GENERAL RENTAL TERMS AND CONDITIONS 2027

Article 1 - Rental Accommodations:

Article 1.1 - Every reservation is strictly personal and under no circumstances transferable.

The 3-bedroom mobile home accommodates up to 6 people maximum, while the 2-bedroom mobile home, the accessible accommodation (PRM), or the gîte has a maximum capacity of 4 people. Accommodations are available from 3:00 PM and must be vacated before 10:00 AM on the day of departure. In summer, rentals are by the full week, with arrivals on Wednesday or Saturday. For other dates, a minimum stay of 2 nights applies during the low season.

Article 1.2 - Camping Pitches: Camping pitches have a maximum capacity of 6 people. They are available from 3:00 PM and must be vacated before 10:00 AM. Our base price includes: a standard pitch of 100 m², a spacious pitch (*grand large*) of 120–150 m², or a spacious pitch of 120–150 m² by the river, for a tent, caravan, or campervan. Included in the rate: electricity, two people, and one parking space for your vehicle. Not included in our base price: additional adults, visitors, additional children, extra vehicles and tents, and activities organized in partnership with external providers.

Article 1.3 - Rental Accommodations: Non-smoking area: Our base price includes: furnished accommodation for the specified number of people from the day of arrival after 3:00 PM until the day of departure before 10:00 AM, and a parking space for one vehicle on the pitch.

Not included in our base price: sheets, duvet covers, and pillowcases. Optional rentals (to be requested upon booking): bed linen (sheets, pillowcases, duvet covers) for €17 per 140 cm bed and €14 per 90 cm bed; towel pack (1 hand towel and 1 bath sheet) for €8 per person; cleaning products and activities organized in partnership with external providers.

Article 2 - Administration Fees:

Administration fees are charged for every stay reservation, depending on the number of days: for a stay of more than 6 nights, this fee is €21.

Article 3 - Reservation and Payment of the Stay:

Article 3.1 - For any reservation made up to 30 days prior to arrival, an option is registered upon receipt and processing of the booking request, subject to availability. A contract is sent to the applicant. The option is valid for 8 days. The option is confirmed (and thereby becomes a firm booking) upon receipt of the deposit of 25% of the estimated stay costs plus 100% of the administration fees. Any option not confirmed by post or email will be automatically cancelled without prior notice from us.

Article 3.2 - Upon receipt of your deposit, you will receive a booking confirmation by email stating: the dates of your stay, the total amount of your stay based on the details provided in your booking request, and the deposit amount received. Any rental contract for which the deposit and administration fees have not been paid will become void.

Article 4 - Payment of the Stay:

Article 4.1: The remaining balance of the reservation must be paid 30 days before arrival for rental accommodations and 15 days before arrival for camping pitches. For reservations made less than 30 days before the arrival date, the full amount must be paid immediately upon booking. If the camper does not notify us that their arrival has been delayed, the pitch or accommodation becomes available again 12 hours after the scheduled arrival date stated on this contract. No refunds will be issued for late arrivals or early departures.

The remaining balance may be paid in several monthly installments at no extra charge. Various payment methods are accepted: ANCV (French holiday vouchers), debit/credit card, bank check, postal order, bank transfer, or cash. In the event of non-payment by the client of the deposit within 8 days of booking or of the remaining balance at least 30 days prior to the start of the stay, Camping Arleblanc reserves the right to cancel the reservation and re-let the accommodation.

Article 4.2 - No Right of Withdrawal: Pursuant to Article L.221-28 of the French Consumer Code (*Code de la consommation*), Camping Arleblanc informs its clients that the sale of accommodation services provided on a specific date or during a specific period is not subject to the provisions regarding the 14-day cooling-off period.

Article 4.3 - Allocation of Pitch or Accommodation: Reserving a pitch or accommodation implies that final allocation rests entirely with Domaine du Camping Arleblanc. Prior to the client's arrival, no definitive commitment is made regarding the allocation of a specific pitch or accommodation chosen by the client, even for clients who have stayed on the same pitch for several years. Domaine Arleblanc Camping undertakes to offer an equivalent pitch or accommodation if the previously chosen pitch or accommodation cannot be made available, without having to justify this decision.

Article 5 - Admission:

No one is admitted to the campsite without the permission of the management of Camping Arleblanc. Everyone staying at the campsite must hold individual or family third-party liability insurance.

Article 6 - Rates:

The applicable rates are those listed in our brochures, price lists, or on our website www.arleblanc.com. Temporary promotional offers may be published on the same website. In that case, the current promotional rate applies subject to availability at the time of the

booking request. Stays booked and paid for prior to the start of these promotions do not entitle the client to a full or partial refund or price reduction.

Article 7 - Tourist Tax:

€0.61 per day/person over 18 years of age. Eco-tax: €0.40 per day/person over 13 years of age. Environmental contribution (*taxe éco-participation*): this tax, also referred to as "eco-contribution" or "eco-tax," partially contributes to the levies the campsite must pay for household waste, wastewater treatment, etc. It must be paid together with the tourist tax.

Article 8 - Visitors:

We remind you that anyone entering the campsite must report to reception. Day or half-day visitor: €2.00 per person (ticket available at the entrance; this does not grant access to the swimming pool). Visitors staying overnight at the campsite: registration at reception is mandatory.

Article 9 - For Rental Accommodations:

Security deposit and inventory check: Two security deposits are required upon arrival. A €200 deposit for the mobile home and a cleaning deposit of €75 for a gîte or 2-bedroom mobile home, and €90 for a 3-bedroom mobile home. On the day of departure, the mobile home must be vacated before 10:00 AM in immaculate condition and ready for re-letting. During your stay, you are responsible for maintaining the accommodation. The accommodation must be left clean; failing this, restoration and cleaning fees will be charged. You may opt for us to handle the final cleaning for €75.00 (gîte or 2-bedroom mobile home) or €90 (3-bedroom mobile home). All accommodations are non-smoking. Please note: the €200 deposit will be retained in full if the smoking ban is violated.

Article 10 - Pets:

Your pets are allowed on camping pitches and in rental accommodations. They must be kept on a leash and walked outside the campsite to relieve themselves. Under no circumstances may a dog be left alone in the mobile home, on the pitch, or in a car, nor may it disturb neighbors by barking or fouling. Mobile homes are equipped with a gate so that the dog can remain on the terrace. In the event of non-compliance, the campsite may expel the dog and its owners from the premises. Animal species other than dogs and cats are prohibited in mobile homes. Upon arrival, you must register your pet immediately at reception and present its rabies vaccination certificate. Pets are not allowed at the swimming pool or in the campsite's communal areas (sanitary facilities, restaurant, and campsite shop). Category 1 and 2 dogs are prohibited on the campsite. Maximum 2 pets per pitch or accommodation.

Article 11 - Swimming Pool Access:

For hygiene reasons, fitted swim trunks (briefs) are mandatory; no boardshorts or boxer shorts, no monokinis, no burkinis. No tanning oil permitted (sunscreen lotion is allowed). Parasols are prohibited within the swimming pool enclosure; strollers are permitted. Toys, inflatable boats, balls, flippers, spades, buckets, water guns, etc., are prohibited. Eating, drinking, smoking (including all illegal substances), spitting, or chewing gum is prohibited. Only small swim rings and armbands for children who cannot swim are permitted. Reserving sun loungers with towels or by any other means when you are not remaining at the pool is prohibited. We reserve the right to remove unattended towels after a period of time.

Article 12 - The Playground:

The playground is reserved for children staying at Camping Arleblanc under parental supervision. Please respect the posted age limits for each piece of play equipment. Access is prohibited after 11:00 PM.

Article 13 - Communal Barbecue:

The Ardèche Prefecture prohibits any use of individual barbecues on the campsite. Two communal barbecues are available in secure areas on the grounds, as well as gas planchas for rent: €50 per week from Saturday evening to Friday evening.

Article 14 - Stay:

Article 14.1 - Camping Arleblanc offers family holidays in the traditional sense; accommodations are specifically designed for this purpose. The campsite reserves the right to refuse any booking that conflicts with this principle or attempts to circumvent it. The reservation of a camping pitch or rental accommodation is strictly personal. Under no circumstances may you sublet or transfer your reservation without the prior consent of the campsite.

Article 14.2: Minors must be accompanied by their parents or legal guardians. Camping Arleblanc reserves the right to refuse entry to the campsite to groups or families arriving with a number of participants exceeding the maximum capacity of the rented accommodation.

Article 14.3 - Group Stays: Any reservation of more than 4 accommodations by the same natural person, or by different natural persons who know each other and are traveling together for the same purpose on the same stay dates, is considered a group. The accommodations listed on the website are intended exclusively for individual guests. For any group booking, you must contact Camping Arleblanc by phone or email. Camping Arleblanc reserves the right to review the booking request before accepting or refusing it.

Article 15 - Cancellation of the Stay:

Article 15.1 - Modifying Your Reservation: The client may request to modify their stay (dates, accommodation type, options) by written request via email to Camping Arleblanc, subject to availability and feasibility. Deferrals to the following season will not be accepted. If no modification is possible, the client must proceed with the stay under the original booking terms or cancel according to the terms of the cancellation insurance.

Article 15.2 - Any request to extend your stay will be processed subject to availability and at current rates. Any request to shorten your stay is considered a partial cancellation and is subject to the terms governing cancellation and interruption of stay.

Article 15.3 - Unused Services: In the event of interruption or shortening of the stay for one of the following reasons: border closure by government decree, administrative closure of Camping Arleblanc, or travel restrictions limiting movement to a specific number of kilometers by government decree making it impossible to travel to the campsite. In such cases, the campsite will issue a credit voucher equal to the value of the unused nights, valid for two years. If the client declines this credit voucher, the corresponding amount will be refunded upon request, less the cost of cancellation insurance if taken out. Apart from the reasons stated above, an interrupted or shortened stay (late arrival, early departure) due to the client does not entitle the client to a refund or credit voucher.

Article 15.4 - Cancellation by Camping Arleblanc: In the event of cancellation by the campsite, except in cases of force majeure, all amounts paid for the reservation will be refunded in full. However, such cancellation does not entitle the client to compensation for damages.

Article 15.5 - Cancellation by the Camper: In the event of cancellation by the camper, except in cases of force majeure, the following cancellation and refund conditions apply: any cancellation request must be sent by post or email to Camping Arleblanc's address. Cancellations made by phone will not be processed. Any cancellation terminates the reservation, and the campsite reserves the right to re-let the accommodation.

Article 15.6 - Cancellation by the Camper Without Cancellation Guarantee: For one of the following reasons preventing the stay: border closure by government decree, administrative closure of the campsite, or travel restrictions limiting movement to a specific number of kilometers by government decree making it impossible to travel to the campsite. Camping Arleblanc will issue a credit voucher equal to the full amount paid, valid for two years. If the client declines this credit voucher, the corresponding amount will be refunded upon request.

For all other reasons:

Article 15.7 - Case 1: Cancellation at least 30 days prior to the start of the stay for rental accommodations and at least 15 days for camping pitches: the 25% deposit of the stay cost will be retained by Camping Arleblanc as a cancellation fee. Any amounts paid above the deposit will be refunded. If payment was made in full or in part using a credit voucher of a value higher than the deposit: the 25% deposit of the stay cost will be retained by Camping Arleblanc as a cancellation fee.

Article 15.8 - Case 2: Cancellation less than 15 days prior to the start of the stay for camping pitches and less than 30 days for rental accommodations: all amounts paid, i.e., the full stay amount, will be retained by Camping Arleblanc.

If the client fails to check in at Camping Arleblanc within 12 hours of the start of their stay date without having notified Camping Arleblanc in advance by post or email, the reservation will be deemed cancelled by the client. In such an event, Camping Arleblanc reserves the right to re-let the accommodation.

Article 15.10: For these reasons, we recommend taking out Meech cancellation insurance. Camping Arleblanc offers cancellation insurance providing coverage if the stay becomes impossible due to illness, accident, hospitalization, death, change of holiday dates, or accident/breakdown of the mode of transport (upon presentation of supporting documents). Meech insurance covers all participants in the stay in the event of cancellation, late arrival, or early departure. The cancellation insurance premium is 4.5% of the total stay amount. The terms and coverage details are listed on our website or available upon request. The insurance fee must be paid in full at the time of booking. However, the insurance can only be purchased within 15 days of booking.

Article 15.11: In the event of cancellation by a camper who has purchased the cancellation guarantee: the amounts paid are covered in accordance with the general cancellation terms. Please consult the general cancellation terms in the FAQ: *What is the cancellation guarantee?*. If the reason is not covered by the cancellation insurance or if the claim is rejected by the insurer, the general terms and conditions of sale set out in Articles 15.6 through 15.9 apply, and the cost of the cancellation insurance will be deducted from the amounts paid upon cancellation.

Article 16 - Liability:

Article 16.1: During your stay, we ask that you do not leave valuables, jewelry, cash, or personal belongings unattended. The client must take out their own insurance covering theft risks, third-party liability, and recourse by third parties.

Article 16.2: The client is responsible for obtaining adequate insurance and must hold third-party liability insurance to cover any potential damage. The client remains responsible for supervising their personal belongings; Camping Arleblanc disclaims all liability in the event of an incident falling under the client's third-party liability, or in the case of theft, fire, or any other damage caused by the client or any participant in the stay. All guests must comply with the internal regulations of Camping Arleblanc. Each primary renter is liable for disturbances and nuisances caused by persons staying with or visiting them.

Article 17 – Complaints:

All complaints regarding the course of the stay must be reported on-site to the reception of Camping Arleblanc so that the campsite can immediately seek a solution to the issues encountered. Any complaints following a stay must be submitted in writing by registered letter

with acknowledgment of receipt within 7 days of the departure date. Any complaint submitted after the 7-day period will be automatically rejected.

Article 18 - Force Majeure:

The performance of Camping Arleblanc's obligations under these terms shall be suspended in the event of an unforeseen occurrence or force majeure preventing performance.

Article 19 – Severability:

If one or more provisions of these general terms and conditions of sale are held to be invalid or declared as such pursuant to a law, regulation, or final ruling of a competent court, the remaining provisions shall remain in full force and effect.

Article 20 - Image Rights:

The client expressly authorizes Camping Arleblanc, without compensation, to use and distribute via any digital or printed media photographs and/or videos taken during the stay for Camping Arleblanc's advertising and communication purposes. Any client who does not wish to be photographed or filmed during their stay must notify Camping Arleblanc in advance and in writing.

Article 21 - Protection of Personal Data:

Article 21.1: In accordance with applicable regulations on the protection of personal data (General Data Protection Regulation No. 2016/679 of April 27, 2016, and amended French Law No. 78-17 of January 6, 1978, relating to information technology, files, and civil liberties), the client has the right to information, access, modification, objection, and rectification regarding their personal data. By accepting these general terms and conditions of sale, the client consents to Camping Arleblanc collecting and using this data for the execution of the reservation contract.

Article 21.2: Data provided by the client when making a reservation will not be disclosed to third parties. This information is treated as confidential by Camping Arleblanc. It is used solely by Camping Arleblanc's internal departments to process the reservation and to improve and personalize communication and service offerings for Camping Arleblanc clients.

Article 21.3: Pursuant to Article L.223-1 of the French Consumer Code, clients who do not wish to receive commercial telephone solicitations may register free of charge on a do-not-call list with the body designated under Article L.223-4 of the French Consumer Code, namely Opposotel, or via the dedicated website http://www.bloctel.gouv.fr/.

Article 21.4: Camping Arleblanc values individual rights and strives for complete transparency. Accordingly, a privacy policy has been established explaining how Camping

Arleblanc collects and processes client personal data, the purposes pursued by such processing, and the means available to individuals to best exercise their rights. For further information, the client is invited to consult Camping Arleblanc's privacy policy.

Article 22 - Governing Law and Jurisdiction:

These general terms and conditions of sale are governed by French law. Any dispute arising regarding the interpretation and/or execution of these general terms and conditions of sale shall be submitted to the competent French court having jurisdiction over Camping Arleblanc's registered office.

Reservation Agreement:

I declare that I have read the general admission conditions of Camping Arleblanc and the specific conditions described above, and I accept their provisions.

Done at ....., on ..... / 2027