

TERMS AND CONDITIONS OF SALE CAMPING DU SIERROZ 2026

BOOKING TERMS AND CONDITIONS

- The booking only becomes effective with the agreement of Camping du Sierroz, after receipt of the deposit and after receipt of either the duly completed and signed booking contract or after acceptance of the general terms and conditions of sale when booking online.
- In the event of non-payment of the deposit at the time of booking or of the balance at least 30 days before the start of the stay by the customer, the campsite reserves the right to cancel the booking and re-offer the accommodation for rent.
- Reservations are only binding on Camping du Sierroz if the campsite has accepted them, which Camping du Sierroz is free to do or refuse, depending on availability and, in general, any circumstances that may affect the execution of the reservation made. Camping du Sierroz offers family-oriented holidays in the traditional sense, with accommodation specially designed for this purpose. Camping du Sierroz reserves the right to refuse any booking that would be contrary to this principle or that would seek to circumvent it.
- The booking of a camping pitch or rental accommodation is strictly personal. Under no circumstances may you sublet or transfer your booking without the prior consent of the campsite.
- Minors must be accompanied by their parents or legal guardians.

1. Camping pitch

The basic package includes a pitch for one vehicle with a tent, caravan or motorhome for one person, access to sanitary facilities, reception facilities and waste disposal.

2. Camping rental

- Rental accommodation is fully equipped. The basic package is for 2 to 8 people, depending on the type of rental.
- Camping du Sierroz reserves the right to refuse access to the campsite to groups or families arriving with more people than the capacity of the rented accommodation.

3. Booking fees

The booking fee is 12€ for telephone bookings and 4€ for bookings made on the campsite's commercial website.

4. Group booking

- The campsite only accepts a limited number of groups. Any booking of more than two camping rentals by the same individual or by different individuals who know each other and are travelling together for the same reasons on the same dates at Camping du Sierroz is considered a group.
- The accommodation offered on the Camping du Sierroz commercial website is intended exclusively for individual customers.
- For all group booking requests, you must contact Camping du Sierroz by telephone, email or via our contact form.
- Camping du Sierroz reserves the right to review the booking request before accepting or refusing it.

PRICES AND TOURIST TAX

- The prices shown are valid for the 2026 season. They are per night and are in euros, including taxes.
- The tourist tax for a 3-star campsite in Aix-les-Bains is 0.65€ per person over 18 years of age per night.
- An eco-contribution of 0.20€ per person per night is also applied. Our business is subject to new waste treatment taxes (wastewater, household waste, recyclable bulky items). This is a budgetary measure intended to compensate and raise awareness.

TERMS OF PAYMENT

- For bookings made more than 30 days before the start of the stay, a deposit of 20% of the price of the services booked must be paid at the time of booking.
- The balance must be paid no later than 30 days before the start of the stay.
- If the customer fails to pay the balance no later than 30 days before the start of the stay, Camping du Sierroz reserves the right to cancel the booking and re-offer the accommodation for rent.
- For bookings made less than 30 days before the start date of the stay, full payment must be made at the time of booking at the campsite (20% deposit + balance of the stay).

NO WRITE OF WITHDRAWAL

In accordance with Article L.221-28 of the French Consumer Code,

Camping du Sierroz informs its customers that the sale of accommodation services provided on a specific date or at specific intervals is not subject to the provisions relating to the 14-day withdrawal period.

CANCELLATION AND CHANGES

1. Changing booking

The customer may request changes to their stay (dates, type of accommodation) by written request (letter or email) subject to availability and possibilities. **No postponements will be accepted for the following season.** If no changes are made, the customer must complete their stay under the initial booking conditions or cancel it in accordance with the cancellation insurance conditions.

- Any request to extend the length of your stay will be made subject to availability and current rates, and no later than the morning of the day of departure.
- Any request to shorten the length of your stay is considered a partial cancellation and will be subject to the terms and conditions for cancellation and interruption of stay.

2. Unused services

In the event of an interrupted or shortened stay for one of the following reasons:

- Closure of borders by administrative decision
- Administrative closure of the campsite

The customer will be reimbursed, upon request, for the corresponding amount minus the cost of cancellation of insurance if it has been taken out.

Apart from the reasons mentioned above, any stay that is interrupted or cut short (late arrival, early departure) due to the customer's actions will not be eligible for a refund.

3. Cancellation by Camping du Sierroz

In the event of cancellation by Camping du Sierroz, except in cases of force majeure, the sums paid for the booking will be refunded in full. However, this cancellation shall not give rise to the payment of damages.

4. Cancellation by the camper

All cancellation requests must be sent by post to the campsite's postal address or by email. Cancellations made by telephone cannot be accepted.

All cancellations will result in the termination of the booking, and the campsite reserves the right to re-offer the accommodation for rent.

a. In the event of cancellation by the camper without cancellation insurance, for one of the following reasons and up until the date of arrival :

- Closure of borders by administrative decision
- Administrative closure of the campsite.

The customer will be reimbursed, upon request, for the corresponding amount.

For other reasons:

- **Case 1 - Cancellation up to 30 days before the start of your stay:**
The deposit of 20% of the total cost of your stay will be retained by the campsite as a cancellation fee. The sums paid, minus the deposit, will be refunded.
- **Case 2 - Cancellation less than 30 days before your arrival:**
All sums paid will be retained by the campsite.

b. In the event of cancellation by the camper with cancellation cover

The sums paid are covered by the guarantee in accordance with the general cancellation conditions corresponding to 3.5% of the amount of the stay. If the reason is not covered by the cancellation insurance or if the claim is refused by the insurance company, the general terms and conditions of sale in paragraph 4.a apply and the cost of the cancellation insurance will be deducted from the sums paid in the event of cancellation.

- Camping du Sierroz reserves the right to refuse campers whose vehicles exceed 7.50 meters in length.
- Vehicles, lorries and caravans weighing more than 3.5T are also not permitted on the campsite, nor are double-axle or twin-wheel vehicles.
- Boats and boat trailers are prohibited within the campsite.
- The campsite reserves the right to refuse access to families arriving with several participants (including babies and children) exceeding the rental capacity. Each participant must be listed on the booking confirmation form.

In the event of non-compliance with these rules, all sums paid will be

retained by the campsite.

YOUR STAY

1. Arrival

Depending on the season, arrival days may vary (please refer to the campsite's terms and conditions).

Camping rental:

- On the day of your arrival at Camping du Sierroz, **you will be welcomed from 4 p.m.** (Wednesdays and Saturdays in high season) and from 2 p.m. for Bivouac tents.
- In the event of late arrival, you must contact reception before closing time.
- When you collect the keys to your rental, you will be asked to pay a deposit of 400€ for mobile homes, 300€ for Coco Sweet tents and 150€ for Bivouac tents, by credit card.
- An inventory of the condition of the premises must be completed and signed upon arrival. You must report any damage by the morning after your arrival at the latest. Failure to do so may result in you being charged for any damage.

Camping pitch:

On the day of your arrival at Camping du Sierroz, **you will be welcome from 2pm onwards.**

2. During your stay

- The barrier is closed between 10 p.m. and 6 a.m. No vehicles may pass during these hours.
- Additional facilities are not permitted next to rentals (tents, campervans, etc.). It is possible to rent an additional pitch.
- It is the camper's responsibility to take out insurance. Campers are responsible for keeping an eye on their personal belongings (bicycles, etc.). The campsite accepts no responsibility for any incidents falling under the civil liability of the camper. All guests must comply with the rules and regulations. Each tenant is responsible for any disturbances or nuisance caused by people staying with them or visiting them.

3. Departure

Camping rental:

On the departure date indicated in your contract, **the rental accommodation must be vacated by 10 a.m.** The accommodation must be left in perfectly clean condition, and the inventory provided to you before your arrival may be checked. You will be liable for any broken or damaged items, as well as for any repairs to the premises if necessary. The deposit will be returned to you at the end of your stay, with any compensation retained, based on supporting invoices, for any damage noted during the exit inventory. The retention of the deposit does not exclude additional compensation if the costs exceed the amount of the deposit.

If the accommodation has not been cleaned before your departure, you will be charged a cleaning fee of at least 70€ including taxes.

Camping pitch:

On the departure date indicated on your booking, **the pitch must be vacated by 12 p.m.**

For any late departures, you may be charged an additional day at the current nightly rate.

ANIMALS

Pets are allowed at Camping du Sierroz (except for dogs classified as category 1 or 2) for an additional fee payable at the time of booking.

The campsite allows a maximum of two pets per pitch and one pet in certain rental accommodation (Mercure, Riviera & Vénus).

When permitted, pets must be always kept on a leash and must not be left alone on the campsite. They are not allowed in the sanitary facilities or the TV room. Pet waste must be picked up (bags are provided). Dogs are not allowed to relieve themselves on the pitches or behind the waste disposal area. We ask that you take your pets outside the campsite for this purpose.

The vaccination record for dogs and cats must be up to date (including rabies vaccination).

WIFI

The WiFi at Camping du Sierroz is free and private. It is accessible on most pitches using a personal code provided at reception. Its speed allows you to check your emails but does not allow streaming.

IMAGE

You authorize Camping du Sierroz, as well as any person designated by

Camping du Sierroz, to photograph, record or film you during your stay at Camping du Sierroz and to use said images, sounds, videos and recordings on any media (in particular on the Camping du Sierroz website and web pages - including Facebook and Instagram - on Camping du Sierroz presentation and promotional materials and in travel or tourist guides). This authorization applies to both you and the people staying with you. Its sole purpose is to promote and publicize Camping du Sierroz and it shall in no way damage your reputation. This authorization is granted free of charge and for a period of 5 years.

LITIGE

Any complaints regarding non-compliance of services with contractual commitments may be reported by post or email to the manager of Camping du Sierroz.

MEDIATION

In the event of a dispute with Camping du Sierroz, you can contact us as follows: Camping du Sierroz, Boulevard Robert Barrier, 73 100 Aix-les-Bains

Send a letter by registered post with acknowledgement of receipt to the manager of Camping du Sierroz.

If you are not satisfied with the response, you may refer the matter to the CM2C Mediation Centre one month after sending these letters or emails. You must submit your case online at the following website: <https://cm2c.net>, or by post: 49 rue de Ponthieu 75 008 Paris - cm2c@cm2c.net

RESPONSIBILITY OF CAMPING DU SIERROZ

The customer expressly acknowledges that Camping du Sierroz cannot be held liable for any false information communicated by its partners or any third party and mentioned in brochures or on websites, in particular presentation photos, descriptions, activities, leisure facilities, services and operating dates. All photos and texts used on the Camping du Sierroz website are non-contractual. They are for information purposes only.

DATA PROTECTION

The information you provide us with when placing your order will not be disclosed to any third parties. This information will be treated as confidential by Camping du Sierroz. It will only be used by the campsite's internal departments to process your order and to enhance and personalize communication and services offered to Camping du Sierroz customers based on your interests.

In accordance with the French Data Protection Act of 6 January 1978, you have the right to access, rectify and oppose any personal data concerning you. To do so, simply send us a request by email to camping@aixlesbains.com or by post to the following address, indicating your surname, first name and address.

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