in addition to the information required under the Decree of 22 October 2008 on prior information for consumers on the characteristics of rental accommodation in outdoor hotels, and in particular:

- the essential characteristics of the Services, taking into account the communication medium used and the Services concerned
- the price of the Services and related costs;
- information relating to the identity of the Service Provider, its postal, telephone and electronic contact details, and its activities, if these are not apparent from the context;
- information relating to legal and contractual guarantees and their Terms and Conditions of implementation; the functionalities of digital content and, where applicable, its interoperability;
- the possibility of resorting to conventional mediation in the event of a dispute;
- information relating to the Terms and Conditions of termination and other important contractual conditions.

The fact that a natural person (or legal entity) places an order on the website [campingaupaysdehanau.com](http://campingaupaysdehanau.com) implies full and complete acceptance of these Terms and Conditions, which is expressly acknowledged by the Customer, who waives, in particular, the right to invoke any contradictory document that would be unenforceable against the Service Provider.