



GENERAL BOOKING CONDITIONS

General points: All bookings are made in the name of one specific tenant and can under no circumstances be transferred to another. Every booking implies that the customer accepts the provisions of the campsite regulations and agrees to conform to them. Any person who would break these rules runs the risk of being expelled, with the assistance of the police authorities, as necessary.

All campers are responsible for looking after their personal belongings (bikes, electronic devices...) and the campsite cannot be held liable for any incident involving campers' civil liability.

Every client staying on the campsite must have liability insurance.

Any person wishing to stay at least one night on the campsite must first present his passport to the campsite owner or his representatives and complete registration forms. Minors are not admitted without one of their parents or a guardian.

Every guest, no matter how long he/she stays on the campsite, must respect the campsite regulations and has to come at the reception desk. Guests have access to the campsite's facilities, except for the pool complex.

Booking: The booking will be effective only after the agreement of the campsite and after we receive the deposit and the contract and the general booking conditions which must be both duly completed and signed. The deposit will be deducted from the total payment duly.

- After each booking, every customer may ask by writing (mail or post) for a change to the reservation (e.g. dates, type of accommodation, etc.). The campsite will proceed with this change according to its availabilities and options. Any postponements until next season will not be allowed. Without any modification of the stay, each customer will spend his/her holiday according to the conditions initially stated during the booking. Any cancellation will have to be done according to the cancellation conditions.

- The campsite deals with bookings in the order it receives them. This can imply a change of dates or type of accommodation and in some cases, this can lead to a price change. If no solutions offered by the campsite satisfies the customer, he/she is free to cancel his/her booking without any fees.

- According to its availabilities and its booking schedule, the campsite reserves the right until the day of arrival to change the number of the pitch/mobile home. According to the same reasons, the campsite also reserves the right to modify the booking class of any customer (for a bigger accommodation).

Group bookings: All bookings made for 4 people (or more) who do not belong to the same family will be considered as a group. For all group bookings you must contact the campsite by phone, e-mail or with the "Contact" section of our website. The campsite reserves the right to review the booking before accepting or declining it.

Hire of pitch: pitches will be available from 2 pm the day of arrival and should be vacant by noon the day of departure. Any overtime will be charged for an additional day, only after agreement with the campsite's management.

- The balance due of the stay should be paid the day of arrival by credit cards, bank transfer or cash.

- No reduction will be made in case of a late arrival, an early departure or an alteration in the expected number of people (whether it is for the whole stay or a part of it).

- Extra days and people (visitors staying more than 2 hours) must be recorded as the stay goes by.

- The campsite reserves the right to refuse access to groups and families whose number exceeds the capacity of the pitch rented (6 people).

Hire of mobile home: mobile homes will be available from 4 pm the day of arrival and should be vacant by 10 am the day of departure. Any overtime will be charged for an additional day, only after agreement with the campsite's management.

- In July and August, the balance of the stay should be paid 30 days before arrival (bookings where payment is not received 30 days prior to the arrival date will be canceled). In all other months, the balance due of the stay should be paid the day of arrival by credit cards, bank transfer or cash.

- Mobile homes are hired out to a specific number of people. Any extra person will be charged according to the price per person in use on the campsite.

- The campsite reserves the right to refuse access to groups and families whose number exceeds the capacity of the mobile home rented (up to 8 people for OMAN and FLORES 3).

- A refundable deposit of 310€ will be required on arrival for the cleaning and any degradation that could occur during the stay. Our team at the reception desk will give you an inventory when you arrive. We ask you to fill out this document and give it back at the reception. Without any comments or if you do not give this

inventory back, the campsite could charge you for any damage or missing item. Your entire deposit will be returned (the day of departure or by post) if the cleaning has been made and if no degradation has taken place. If the deposit is not sufficient to cover all damages, the customers are responsible for any additional cost of damages in excess of the deposit.

Lateness/cancellation: In case of lateness, the campsite must be informed by writing (post or email). Without any written message, the pitch/mobile home under the reservation will be made available again for reservation by any person. After this time, the pitch/mobile home will be vacant and deposit, booking fees and any payment will not be refunded to the person/group under the original reservation.

- Any cancellation must be notified by mail or post, the date of receipt dating the cancellation.

- Optional cancellation insurance is possible and is highly recommended.

> If you sign up for this insurance (3,5% of the total price of stay due to be paid with the deposit), our partner offers a protection policy for several reasons: disease, accident, hospitalisation, relocation or new job...

> In order to make a claim, the customer must contact the company within 10 days after the cancellation date.

> No refund will be possible if the insurance has not been signed up (see following points when no cancellation insurance has been signed up).

> General conditions of cancellation are available on <http://www.campez-couvert.com/>

Without cancellation insurance:

Pitch: If cancellation occurs less than 30 days before arrival, deposit and booking fees will not be refunded.

Mobile home: In case of cancellation, the following amount will be retained on top of booking fees:

- more than 30 days before arrival date, 46€

- 15 to 30 days before arrival date, 50% of the stay

- less than 15 days before arrival, 100% of the stay

Pets: A maximum of 2 pets will be allowed per pitch or mobile home (only 1 dog allowed). Pets should not be left alone, even in enclosed places, and they must be kept on a leash at all times. Owners bringing pets must also bring each pet's vaccination card. No entrance to the toilet blocks and swimming-pool will be allowed and dogs which are listed in France in 1st and 2nd categories will not be allowed to enter the campsite.

Specific case: In order to respond as closely as possible to the needs of its customers, the campsite allows arrivals and departures on Wednesdays, Fridays, Saturdays and Sundays.

- Regarding recorded bookings, the campsite does its best to update in real time its booking schedule. However, the campsite reserves the right in exceptional cases to propose dates which would be different from the ones initially asked by customers (by phone, mail or online booking.)

- If no solutions made by the campsite satisfies the customer, he/she is free to cancel his/her booking without any fees (if the booking has been made online) or to refuse his/her demand (if made by phone or email).

Mediation of consumption: In accordance with article L612-1 of the "code de la consommation" (French consumption code), any customer of the campsite has the right to turn to a mediator with full powers in this sector, free of charge, with the aim of finding out-of-court solutions in case of disputes that could emerge between him and the campsite's management.

- A mediator from MEDICYS company would be the person in charge in that case and can be reached either by mail to "MEDICYS-Centre de médiation et règlement amiable des huissiers de justice - 73 boulevard de Clichy - 75009- Paris" or online at www.medicys.fr.

- In accordance with article R631-3 of the French consumption code, any customer has the right to refer to either one of the regional competent jurisdictions according to the civil procedure code, or to the regional jurisdiction where he/she lived when the contract has been settled or when the damage happened.

Image reproduction rights: Any customers staying at least 1 night on the campsite gives his/her permission to the campsite or to any professional hired by the campsite to take pictures of him/her, to record or to film him/her during his/her stay.

- This permission applies for the customer and for any people staying with him/her (including visitors) on the pitch/mobile home.

- This permission allows the use of the pictures, sounds or videos for every information and promotion media (brochures, campsite's website - including social media - and tourist brochures).

- These images/sounds will be used in the only purpose to promote and to provide information about the campsite and may in no circumstances damage a customer's reputation.

- This permission is free of charge and for a period of 5 years.

- Any oppositions to this point must be notified by writing (post or email) before your departure.

- Every picture or text used by the campsite is not contractual and remains indicative.