



## GENERAL TERMS AND CONDITIONS OF SALE

### Réservation

The reservation becomes effective only after the agreement of the campsite, after receipt of the deposit and after receipt of either the reservation contract and general conditions of sales completed and signed, or after acceptance of the general terms and conditions of sales when booking online. Reservations will only be final if the campsite accepted them; what the campsite is free to do or refuse, depending on of availability and in general, of all circumstances that may affect the performance of the reservation made. The campsite offers family stays, in the traditional sense, the campsite gives itself the right to refuse any reservation that would be contrary to this principle or that would seek to divert it. For obvious reasons of safety or health, minors unaccompanied by their parents are not admitted.

### Group booking

Any reservation of more than 2 accommodations by the same natural person or by different natural persons but knowing and moving together for the same reasons on the same dates of stay on the same campsite is considered a group offered on the website are addressed exclusively to individual customers. For any group booking request, you must contact the campsite by phone. The campsite reserves the right to study the reservation request before its acceptance or refusal.

### Payment terms

For reservations made more than 30 days before the beginning of the stay, a deposit of 25% of the price of the amount of the reserved services, plus 20 € of booking fee for a mobile home (per week) must be paid upon reservation. The balance must be paid no later than 30 days before arrival for the rental. In the case of a reservation of less than 30 days before the beginning of the stay, the entire stay is payable on the day of the reservation. Similarly, for any reservation of a stay of less than 7 days, the full amount will be requested when booking.

### Methods of payment

CB, Visa, Mastercard, bank cheques in euro that can be cleared in France and cash (only for on-site payments). In the absence of full payment 30 days before arrival, the campsite reserves the right to consider the reservation as cancelled. Payments will not be refunded.

### Arrival

Camping pitches are available at 15:00 on the day of arrival. Mobile home rentals can be occupied from 16:00 on the day of your arrival.

The campsite reserves the right to refuse access to persons presenting themselves with a higher number of participants than the proposed package, the capacity of the rented accommodation and if the names do not correspond to the arrival.

### Delayed arrival - Early departure

The campsite manager must be notified in writing (email or mail) of any possible delay in your arrival, in order to keep your rental location. Without news from you 24 hours after the expected arrival date, it reserves the right to dispose of the planned location. There will be no refund or discount in the case of delayed arrival or early departure regardless of the reasons. The payment of the entire booked stay is due in full to the campsite.

## Cancellation

Any cancellation must be justified and notified by mail (LRAR) It will be retained, or you will remain to pay in addition to the booking fee:

- an amount equal to 25% of the stay if you cancel more than 30 days before the expected date of arrival.
- an amount equal to 100% of the stay, if you cancel less than 30 days before the expected date of arrival.

## Departure

Camping pitches must be free on the day of departure at 12:00. Rentals must be available on the scheduled day of departure before 10:00 am. For any delayed departure, you may be charged an additional day at the price of the night in force.

## Surety

For the mobile home rental a deposit of 300 € is required by check on arrival (in order to cover any damage or disappearance of equipment, any traces of odors and/ or cigarette burns as well as the cleaning fee at the end of the stay if not made on your part). This deposit will only be returned if the accommodation is left in the same material condition and cleanliness as on arrival. Any deterioration of the accommodation or its accessories, will give rise to an immediate restoration at the expense of the tenant.

We remind you that it is strictly forbidden to smoke and vape in mobile homes (under penalty of losing the deposit). The inventory will be done before your departure. Any cleaning not done will result in an immediate charge of 75 €.

## Animals

Pets are allowed on camping pitches and rentals. (Dogs category 1 and 2 strictly prohibited). They must be kept on a leash at all times. They must not be locked up or left alone in the mobile-home, camper and caravan, or near the site. They must be tattooed or chipped and vaccinated. The vaccination record is mandatory and will be requested upon arrival.

## Insurance

It is up to the tenant to be insured in civil liability. The campsite declines all responsibility in case of theft, fire, bad weather, etc. ... and in case of accident falling under the civil responsibility of the tenant.

## Security

Ground fires, fireworks and firecrackers are strictly prohibited. Charcoal and wood barbecues are prohibited. Only gas or electric barbecues are allowed.

## Image rights

We may photograph you and your family for advertising purposes at our campsite. If you do not wish to do so, you must notify us upon arrival on the site.

## Personal data

The information you provide us with during your order will not be transmitted to any third party. This information will be considered confidential. It will only be used by the campsite's internal service. In accordance with the French Data Protection Act of 06 January 1978, you have the right to access, rectify and oppose personal data concerning you.

## Rules of procedure

The rules of procedure are posted at the reception. Anyone entering the campsite is required to respect them. In case of violation of the internal regulations the management or its representative reserves the right to evict without notice.

## Litigation

In case of dispute, you can contact our mediator:

Consumer mediator  
CM2C  
17 rue St Jean, 75017 PARIS  
Phone : 01 89 47 00 14