

GENERAL RENTAL CONDITIONS

Article 1. Purpose

The purpose of these General Rental Conditions is to define the terms and conditions for renting Accommodation offered to a customer, hereinafter referred to as the "Customer" or "Customers", by the company LES COUDOULETS, a limited liability company with capital of 110,000 euros, whose registered office is located at 120, chemin de l'Ardèche 07120 PRADONS and registered in the Aubenais trade and companies register under number 387.733.629, hereinafter referred to as the "Company".

Article 2. Application and acceptance of the general conditions

These General Conditions prevail over any other document having only an informative and indicative value. The Company reserves the right to modify them at any time. These General Conditions are valid at the time the Customer makes a reservation, to the exclusion of all other conditions.

The Company is free to accept or not a reservation, subject to a legitimate reason such as in particular the availability of accommodation. By making a reservation, the Customer acknowledges having fully read these General Rental Conditions. He also acknowledges having definitively and unreservedly accepted the terms and conditions defined therein. Acceptance of these General Conditions can only be full and complete. Any adhesion subject to reservation is considered null and void. Acceptance of these General Conditions and the conclusion of the rental contract assume that the Customer has the legal capacity necessary to enter into a contractual commitment, or, in the event of incapacity, that he has the authorization of a guardian or curator. These General Conditions, the legal notices and the reservation confirmation sent to the Customer form a contractual whole and constitute the entirety of the contractual relations between the Customer and the Company. The confirmation of the Stay Reservation sent after payment by the Customer, including partial (deposit), will constitute acceptance by the Company. However, the Company reserves the right to refuse any reservation request which does not comply with these General Rental Conditions.

Article 3. Absence of right of withdrawal

In accordance with article L.221-28 of the Consumer Code, the Company informs its customers that the withdrawal period does not apply to the reservation of accommodation or a location.

Article 4. Booking conditions

When booking, the Customer must fulfill the following obligations:

- be of legal age and have legal capacity. The Company reserves the right to refuse minors not accompanied by their parent(s) or legal guardian;
- communicate all information required by the Company and guarantee the accuracy and truthfulness of said information;

- acknowledge that all reservations are nominative and personal and that therefore, if the reservation is the subject of a transfer or a total or partial sublet, the Company must give its prior agreement.

The reservation is made according to the following steps:

- The Client selects the duration of the stay, the departure date, the number of participants/occupants and the type of Accommodation or Location;
- The Client communicates all required information: - The Client reserves in the name and on behalf of all participants that it will indicate. The Client ensures and certifies that all information provided is correct;
- The Customer accesses a summary or receives a document containing all the details relating to the dates, the services chosen and the total price relating thereto, thus allowing him to check the details of his reservation. The Customer is required to ensure that all the information displayed is consistent with that which he has selected, it being understood that any modification or cancellation subsequent to his reservation may give rise to invoicing in accordance with the terms hereof;

- The Customer validates his reservation after having read and accepted these General Rental Conditions of the Company;

- The Customer chooses his payment method and proceeds to payment;
- The Customer receives confirmation of their reservation.

The Company reserves the right to refuse the reservation in the event that the number of participants exceeds the maximum capacity of the Accommodation or the Location reserved and/or any person

not having been mentioned by the Customer when booking. It is also specified that any participant regardless of age counts as a participating person. Thus, a baby (or a child) is equal to a participant just like an adult.

Small animals are accepted under the responsibility of their owner, they must be kept on a leash. Tattooing and health records are mandatory. Any animal will incur an additional price per day (only 1 animal in rentals). First and second category dogs are prohibited. The animal may not under any circumstances remain alone in the rental. Please provide a blanket to protect the benches and beds if necessary. Rental blankets must not be used for animals under any circumstances.

It is specified that the choice of accommodation or location will be determined by the Company. Under no circumstances will an accommodation or location number be given to you in advance and you will not be able to claim the reservation of a specific accommodation or location.

It is formally acknowledged by the Client that the rental is accepted and concluded for a maximum occupancy of:

- 5 people (children and babies included) and one car maximum for mobile homes;
 - 6 people (children and babies included) and one car maximum for the cottages, villas and pitches;

 - 3 people maximum for furnished tents.
- NO OVERCHARGE WILL BE ALLOWED.

It is also specified that the basic package of a Pitch is concluded for a maximum occupancy of two people and includes the supply of electricity, the pitch for the tent, the caravan, the camper van and a car, access to the sanitary facilities with hot water included. The price of the Pitches is per night. The price of the rental of an Accommodation includes the supply of water, gas and electricity.

The Company considers that any reservation of several Accommodations or Locations made by the same natural person or different natural persons but knowing each other and traveling together for the same reasons and on the same dates constitutes a reservation for a group.

Therefore, any request for a group must be sent in writing via our contact form available on our website or by telephone. The Company reserves the right to study any request for a group in advance in order to see their compatibility with the occupation of the Campsite over the requested period before accepting or refusing it.

Article 5. Prices

All prices are displayed in Euros, including VAT.

For Pitches, the base rate indicated is for two people. For Accommodations, the base rate is for four people. The price therefore changes depending on the number of participants.

Prices include the rental of Accommodation or Pitch with its equipment, water, gas and electricity consumption, parking for one car per reservation and access to the free facilities and services available on the Campsite.

Prices do not include anything not mentioned above, including additional options or services offered by the Company. The availability of all of these services cannot be guaranteed by the Company. The Customer must inquire with the Company to find out which Campsite services are available during their stay and their pricing conditions.

The Client will have to pay the tourist tax per day and per person (over 18 years old).

The prices of Accommodation or Pitches, options, additional services and fees are freely set by the Company. They may be different for similar services, depending on the dates of stay and the date on which the Customer makes their reservation. The total amount of the stay is that which is communicated to the Customer at the time of their reservation, subject to validation by the Company. Any price defined prior to the Reservation and any change in price subsequent to the Reservation have no effect on the total amount of the stay. When the Customer requests a quote, the validity of the latter is indicated on the quote subject to availability. After the validity date, the price indicated in the quote is no longer guaranteed. Subject to the provisions of Article L.211-17-2 of the Tourism Code, in the event of a manifest error in the published price, such as a price that is derisory in comparison with the average of prices observed for the same stay at the same period, the Customer is informed of said error by the Company.

As a result, the Reservation may be cancelled and the Customer will be reimbursed for their deposit or all payments made without compensation.

The Customer may order additional services to their reservation before their stay and/or during their stay. The prices of services added after the reservation may be higher than the prices of the services selected when booking.

Article 6. Payment conditions

If the order is placed 30 days or less before the start of the stay, the rental amount must be paid immediately at the time of booking. If the order is placed more than 30 days before the start of the stay, a deposit of 25% of the rental amount must be paid immediately at the time of booking and the balance must be paid no later than 30 days before the start date of the stay.

However, for pitch reservations, a deposit of 120 euros must be paid at the time of booking and the balance must be paid no later than two weeks before arrival.

The amount of the additional services must be paid before the start of the stay.

The Company reserves the right to cancel the reservation under the cancellation conditions described below if the full amount due is not paid within the time limits.

Article 7. Modification

Any stay started is due in full. No compensation will be given in the event of delayed arrival or early departure.

Any request to modify a reservation by the Client is studied by the Company and may be accepted or refused depending on availability. If the modification is not accepted, the Client must complete their stay under the initial conditions or cancel it. If the new total amount of the stay is higher than the amount of the reservation, the Client must pay the difference between the new total amount of the stay and the amounts already paid.

If the new total amount of the stay is less than the amount of the reservation, the Customer will be reimbursed for the difference between the amounts paid and the new total amount of the stay. However, if the modification request is received less than 30 days before the start of the initial stay, the Company will not make any reimbursement.

Any request for modification is subject to a new calculation of the total amount of the stay according to the prices in effect on the day of the modification. In the event that the Company cannot accede to the Client's request for modification, the initial stay will be maintained unless the Client cancels.

In the event of a change on the part of the Company in exceptional and unavoidable circumstances, and unless an exemption is granted by the competent authorities, all sums paid will be refunded to the Client as soon as possible. No compensation will then be offered.

Article 8. Cancellation

In the event of cancellation of a reservation by the Customer outside of legitimate cases of force majeure, the Company will proceed with the following invoicing:

- if the cancellation occurs less than 30 days before the start of the stay or after the start date of the stay, no amount paid will be refunded;
- if the cancellation occurs between 90 days and 30 days before the start of the stay, the Company will charge 50% of the total amount of the stay;
- if the cancellation occurs more than 90 days before the start of the stay, the Company will charge 25% of the total amount of the stay.

In the event of cancellation of a reservation by the Company due to the Client's failure to meet their obligations, no amount paid will be refunded.

In the event that the Company is forced to cancel the Customer's reservation outside of legitimate cases of force majeure, the amount of compensation to be received by the Customer is limited to the sums paid by the latter.

Article 9. Stay

The Customer undertakes to read the campsite's internal regulations upon arrival. He acknowledges that these are the rules that govern his stay in addition to these General Terms and Conditions. During the stay, the Customer undertakes to respect and ensure that the other participants, who are under his responsibility, respect all the requirements of the campsite's internal regulations. In the event of non-compliance with the internal regulations, the Company's representatives on the campsite have the authority to enforce these regulations and take all necessary sanctions, including expulsion and the commitment of civil and criminal liability. The Company may not under any circumstances be held liable for the loss or theft of personal items during the stay. The Customer is solely responsible for monitoring his property. The Customer is invited to check before leaving that he has a

liability insurance that will cover any damage he may cause during his stay.

Minors accompanied by their legal guardians are placed under the responsibility of the latter. It is strictly forbidden to leave them alone, without supervision, within the campsite.

Pitches are available from 2 p.m. and must be vacated by 11 a.m. Accommodation is available from 4 p.m. and must be vacated by 10 a.m. Unless otherwise agreed by the Company, no arrivals are possible outside of the scheduled times.

The Company does not provide any refund or compensation in the event of arrival or departure outside the times and days initially planned which would have deprived the Client of access to their accommodation or pitch. Once arrived at their accommodation or pitch, it is the Client's responsibility to carry out a check: inventory or condition report. They must report, in writing, any possible inconvenience to the reception team, at the latest within 24 hours of their arrival. The reception team will do their best to remedy it quickly. No complaints will be taken into account after this period. Similarly, any incident that occurs during the stay must be reported to the reception team who will do their best to remedy it.

In the absence of the Client to complete the departure formalities, the reception team is therefore the sole judge of the condition of the Accommodation or the Pitch and its equipment. No dispute on the part of the Client is then accepted, which the Client accepts and acknowledges by not showing up for the inventory. If the Accommodation or Pitch is returned in a condition deemed correct by the reception team, the security deposit will be returned to the Client by post as soon as possible. Otherwise, if any non-conformity is noted by the reception team, sums are withheld from the security deposit and/or are invoiced to the Client within one month. Supporting invoices are provided to the Client. If the amounts invoiced are greater than the security deposit, the latter is not returned and the Company is entitled to claim the sums owed to the Client.

Article 10. Security deposit

A security deposit of €150 will be requested from the Customer upon arrival at the campsite in order to guarantee the Company against damage. It will be returned to the Customer upon departure and after an inventory of fixtures, which must show in particular that the Accommodation does not present any deterioration or damage, that the inventory of furniture and accessories is complete and that cleaning has been carried out. Failing this, the Company may charge the Customer for the costs of restoration. No dispute will be accepted from the Customer if he has left the Campsite without carrying out an exit inventory checked by the reception team. If the Customer does not submit the entry inventory declaration, he will be presumed to have taken the Accommodation in a good general condition and cleanliness.

Article 11. Limitation of liability

The Company shall not be held liable in the event of modification, cancellation, non-performance or poor performance of any service linked to the reservation which is attributable to exceptional and unavoidable circumstances caused by the Client or participants in the stay, disruption or strike of means of transport or due to the fault of a third party, in particular one of its partners.

Article 12. Applicable law and competent jurisdiction

These General Terms and Conditions and more generally the Rental Agreement are governed by French law. In the event that one of the clauses of these General Terms and Conditions is declared null and void, this shall in no way affect the validity and compliance with the other clauses, which shall remain fully applicable. Any dispute or challenge to which they may give rise, whether for their validity, interpretation, execution or termination, shall be brought by the most diligent party before the Courts of the location of the campsite, regardless of the Client's country of origin, except for provisions of public policy, notwithstanding multiple defendants or third-party claims, even in the event of summary proceedings.

Article 13. Mediation

In accordance with the provisions of the Consumer Code concerning "the process of mediation of consumer disputes", the customer has the right to use the mediation service offered by (company name) free of charge. The "consumer law" mediator thus proposed is CM2C. This mediation system can be contacted by: CM2C: www.cm2c.net; - or by post: CM2C – 14 Rue Saint Jean, 75017 Paris