

# GENERAL RENTAL CONDITIONS

## RESERVATION

Reservations can only be processed on receipt of the rental contract accompanied by a deposit, the amount of which is calculated according to the type of rental:

- To book a **camping pitch**: €80 deposit + booking fees + cancellation and interruption insurance (optional).
- To book **accommodation**: 30% of the rental price + booking fees + cancellation and interruption insurance (optional).

The booking becomes definitive once it has been confirmed in writing by us. Reservations are by name only and may not be sublet or transferred to a third party. Any change to the contract that could lead to a variation in the amount of the charges must be notified and will only be effective after the manager's agreement. In the event of an inaccurate declaration, the contract will be terminated automatically and the sums paid will be retained by the campsite.

**Note: minors** not accompanied by their parents will not be admitted.

## GROUP BOOKINGS

Any booking of more than 3 accommodation units or pitches by the same individual or by different individuals who know each other and are travelling together for the same reasons on the same dates is considered to be a group. Our accommodation is exclusively for individuals. For all group booking requests, you must contact us by telephone, e-mail or via our Contact Us section. We reserve the right to examine the booking request before accepting or refusing it.

## PAYMENT METHODS

Together with the signed contract: by bank or post office cheque, postal order, ANCV holiday vouchers (in full with top stub), bank transfer or credit card for online bookings.

Bank transfer: please make a note of your booking references so that we can allocate the payment to your stay. Reception will not accept cheques over €50 less than 30

days before your arrival. Please note: holiday vouchers cannot be accepted for payment of the tourist tax when the balance is paid.

**Reception will not accept cheques over €50 less than 30 days before your arrival.**

Please note: holiday vouchers cannot be accepted for payment of the tourist tax when the balance is due.

## BALANCE OF STAYS

The balance is paid as follows: - for rentals and pitches: full balance to be paid 30 days before arrival\*.

\*If you book less than 30 days before your arrival, the stay must be paid in full at the time of booking.

**Please note:** you will not receive any payment reminders. On receipt of your balance payment, we will send you the holiday voucher. If the balance is not paid within the above-mentioned period, the rental will be considered cancelled and all sums paid will be retained by the campsite.

## RATES

Rates include:

- the rental of the pitch or accommodation (for the number of people indicated, a baby counting as one person),
- access to the aquatic area (reserved exclusively for campsite customers), play areas, shared sanitary facilities, certain activities, etc.

They do not include:

- booking fees,
- cancellation and interruption insurance,
- TOURIST TAX (this municipal tax is compulsory and is collected with the balance, at the current rate and during the collection period),
- supplements such as: pets, certain activities, linen hire, cleaning at the end of your stay, various rentals (bicycles, etc.),
- Wi-Fi packages,
- deposits for rentals requested as a guarantee that the rental

will be returned in GOOD CONDITION (€200 returned on departure after inventory, subject to missing or damaged equipment).

## DEPOSITS

### A - FOR RENTALS

A deposit of €200 will be required on the day of your arrival to guarantee that the accommodation will be returned in good condition and clean.

A check of the accommodation is carried out before each arrival by the campsite staff. On arrival, you will be given a check sheet to fill in and return to reception within 24 hours. On the day of your departure, we ask you to follow the instructions (tidy up, defrost and clean the fridge, clean and dry dishes, etc.). 72 hours before your departure, you will be asked to make an appointment to arrange a time for the departure inventory of fixtures. A member of the campsite staff will check your accommodation and the deposit will be returned (in July/August).

### B - FOR PITCHES

A deposit of €10/pool wristband for non-permanent wristbands.

**DIVERS** (Barbecues, aquatic areas, animals, playgrounds, filming...)

Only gas barbecues are permitted.

The aquatic areas are reserved for our customers. Access is forbidden to visitors. Children must be accompanied by an adult.

Pets are accepted for a fee. They must be kept on a lead, tattooed/chipped and vaccinated. You will be asked for their health record on the day of your arrival. 1st and 2nd category dogs are prohibited. They must not be allowed to run at large or even locked up in the absence of their owners, who are civilly responsible for them. The animals is not permitted in an accommodation.

**One animal per pitch is permitted.**

Leather footballs are strictly forbidden on the campsite premises.

We may photograph you and your family for the purposes of advertising our campsite. If you do not wish to be photographed, you must notify us by registered letter before your arrival.

The campsite cannot be held responsible for any nuisance caused by wild animals or insects.

#### **EXTRACT FROM THE HOUSE RULES**

Swimming pool: swimming shorts are strictly forbidden, swimming costumes must be worn. It is strictly forbidden to drink or smoke in the pool area, under penalty of expulsion from the campsite.

Silence: motor vehicle traffic is limited to 10 km/h and is prohibited on the campsite between 11 p.m. and 7 a.m. (access gates are closed between these times). The use of sound equipment must not be heard beyond the perimeter of each pitch. After 11 p.m., everyone must respect their neighbours' right to rest.

Electric vehicles: It is forbidden to recharge electric vehicles on a plot. Any damage to the network will be at your expense.

Charging points are available (for information on prices, ask at reception).

#### **ARRIVAL / DEPARTURE**

For mobile home rentals:

Arrivals from 4pm (except weekend + option in low season).

Departures until 10am (except weekend option + in low season).

For pitches:

Arrivals from 1pm (high season), 2pm (low season).

Departures until 12 noon.

#### **LATE ARRIVAL - EARLY DEPARTURE**

The campsite manager must be notified in writing (email or post) of any delay in your arrival, in order to keep your pitch or accommodation. If no news is received from you 24 hours after the scheduled arrival date, the manager reserves the right to dispose of the pitch. There will be no refunds or reductions for late arrivals or early departures for any reason

whatsoever. Payment for all days and/or nights booked is due in full to the campsite.

#### **CANCELLATION AND INTERRUPTION INSURANCE (optional)**

No reimbursement of sums paid will be possible if you do not take out the Cancellation and Interruption Insurance package. We recommend that you take out NEAT CAMPING cancellation and interruption insurance.

Our partner Neat Camping undertakes to refund all or part of your holiday.

#### **Optional cancellation insurance Flex by Neat Camping:**

The insurance premium must be paid in full when booking the holiday and is non-refundable.

The fee is 5% of the total cost of the stay (excluding booking fees and tourist tax).

The full terms and conditions of cancellation can be viewed and downloaded from our website (at the bottom of the home page).

No refund will be made if cancellation insurance is not taken out.

In the event of cancellation, please notify the campsite of your withdrawal by post or e-mail as soon as an event preventing your departure occurs. If the claim is covered by the general cancellation conditions, notify the insurer within 48 hours and provide all the necessary information and supporting documents.

#### **FREE 4X PAYMENT BY BANK CARD WITH OUR PARTNER FLOA BANK**

Our financial partner FLOA offers payment solutions for your purchases of goods and/or services, in 4 instalments by bank card. These payment solutions are reserved for private individuals (over 18 years of age) residing in France, holding a Visa or MasterCard bank card with a validity date corresponding to the duration of the refund. FLOA, RCS Bordeaux 434 130 423, whose registered office is at Immeuble G7 - 71 Rue Lucien Faure, Bordeaux (33300), is subject to supervision by the Autorité de Contrôle Prudentiel et de Résolution (ACPR), 4 Place de Budapest, CS 92459, 75436 PARIS

CEDEX 09, and is registered with the ORIAS under number 07 028 160 ([www.orias.fr](http://www.orias.fr)).

FLOA reserves the right to accept or refuse your application for finance; you have a statutory cooling-off period of 14 days. For more information, visit

<https://www.floabank.fr/conditions-generales-paiement-plusieurs-fois>

We draw your attention to the fact that if you ask to pay for your order of goods and/or services by means of these payment solutions, your personal data will be transmitted to FLOA for the purposes of studying your request for financing, managing your credit contract and, where applicable, debt collection. For more information, click here.

<https://www.floabank.fr/politique-confidentialite>

#### **CONSUMER OMBUDSMAN**

In the event of a dispute, and after contacting the campsite's customer service department, any campsite customer may refer the matter to a consumer ombudsman, within a maximum period of one year from the date of the written complaint, by registered letter to the operator.

The contact details of the mediator who may be contacted by the customer are as follows: "CM2C - Le Centre de Médiation de la Consommation de Conciliateurs de Justice - 14 rue St Jean 75017 PARIS".