



GENERAL CONDITIONS OF SALE

1. TERMS OF PAYMENT

- Our rates include the rental of the pitch or accommodation and do not include booking fees, surcharges such as animals and activities, services such as barbecue rental, or deposit for rentals.
- The tourist tax is not included in our prices and is charged to the client at the current rate.
- The prices include VAT (10% VAT). Any later modification of the applicable VAT rate, which occurs after the reservation, will result in a corresponding modification of the price including VAT, which the customer accepts without reservation.

2. RESERVATION

- All reservations are made by name, it is forbidden to assign or sublet to a third party.
- Any reservation will only be effective and can only be confirmed upon receipt of a signed reservation contract accompanied by a deposit of 30% of the total cost of the stay.
- The signatory of the booking contract must in all cases be an adult person. Minors cannot stay alone in the campsite; any group must be represented by an adult. Parents or legal representatives of minors staying alone on the campsite must provide us with a handwritten parental authorization, their contact details and a photocopy of their identity card.
- If there are any preferences when booking, they will be satisfied as far as possible without engaging the responsibility of the campsite. Any location number is given for information purposes only and is not contractually binding and is subject to change.

3. TERMS OF PAYMENT

- **No payment by cheque will be accepted less than 30 days before the beginning of the stay, nor during the stay.**
- For rentals, the balance is payable 30 days before arrival; for bare pitches, the balance is payable no later than the day of arrival. For any accommodation reservation made at least 30 days before your arrival, you must pay the full amount of the stay at the time of booking.
- When the stay has started, the entire stay remains valid at the campsite, there is no refund possible for any reason whatsoever.
- No reduction will be granted in the event of a delayed arrival, for any reason whatsoever.

4. ARRIVAL AND DEPARTURE

- All customers must present themselves at the reception desk upon arrival, with their confirmation email, an identity document and pay the balance of their stay for the pitches.
- Attention: for safety and insurance reasons, it is forbidden to exceed the number of occupants planned in each rental. Any person beyond the planned capacity will be denied access.
- The customer must notify the campsite of any possible delay. His rental will be booked for 24 hours after the scheduled date. After this period and without any news from the customer, the campsite reserves the right to dispose of the accommodation or the pitch without any compensation being due to the customer.
- No refund or compensation will be granted in the event of late arrival or early departure.
- Accommodation rentals are from Saturday to Saturday in high season. Arrivals are made after 3:30 pm and departures before 10 am in high season; after 3 pm and before 2 pm in low season.
- Arrivals at the pitches are made every day from 1pm and departures before 12pm. An additional night surcharge will be applied for any pitch not vacated by 12pm on the day of departure.

5. DEPOSIT

- For rentals, a deposit of 430€ in credit card will be required upon arrival of the client. It includes:
 - 80€ for cleaning (the accommodation must be ready to be rented again immediately after the client's departure). This

means that it must not require the intervention of a cleaning woman after the departure.

- 50€ for the magnetic card of the gate (must be returned in good working order and not broken)
- 300€ to cover any damage caused during the rental period (damage, breakage, noise pollution...).
- The deposit will be returned on the day of departure after an inventory of the accommodation made with the client.
- For camping pitches, a deposit of 100€ in credit card will be required on arrival. It includes:
 - 50€ for the magnetic card of the barrier (must be returned in good working order and not broken),
 - 50€ to cover any damage caused during the rental period (damage, breakage, noise pollution...).

6. CANCELLATION

- Any cancellation of a reservation must be made in writing (registered letter with return). In all cases of cancellation and for whatever reason, the amounts already paid will remain the property of the campsite. Unless the optional CAMPEZCOUVERT cancellation insurance has been taken out by the client and covers the reason for the cancellation. In which case, the reimbursement will be made directly by the insurance company.

7. INTERNAL RULES

- The internal rules are available at the entrance of the campsite. Anyone entering in the campsite must respect it. In the event of a breach of the internal regulations, the management reserves the right to expel any violator without notice without any refund or compensation being due.
- The campsite declines all responsibility in the event of lost or stolen property, as well as in the event of internal damage to the accommodation.
- It is advisable to check that your civil responsibility covers all incidents that may occur during your stay.
- Dogs of 1st and 2nd category are not allowed in the campsite.
- Dogs must be tattooed and vaccinated. Your pet's vaccination certificate will be requested on the day of your arrival.
- Dogs must be kept on a leash within the campsite and must under no circumstances be left unattended by the owner in the accommodation.

8. During your stay

- You may be filmed or photographed for our promotion. If you do not wish to do so, simply notify us by mail with acknowledgement of receipt before your arrival.

9. Attributive clause

- Any disputes will fall under the exclusive jurisdiction of the local court of Les Sables d'Olonne.

10. Mediation of Consumer Disputes

In accordance with the provisions of the Consumer Code concerning "the mediation process for consumer disputes", the customer has the right to have recourse free of charge to the mediation service offered by

The Professional Mediation Company

SIRET 814385357.00011

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In the event of difficulties arising from the execution of these rules and regulations, the rental contract or following its termination for any reason whatsoever, and if no amicable solution can put an end to the dispute, the courts shall have sole jurisdiction.