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## *CGV- Terms and conditions*

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### **Article 1 - Scope of the general conditions of sale**

These general terms and conditions automatically govern all sales of stays made on the [www.camping-de-lorival-normandie.com](http://www.camping-de-lorival-normandie.com) website. They are an integral part of any contract concluded between the campsite and its customers.

Each customer acknowledges having read these general conditions prior to any reservation of a stay, for himself and any person participating in the stay.

In accordance with the law in force, these general conditions are made available to all customers for information purposes prior to the conclusion of any contract for the sale of stays. They can also be obtained by simple written request addressed to the head office of the establishment.

### **Article 2 - Booking conditions**

#### **2.1 Price and payment**

The price of the stays is indicated in euros, VAT included. The customer's attention is drawn to the fact that the tourist tax is not included in the price. In the event of late payment, partial payment or total non-payment of an invoice on the payment date defined in this document, a late payment penalty is applicable. This penalty is equal to one and a half (1.5) times the legal interest rate calculated on the amount excluding tax of the sums remaining due. The penalty is applicable from the first day of delay.

For camping pitch reservations: All rentals are personal and cannot be transferred. The rental only becomes effective with our agreement and after receipt of the total amount of the stay and the booking fees.

For rental reservations: All rentals are personal and cannot be transferred. The rental only becomes effective with our agreement and after receipt of the total amount of the stay and the booking fees.

For any unreported delay, the rental/site becomes available 2 hours after the arrival date mentioned on the reservation contract. After this period, and in the absence of a written message, the reservation will be void and the deposit will remain with the campsite management.

#### **2.2 Modification of reservation**

No reduction will be made in the event of late arrival or early departure.

#### **2.3 Cancellation**

Any reservation not settled in accordance with the general conditions of sale will be cancelled. For any cancellation received more than 7 days before the start date of the stay, 100% of the deposit will be refunded.

#### **2.4 Withdrawal**

The legal provisions relating to the right of withdrawal in the event of distance selling provided for by the Consumer Code are not applicable to tourist services (article L.121-20-4 of the Consumer Code).

Thus, for any order for a stay at the campsite, the customer does not benefit from any right of withdrawal.

### **Article 3 - Course of the stay**

#### 3.1 Arrivals and Departures

Rental and camping: arrivals are from 3 p.m., departures are before 10 a.m., any day of the week.

#### 3.2 Deposit

A deposit of 200 euros per accommodation (damage 200€ and cleaning 50€) will be requested on the day of your arrival. It will be refunded to you on the day of your departure, during the opening hours of the cash desk, after an inventory. The invoicing of any damage will be added to the price of the stay as well as the cleaning if you do not leave the accommodation in a state of perfect cleanliness. If you cannot be present during the inventory, the deposit will be returned to you by post.

#### 3.3 Departure

Any return of the key or release of the pitch after 10 a.m. will result in the invoicing of an additional night. Any extension of stay must be made at least 24 hours before the scheduled departure date.

#### 3.4 Animals

Pets are accepted (call us). However, they must be kept on a leash and the owners must remove any soiling caused. They must also present the animal's up-to-date vaccination record.

#### 3.5 Rules of procedure

As required by law, you must adhere to our rules of procedure, deposited at the prefecture, posted at our reception and a copy of which will be given to you on request.

#### **Article 4 - Responsibility**

The Campsite declines all responsibility for damage suffered by the equipment of the camper-caravanner which would be of its own doing; insurance for your equipment in terms of civil liability is mandatory (FFCC, ANWB, ADAC...).

#### **Article 5 - Applicable right**

These general conditions are subject to French law and any dispute relating to their application falls within the jurisdiction of the High Court or the Commercial Court of Dieppe.

*Camping*  
*de l'Orival\*\*\**

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## ***RULES OF CAMPING OR CARAVANING GROUNDS***

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### **TERMS AND CONDITIONS**

#### **1. Conditions of admission and stay**

To be allowed to enter, settle or stay on a campsite, you must have been authorized by the manager or his representative. The latter has the obligation to ensure the proper maintenance and order of the campsite as well as compliance with the application of these rules of procedure.

The fact of staying on the campsite implies acceptance of the provisions of these regulations and the commitment to comply with them. No one can take up residence there.

#### **2. Police formalities**

Minors unaccompanied by their parents will only be admitted with written authorization from them.

Pursuant to article R. 611-35 of the code for the entry and stay of foreigners and the right to asylum, the manager is required to have the client of foreign nationality complete and sign, upon arrival, a individual police file. It must mention in particular:

- 1° The surname and first names;
- 2° The date and place of birth;
- 3° Nationality;
- 4° The habitual residence.

Children under the age of 15 can be listed on either parent's file.

#### **3. Installation**

Outdoor accommodation and related equipment must be installed at the location indicated in accordance with the directives given by the manager or his representative.

#### **4. Reception desk**

Open from 8:30 a.m. to 11:30 a.m. and from 3 p.m. to 6:30 p.m. (except specific registration at reception).

You will find at the reception desk all the information on the services of the campsite, information on the possibilities of refueling, the sports facilities, the tourist attractions of the surroundings and various addresses which may prove useful.

A system for collecting and processing complaints is available to customers.

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**Camping de l'Orival – Sarl B'ORIVAL**

885 Hameau de l'Orival 76 950 Les Grandes Ventes. SARL au capital 10 000€ - SIRET 883 886 574 R.C.S. Dieppe

☎ **02.35.83.45.90** ✉ [camping@orival.fr](mailto:camping@orival.fr) 🌐 <https://www.camping-de-lorival-normandie.com/fr/>

RIB : FR76 1830 6000 6336 1151 9500 409 - AGRIFRPP883

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## **5. Display**

These rules of procedure are displayed at the entrance to the campsite and at the reception desk. It is given to each customer who requests it.

For classified campsites, the classification category with the mention tourism or leisure and the number of tourism or leisure pitches are displayed.

The prices of the various services are communicated to customers under the conditions set by order of the Minister responsible for consumption and can be consulted at reception.

## **6. Departure conditions**

Customers are invited to notify the reception desk of their departure the day before. Customers intending to leave before the opening hours of the reception desk must pay for their stay the day before.

## **7. noise and silence**

Customers are asked to avoid all noises and discussions that could disturb their neighbours.

Sound devices must be adjusted accordingly. Door and trunk closures should be as discreet as possible. Service hours are 9 a.m. to 11:30 a.m. or 3 p.m. to 6 p.m. Monday through Saturday.

Dogs and other animals must be identified and identifiable, they must never be left free. They must not be left at the campsite, even locked up, in the absence of their masters, who are legally responsible for them.

**The manager ensures the tranquility of his customers by setting times during which silence must be total from 11:00 p.m. to 7:00 a.m.**

## **8. Visitors**

After being authorized by the manager or his representative, visitors can be admitted to the campsite under the responsibility of the campers who receive them.

The customer can receive one or more visitors at the reception. The services and facilities of the campsites are accessible to visitors (except swimming pool). However, the use of this equipment may be chargeable according to a tariff which must be displayed at the entrance to the campsite and at the reception desk. Visitors' cars are prohibited in the campground.

## **9. Movement and parking of vehicles**

Inside the campsite, vehicles must drive at a speed limit of 10 km/h and in one direction only.

Traffic is authorized from 7:30 a.m. to 11:00 p.m. One vehicle per plot is authorized without prior authorization from the managers.

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Only vehicles that belong to the campers staying there can circulate in the campsite. Parking is strictly prohibited on the pitches usually occupied by accommodation unless a parking space has been provided for this purpose. Parking must not impede traffic or prevent the installation of newcomers.

### **10. Holding and appearance of the facilities**

Everyone is required to refrain from any action that could harm the cleanliness, hygiene and appearance of the campsite and its facilities, including sanitary facilities.

It is forbidden to throw waste water on the ground or in the gutters.

Customers must empty waste water into the facilities provided for this purpose.

Household waste, waste of any kind, papers, must be placed in the container bins at the entrance. The campsite's garbage cans are used for dog waste and small waste.

Washing is strictly prohibited outside the bins provided for this purpose.

The drying of the linen will be done, if necessary, in the common dryer. However, it is tolerated until 10 a.m. near the accommodation, provided that it is discreet and does not disturb the neighbours. It should never be made from trees.

Plantings and floral decorations must be respected. It is forbidden to drive nails into trees, to cut branches, to make plantations.

It is not allowed to delimit the location of an installation by personal means, nor to dig the ground.

Any repair of degradation committed to the vegetation, the fences, the ground or the facilities of the campsite will be the responsibility of its author.

The location that will have been used during the stay must be maintained in the state in which the camper found it when entering the premises.

### **11. Security**

a) Fire.

Open fires (wood, coal, etc.) are strictly prohibited. Stoves should be kept in good working order and not used in hazardous conditions.

In the event of a fire, notify management immediately. Fire extinguishers can be used if necessary.

A first aid kit is located at the reception desk.

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b) Theft.

The management is responsible for the objects deposited at the office and has a general obligation to monitor the campsite. The camper retains responsibility for his own installation and must report to the manager the presence of any suspicious person. Customers are invited to take the usual precautions for safeguarding their equipment.

c) Water

Swimming pools and other water games are prohibited on the campsite. Water tanks must be closed.

### **12. Games**

No violent or disturbing game can be organized near the facilities. The meeting room cannot be used for hectic games. Children should always be under the supervision of their parents. It is strictly forbidden to cross or reside on plots that are not yours (by bike, on foot, on rollerblades, etc.). The aisles were designed for this. For security reasons, it is strictly forbidden to play in the main aisles.

### **13. dead garage**

It can only be left unoccupied equipment on the ground, after agreement of the management and only at the location indicated. This service is chargeable.

### **14. Violation of the rules of procedure**

In the event that a resident disturbs the stay of other users or does not respect the provisions of these rules of procedure, the manager or his representative may orally or in writing, if he deems it necessary, give notice to the latter to cease the disturbances. . In the event of a serious or repeated violation of the rules of procedure and after formal notice by the manager to comply with them, the latter may terminate the contract. In the event of a criminal offence, the manager may call on the police. Any deterioration or destruction of the campsite's infrastructure will be invoiced.

The manager can give leave immediately, without notice, to residents or holidaymakers in the event of proven disturbances to the internal regulations (harassment, threats, aggression, etc.) against all residents or visitors to the campsite. ). In this sense, the manager will have the possibility of suspending his services, in particular those relating to access to the campsite, the supply of electricity and water. A date will be proposed to him in order to recover his personal effects.

HAVE A GOOD STAY



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