

GENERAL TERMS AND CONDITIONS OF SALE

1. The reservation becomes effective after written confirmation by the campsite, payment of the deposit and acceptance by the client of the online general terms and conditions of sale or receipt of the completed and signed contract. In the absence of written confirmation from the campsite, a telephone call or an e-mail is not sufficient to justify a reservation. The reservation is made on a personal basis. It is forbidden to sublet or transfer your stay without the written consent of the campsite. In the event that persons other than those indicated at the time of reservation should arrive at the reception desk, they will simply be refused access to the campsite.

2. Duration of stay

a) Pitch: the pitch is free from 1 PM on the day of arrival and must be vacated by 12 PM at the latest on the day of departure. Any overrun will be charged. The pitch must be returned in the same condition as you found it.

b) Rental: the accommodation is available from 4 PM on the day of arrival and must be vacated by 10 AM at the latest on the day of departure, after an inventory of fixtures. In the event of a major problem in the rented accommodation, please make a complaint to the reception within 24 hours (in particular about the equipment, the state and the cleaning of the accommodation). We will then do our utmost to solve the problem as quickly as possible. After this period, no complaint will be taken into account and you may be held responsible for any damage or missing items on departure.

Rental deposit: a deposit (the amount varies according to the model rented) will be requested on arrival. The accommodation must be left clean on departure (floors cleaned, dishes washed, blankets put away, dustbins emptied, cupboards cleaned, kitchens and shower rooms/WCs cleaned). If you notice any problems in the state of your rental property on arrival, you have 24 hours to inform the reception. Otherwise, and in the event of problems being observed at the time of the departure inspection, the cost of repairs will be deducted from the deposit.

3. The campsite gate closes every day between 10 PM and 7 AM. Except for emergencies, it is impossible to enter, leave or drive around the campsite once the gate is closed.

4. The reception closes at 6.30 PM in low season and 7 PM in high season. However, it is possible to arrive until 9:55 PM if you have informed the reception in advance and received the late arrival instructions.

5. Outside July and August and depending on the availability of camping places, it is possible to keep your pitch until 5 PM with the late departure option (10 €). The request can only be made on the day of departure and will be accepted on the condition that the pitch is not re-let directly. Late departure is not possible for rental pitches.

6. Grand Confort pitches can accommodate a maximum of 6 people. Beyond that, a second pitch will be charged. The basic price includes 2 persons, the equipment (motorhome, caravan, van, car with tent...), the pitch (water/electricity/grey water drainage), access to the sanitary facilities, access to services, entertainment, and leisure facilities. Any additional person will be charged according to our price list. The campsite reserves the right to refuse access to its establishment to families arriving with a number of participants greater than the capacity of the rented pitch.

7. The rentals can accommodate between 4 and 6 people depending on the model. The campsite reserves the right to refuse access to its establishment to families arriving with a number of participants greater than the capacity of the rented accommodation.

8. Unaccompanied minors are not allowed on the campsite.

9. The campsite offers family-oriented stays for individual clients and reserves the right to refuse any reservation that is contrary to this principle or that seeks to divert it.

10. Any booking of more than two pitches or two rentals by the same person or by different persons, knowing each other and travelling together, is considered as a group. The campsite reserves the right to examine the request before accepting or refusing it.

11. Visitors visiting guests on the campsite must report to the reception and pay the applicable supplement. This allowance must not be abused. The campsite reserves the right to refuse excess visitors.

12. Specific requests concerning the pitch or the location (shade, sun, side by side, number, etc.) are not guaranteed. Under no circumstances can they be the subject of a price reduction if the request cannot be met.

13. Deposit

a) Pitch: the deposit required to validate a reservation is the amount of the first night for stays of 1 to 3 nights, plus the reservation fee (20€ / 10€ if the reservation is made online) and the optional cancellation insurance. It amounts to 25% of the stay + booking fees + optional cancellation insurance for stays of 4 nights or more. The deposit is deducted from the total amount of the stay booked, the balance of which must be paid on the day of arrival at the latest.

b) Rental: the deposit is 25% of the stay + booking fees + optional cancellation insurance for a booking made more than 30 days before the stay. It is 100% when the reservation is made less than 30 days before the arrival. Non-instantaneous means of payment such as cheques and holiday cheques are not accepted for bookings made less than 30 days in advance. The deposit is deducted from the total amount of the stay booked, the balance of which must be paid no later than 30 days before arrival. Any stay for which the balance has not been paid will be automatically cancelled after two reminders. In this case, the deposit will be retained by the campsite as a breach of the rental contract.

14. For all stays, a tourist tax of 0.55€ per person aged 18 and over per night is applied. The eco-participation amounts to 0.50€ per person (including children) and per night.

15. If the date indicated on the booking contract is not respected by the client, and this without written warning, the pitch will be kept until noon on the day following the supposed arrival. After this time, the pitch will be made available again for other campers. If the client arrives later, the deposit paid will be retained by the campsite and cannot be deducted from the new stay.

16. No discount will be given for late arrival or early departure.

17. Modification of the stay. The client may request a change of stay in writing. The campsite reserves the right to accept or refuse the modification, depending on availability and the time remaining before the start of the stay at the time the request is made. If the modification is not possible, the client will have to carry out his stay in the initial conditions or cancel it according to the cancellation conditions.

18. Cancellation by the client. Cancellations must be communicated to the campsite by e-mail or by post only. Cancellations are not accepted without a written record. Cancellation fees apply as follows:

a) Pitch:

Cancellation more than 30 days before arrival without cancellation insurance: refund of the deposit except the booking fee and the amount of the cancellation insurance taken out.

Cancellation less than 30 days before arrival: the full deposit is retained. Provided that it was taken out at the

time of booking, cancellation insurance may provide compensation if the reason for cancellation falls within the scope of its coverage, the guarantees of which are specified at the time of subscription.

a) Rental :

Cancellation more than 30 days before arrival: retention of the full deposit paid

Cancellation less than 30 days before arrival: retention of the full deposit and balance paid.

Provided that it was taken out at the time of booking, cancellation insurance may provide compensation if the reason for cancellation falls within the scope of its coverage, the guarantees of which are specified at the time of subscription.

19. Cancellation by the campsite: in the event of cancellation by the campsite, and except in cases of force majeure, the sums paid for the reservation will be reimbursed in full. However, this cancellation will not give rise to the payment of damages.

20. Animals: dogs and cats are allowed. However, they must be kept on a lead at all times. They are allowed in the campsite restaurant, but are not allowed near the swimming pools or in the grocery shop.

21. Any behaviour which is detrimental to the image of the campsite or which is deemed inappropriate by its management may result in the exclusion of the offender, without refund.

22. In the event of non-compliance with the internal regulations (noise pollution after 10 PM or other), the management reserves the right to shorten any stay, without refund.

23. Stag and hen parties are not allowed on the campsite.

24. Image. You authorise the campsite to photograph, record or film you during your stay and to use these images in its communication media (brochure, website, Facebook page, Instagram camping guides). This authorisation is valid for the person who made the reservation and for the persons travelling with him/her. The sole purpose of this authorisation is to ensure the promotion and animation of the campsite and may not under any circumstances damage your reputation. This authorisation is granted free of charge, for all countries and for a period of 5 years.

25. Liability. The campsite cannot be held responsible for the communication of false or incomplete information by its partners or by any third party. Photos and descriptions are not contractual.

26. Right of withdrawal. In accordance with article L.221-28 of the French Consumer Code, the campsite informs its customers that the sale of accommodation services provided on specific dates is not subject to the provisions relating to the 14-day withdrawal period.

