

# CAMPING CONFORT

## GENERAL TERMS AND CONDITIONS OF SALE

Camping Confort is a campsite owned by SA Confort Camping, registered with the Crossroads Bank for Enterprises under number 0453.324.649, with its registered office at 5550 VRESSE-SUR-SEMOIS, Place Henri de la Lindi 27 (Belgium)

### Article 1 - Purpose

The purpose of these General Terms and Conditions of Sale (hereinafter referred to as the 'General Terms and Conditions') is to set out the conditions applicable to any natural or legal person wishing to make a reservation at Camping Confort.

Any booking made with Camping Confort implies acceptance and unconditional compliance with all the terms and conditions set out in these General Terms and Conditions.

### Article 2 - Bookings and payments

Bookings can be made by telephone, email or online at [www.campingconfort.be](http://www.campingconfort.be).

Each reservation requires the payment of a deposit of 30% of the total rental price and any additional services. This deposit must be paid within 15 days of the reservation. After this period, Camping Confort reserves the right to cancel the reservation. The balance of the stay is payable on arrival. There is no reduction in the event of late arrival or early departure.

In accordance with Article VI.47 of the Law of 21 December 2013 of the Code of Economic Law, we inform you that the provision of accommodation services, which must be provided on a specific date or within a specific period, is not subject to the 14-day right of withdrawal.

### Article 3 - Prices

The rates or information published on our website [www.camping-confort.be](http://www.camping-confort.be) are the basic rates that do not include optional services (text and photos are not contractual).

The price agreed upon at the time of booking includes the applicable VAT. The contractual price may be modified within the legal and regulatory limits if, between the

date of booking and the date of payment of the balance, changes in the applicable VAT rates occur.

#### **Article 4 - Deposit**

A deposit may be required for some stays. This amount is indicated on the booking confirmation.

The full amount of this deposit will be refunded on departure if the accommodation is left in a clean and tidy condition, less any compensation for damage, unpaid services or loss of keys (handed over on arrival).

#### **Article 5 - Capacity of the accommodation**

Each accommodation or pitch is designed for a specific number of persons. It may not be occupied by a larger number of persons (including children and babies). In the latter case, the campsite manager has the right to refuse any additional persons.

Minors who are not accompanied by their parents or legal guardian will not be admitted.

#### **Article 6 - Arrival and departure**

The pitch can be occupied from 2 p.m. on the day of arrival and must be vacated by 12 noon on the day of departure.

All campers must comply adhere to the campsite rules, which are displayed at reception. They are responsible for any nuisance caused by persons staying with them. Any violation of the rules may result in the expulsion of the camper.

#### **Article 7 - Pets**

Dogs are allowed at Camping Confort with the exception of attack or defence dogs (American Staffordshire Terrier, Rottweiler, Pit Bull, etc. [www.police.be](http://www.police.be)), provided that an additional fee is paid at the time of booking.

#### **Article 8 - Modification, interruption and cancellation of the stay**

##### **Modification**

Up to 14 days before arrival, the stay can be changed free of charge if this takes place during the current season. Any price difference at the time of the change between the old and new stays will be charged to the customer. If the new stay is cheaper than the old one, this difference will not be refunded. From 13 days before arrival and for any stay that has already begun, no changes can be made.

Any request to extend the duration of the stay will be granted according to availability and the applicable rates.

Any request to shorten the duration of your stay will be considered a partial cancellation and will be subject to the conditions for cancellation and interruption of the stay.

### **Cancellation**

Any cancellation by the customer after booking and before departure will result in:

- In the event of cancellation up to 30 days before the scheduled arrival date, the deposit will be refunded in full;
- In the event of cancellation from 29 days to 48 hours before the scheduled arrival date, the deposit will not be refunded.
- In case of cancellation less than 48 hours before the scheduled arrival date, the full amount of the stay will be charged.

In the event of privatization of the Backpacker's Camp, the maximum period for all changes or cancellations is 2 months before the arrival date. Failure to comply with this period will result in the full invoice amount being due.

### **Article 9 - Liability**

Camping Confort cannot be held liable for communications by its partners or third parties, for photographs for which they have declared that they hold the rights, or for incorrect, misleading or erroneous information contained in the catalogues or on the websites of the partners, in particular the presentation photographs, descriptions, activities, services and operating dates.

Camping Confort declines all responsibility in the event of theft, fire, bad weather, damage to goods or vehicles, etc. This also applies to accidents for which the customer or a third party is legally liable.

As our pitches are located by the river, the risk of flooding cannot be completely ruled out. Owners of trailers equipped with an immobilizer with a key or code must hand in a copy of this at the campsite reception no later than the first day of their arrival at the campsite. The management cannot be held liable for damage to property resulting from the inability to move it.

### **Article 10 - Disputes**

If, despite our efforts to satisfy you, you have a complaint during your stay, please inform the reception manager on site immediately. They will do their best to provide you with a satisfactory response.

These General Terms and Conditions are subject to Belgian law. In the event of a dispute, the courts of Namur, Dinant Division (Belgium) shall have exclusive jurisdiction. However, the parties undertake to seek an amicable solution before taking legal action.

## **Article 11 - Image**

By accepting these general terms and conditions of sale, the customer gives

SA Confort Camping expressly permission, without compensation, to photograph or film them during their stay and to use the photos, videos or sounds on any media for a period of 5 years. This permission also applies to all persons staying with the customer. The purpose of this authorisation is to promote Camping Confort on its websites, brochures, Facebook, Instagram and commercial presentations or in tourist brochures.