

GENERAL TERMS AND CONDITIONS OF SALE

Registration for one of our trips implies acceptance of our terms and conditions of sale, GDPR conditions, and internal regulations.

BOOKING YOUR STAY

- All reservations are nominative and cannot, under any circumstances, be transferred or sublet.
- The persons occupying the site cannot, under any circumstances, be replaced by third parties.
- Minors must be accompanied by (one of) their parents.
- Failure to comply with these clauses will result in the cancellation of the contract and the loss of the deposit paid at the time of booking.
- The customer is responsible for their choice of booking and its suitability for their needs, and the campsite cannot be held liable.

Preferences expressed at the time of booking will be accommodated subject to availability. In the event of scheduling requirements or force majeure, management reserves the right to change these preferences.

TERMS OF PAYMENT

1. ACCOMMODATION RENTAL :

Minimum booking of 7 days.

Arrival and departure every day depending on availability.

The rental is available from 5:00 p.m. and must be occupied before 7:00 p.m., departure before 10:00 a.m.

Deposit : The deposit amount is €638 if the total cost of the stay is less than €1,900. If the amount exceeds €1,900, the deposit is 30%.

BALANCE : THE BALANCE OF THE STAY MUST BE PAID NO LATER THAN 30 DAYS BEFORE THE START DATE OF THE STAY BY BANK TRANSFER, CREDIT CARD, ANCV CHECKS OR CHECK.

IN CASE OF NON-COMPLIANCE WITH THE RULES, THE CAMPSITE MAY CANCEL YOUR STAY WITHOUT REFUND.

Security deposit : €400 credit card imprint (Visa or Mastercard), canceled on the day of departure after checking the rental property for any damage and ensuring it is left in a clean condition.

The customer is responsible for cleaning the rental property, or it is possible to purchase an end-of-stay cleaning service. This package is charged at the current rate.

Out of respect for our maintenance teams, this service does not exempt you from returning the accommodation in a minimum state of cleanliness (bins emptied, dishes washed, duvets folded, rubbish cleaned up).

2. CAMPING PITCH RENTAL :

Minimum stay of 7 nights.

Check-in and check-out available daily, subject to availability.

Check-in time: 3:00 PM to 7:00 PM, check-out before 10:00 AM.

Please bring a European plug adapter.

Deposit : The deposit amount is €538.

Balance : The balance for your stay can be paid on the day of arrival by credit card or cash only.

If paying by ANCV voucher or check, these must be received by us 30 days before the start date of your stay.

Security deposit : €100 (only by credit card, Visa and Mastercard), canceled on the day of departure.

The pitch must be returned to its original condition at the end of the stay, otherwise the security deposit will be charged.

WARNING ! For reservations made less than 30 days before the start date of the stay, full payment must be made at the time of booking.

No arrivals will be accepted outside reception opening hours.

In case of delay, please notify the Management, as the camping pitch or rental will remain available for 24 hours without any reduction in the price of the stay.

After this period, the Management may dispose of the pitch or rental, and any sums paid in advance will be retained by the campsite.

Any violation of these rules will not give rise to any compensation from the Management.

NO REFUND WILL BE GRANTED FOR LATE ARRIVAL OR EARLY DEPARTURE.

CANCELLATION / INTERRUPTION OF STAY

In case of cancellation of the stay before arrival, interruption of the stay, or delayed arrival, regardless of the cause (illness, accident, or unforeseen event), the tenant will be required to pay the balance of the reservation and no refund will be granted.

However, if you purchase the **Cancellation Insurance**, you are guaranteed :

- A refund of amounts paid, excluding administrative fees and cancellation insurance ;
- A pro rata refund of the planned rental, excluding administrative fees, cancellation insurance, and cleaning fees, if you have to leave the rented accommodation before the planned expiry date.

Cancellation insurance : 4% of the net price of the accommodation with a minimum of €9 (for 1 to 4 nights) and €22 (for 5 nights or more).

Cancellation insurance can only be purchased at the time of booking.

The guarantee applies if the impediment concerns the customer, their spouse, the persons named on the rental agreement, their ascendants or descendants or those of their spouse, and is caused by one of the following reasons only :

- Death, an illness unknown at the time of booking the stay, or a physical accident occurring after the booking;
- The death of the customer's brothers, sisters, sons-in-law, or daughters-in-law;
- A summons to appear before an administrative, judicial, or military authority, or as a juror in a criminal court;
- Impediment justified by dismissal, transfer of the customer or their spouse, or bankruptcy of the company of which the customer is the manager;
- In the event of illness or physical accident, the guarantee must, in order to be effective, be justified by a medical prescription dated less than one month before the date of arrival.

All cancellations MUST be notified in writing to the manager of your accommodation.

To benefit from the cancellation guarantee, you must inform the campsite (or residence) of the reason for cancellation 24 hours before your arrival.

You have 10 days from the date of cancellation to send us **REAL supporting documentation** (medical certificate, death certificate, or employer's certificate).