

# GENERAL TERMS AND CONDITIONS OF SALE

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By making a reservation, you acknowledge and accept these General Terms and Conditions of Sale and the campsite's Internal Regulations (separate document), and confirm that you have read and understood our Privacy Policy and Personal Data Protection Policy (GDPR).

## 1. BOOKING TERMS

All bookings are personal and made in the name of the person making the reservation. They are exclusively intended for the persons declared at the time of booking and registered with the campsite.

**The persons declared at the time of booking may not be replaced by third parties, and the booking may not be assigned, transferred or sublet, in whole or in part, without the campsite's prior written consent.**

In particular, the customer may not offer their accommodation or pitch for rent to a third party, whether free of charge or for payment, at any time during their stay.

**Anyone staying on the campsite must be declared and registered at reception. Any person not listed on the arrival form may be refused access to the campsite.**

The number of persons staying in the accommodation or on the pitch must comply with its maximum permitted capacity. Any additional person must be declared to and approved in advance by the campsite, subject to availability and the permitted capacity. Additional terms and charges may apply.

Minors must be accompanied by a responsible adult at all times.

Failure to comply with these provisions may result in the cancellation of the booking and the retention of the deposit paid, without prejudice to any other provisions set out in these General Terms and Conditions of Sale. In the event of unauthorized assignment or subletting, the campsite may also require the customer to leave the campsite, without reimbursement of any amounts paid, and without prejudice to any costs or damages that may be claimed.

**The customer is responsible for choosing their booking and ensuring that it meets their needs. The campsite cannot be held responsible if the accommodation or pitch booked does not correspond to the customer's needs or expectations.**

**Any preferences expressed at the time of booking, including requests concerning a specific pitch or pitch number, are recorded for information purposes only and will be accommodated subject to availability. They do not constitute a contractual commitment by the campsite.**

**Where necessary due to scheduling, availability, organisational constraints or force majeure, the campsite may change the allocated pitch or provide a different accommodation from the one originally booked.**

Our prices may change depending on economic and commercial conditions.

Promotional offers or preferential rates introduced after a booking has been made are not retroactive and do not entitle the customer to any refund or credit for any resulting difference in price.

## 2. STAY CONDITIONS

### 2.1 MOBILE HOME ACCOMMODATION RENTAL :

**Minimum stay :** Bookings are made for a minimum stay of 7 nights, except for stays booked under our “Short Stay” offer.

**Arrival :** The accommodation is available from 5:00 p.m. and must be occupied by 7:00 p.m. at the latest

**Départs :** The accommodation must be vacated by 10:00 a.m. at the latest.

**Arrival and departure days :** Arrivals and departures are possible every day, subject to availability.

**End-of-stay cleaning :** Guests are responsible for cleaning the accommodation at the end of their stay. Guests may, however, purchase an end-of-stay cleaning service at the applicable rate. Booking this service does not exempt guests from leaving the accommodation in a reasonably clean and tidy condition. In particular, guests are required to:

- empty all bins;
- wash and put away the dishes;
- fold the duvets;
- collect any litter and leave the accommodation free of waste.

These requirements help ensure that the accommodation is returned in an appropriate condition and facilitate the work of our cleaning teams.

### 2.2 TENT / CARAVAN / MOTORHOME PITCH RENTAL :

**Minimum stay :** Bookings are made for a minimum stay of 7 nights, except for stays booked under our “Short Stay” offer.

**Arrival :** Arrivals are possible from 3:00 p.m. to 7:00 p.m.

**Départure :** The pitch must be vacated by 10:00 a.m. at the latest.

**Arrival and departure days :** Arrivals and departures are possible every day, subject to availability.

**Electrical connection :** Guests must bring an adapter suitable for European electrical sockets. The pitch must be returned in its original condition at the end of the stay. In the event of damage or if restoration is required, all or part of the security deposit may be withheld.

**End-of-stay cleaning :** Guests are responsible for cleaning the pitch and the private sanitary unit at the end of their stay.

Guests may, however, purchase an end-of-stay cleaning service at the applicable rate.

Booking this service does not exempt guests from returning the pitch and private sanitary unit in a reasonably clean condition and free of waste.

These requirements help ensure that the pitch and private sanitary unit are returned in an appropriate condition and facilitate the work of our cleaning teams.

### **2.3 LATE ARRIVALS / EARLY DEPARTURES :**

No arrival may take place outside the campsite's reception opening hours.

In the event of a delay, the customer must inform the campsite management as soon as possible. The pitch or accommodation will remain available for 24 hours from the scheduled arrival date. This does not entitle the customer to any reduction or refund of the price of the stay.

After this 24-hour period, if the customer has neither informed the campsite nor arrived, the campsite management may make the pitch or accommodation available to another customer. Any amounts already paid will be retained by the campsite.

**The campsite cannot be held responsible for any consequences resulting from failure to comply with the scheduled arrival times or from an arrival that has not been notified in advance.**

**NO REFUND WILL BE GIVEN IN THE EVENT OF A LATE ARRIVAL OR EARLY DEPARTURE.**

### **2.4 RÉCLAMATIONS À L'ARRIVÉE :**

Upon arrival, we ask you to check **the general condition of your accommodation**, as well as the cleanliness and proper functioning of the equipment provided.

If you notice any issue, irregularity or faulty equipment, please **report it to reception within 24 hours of your arrival**. This will allow our teams to intervene as quickly as possible and, where possible, resolve the issue during your stay.

**Complaints concerning the initial condition of the accommodation that are not reported within this period may no longer be taken into consideration, except in duly justified exceptional circumstances or where the issue was not apparent upon arrival.**

This procedure allows us to respond promptly and ensure the best possible stay for you from the moment you arrive.

## **3. PAYMENT OF THE STAY**

### **3.1 MOBILE HOME ACCOMMODATION :**

**Booking fees :** Booking fees amount to €38 and apply to all stays of 7 nights or more.

**Tourist tax :** The amount of the tourist tax is set by the relevant local authorities and may be subject to change during the season.

**Initial payment :** The initial payment is 638€ when the total cost of the stay is less than 1900€. When the total cost of the stay is 1900€ or more, the initial payment is 30% of the total cost of the stay.

**Balance of the stay :** The remaining balance must be paid no later than 30 days before the start date of the stay, by bank transfer or credit or debit card.

**If the balance is not paid within the required timeframe, the campsite reserves the right to cancel the booking, without refunding any amounts already paid.**

**Security deposit :** A 400€ security deposit per mobile home is required upon arrival in the form of a card pre-authorisation using a Visa or Mastercard.

The pre-authorisation is released on the day of departure, following an inspection of the accommodation. The inspection includes, in particular, checking that there is no damage and that the accommodation has been left in an appropriate state of cleanliness. In the event of damage or if restoration or additional cleaning is required, all or part of the security deposit may be charged.

### **3.2 TENT / CARAVAN / MOTORHOME PITCH :**

**Initial payment :** The initial payment is 538€.

**Balance of the stay :** The remaining balance must be paid no later than 30 days before the start date of the stay, by bank transfer, credit or debit card, or ANCV holiday vouchers.

**If the balance is not paid within the required timeframe, the campsite reserves the right to cancel the booking, without refunding any amounts already paid.**

**Security deposit :** A 100€ security deposit is required upon arrival in the form of a card pre-authorisation, payable exclusively by Visa or Mastercard. The pre-authorisation is released on the day of departure, after our cleaning team has inspected the pitch.

The pitch must be returned in its original condition at the end of the stay. In the event of damage or if restoration is required, all or part of the security deposit may be charged.

### **3.3 BOOKINGS MADE LESS THAN 30 DAYS BEFORE ARRIVAL :**

For any booking made less than 30 days before the start date of the stay, **the full amount of the stay is payable at the time of booking.**

## **4. CANCELLATION OF STAY**

### **4.1 WITHOUT CANCELLATION INSURANCE GUARANTEE :**

In the absence of the **Cancellation Insurance Guarantee**, any cancellation of the stay, regardless of the reason, as well as any interruption of the stay, **will not entitle you to any refund** of the amounts paid. The balance of the stay remains due in accordance with these General Terms and Conditions of Sale.

### **4.2 WITH CANCELLATION INSURANCE GUARANTEE :**

When making your reservation, you have the option to take out the **Cancellation Insurance Guarantee**. In the event of cancellation, the refund terms depend on the date on which the request is received by the campsite.

#### **Stay cancellation and refund:**

- **More than 30 days before arrival:** the amounts paid will be refunded, after deduction of the booking fees and the cost of the Cancellation Insurance Guarantee.
- **Between 29 and 14 days before arrival:** a deduction corresponding to **10% of the total stay** price will be applied. The refund will only cover the amounts paid on the date of the request, after deduction of the booking fees, the Cancellation Insurance Guarantee and the cancellation fee.

- **Between 13 and 7 days before arrival:** a deduction corresponding to **30% of the total stay** price will be applied. The refund will only cover the amounts paid on the date of the request, after deduction of the booking fees, the Cancellation Insurance Guarantee and the cancellation fee.
- **Less than 7 days before arrival:** no refund will be made. The same applies to any stay that has already begun.

**The date** taken into account to determine the applicable cancellation terms is the date on which the **cancellation request is received by the campsite.**

**Cancellation Insurance Guarantee fee:** **5% of the accommodation price**, with a minimum of €9 for stays of 1 to 4 nights and €22 for stays of 5 nights or more.

**Please note:** the **Cancellation Insurance Guarantee must be taken out at the time of booking**. It is **not retroactive** and cannot be added later to an existing reservation.

All cancellation requests must be made **in writing**, using the form provided for this purpose.

In the event of an interruption of the stay after it has begun, **no refund will be made.**

## 5. BOOKING CHANGES

Any request to change a booking must be submitted to the campsite **in writing**.

Changes are subject to the campsite's approval and availability at the time the request is made. The campsite cannot guarantee that a requested change can be accepted, particularly when it concerns the dates of the stay, the type of accommodation or pitch, or the composition of the booking.

Any approved change may result in an adjustment to the total price of the stay, based on the rates and terms applicable on the date the change is made.

A booking change will only be considered effective once it has been confirmed **in writing by the campsite.**

## 6. LIABILITY AND INSURANCE

**The customer** is responsible for their personal belongings and those of the persons accompanying them throughout their stay.

The customer is also responsible for any damage they, or the persons accompanying them, may cause to the campsite's facilities, equipment, accommodation, pitches or property, as well as to property belonging to third parties.

The customer is responsible for ensuring that they have **insurance coverage** for the entire duration of their stay, including personal liability, personal belongings and liability for any damage caused to the rented accommodation or pitch. The campsite may ask the customer to provide proof of insurance.

The campsite accepts no liability for any damage resulting from an event beyond its control or from any act or omission attributable to the customer or the persons accompanying them.

## 7. RIGHT OF WITHDRAWAL

When you book a stay at Camping Club 5-star Les Mimosas for specific dates, **you do not have a right of withdrawal allowing you to freely cancel your booking after it has been confirmed.**

Accommodation services booked for a specific date or period are not subject to the statutory right of withdrawal, in accordance with Article L.221-28, 12° of the French Consumer Code.

Any cancellation or change to a booking therefore remains subject to the conditions set out in these General Terms and Conditions of Sale, in particular the provisions relating to cancellations and booking changes.

## 8. FORCE MAJEURE AND EVENTS BEYOND OUR CONTROL

The campsite cannot be held responsible if an event beyond its control prevents or disrupts the proper performance of the stay or the provision of certain services under the conditions initially planned.

This may include **exceptional events** such as natural disasters, exceptional weather conditions, fires, epidemics, decisions by administrative or local authorities, regulatory restrictions, industrial action or other social unrest, network or utility outages, or any other unforeseeable event beyond the campsite's control.

For safety, maintenance, weather-related, technical, administrative or regulatory reasons, **the campsite may also need to modify, restrict or temporarily suspend access to certain facilities, services, activities or entertainment.**

In such circumstances, the campsite will make every reasonable effort to provide an appropriate alternative where possible. However, such circumstances will not give rise to any refund or compensation where the modification or interruption results from an event beyond the campsite's control.

## 9. CONSUMER MEDIATION

In the event of a disagreement or dispute, we first invite you to contact the campsite directly, so that we can review your request and discuss the matter with you.

If necessary, and after submitting a written request to the campsite, you may, subject to meeting the conditions laid down by applicable regulations, refer the matter free of charge to the consumer mediator responsible for the campsite.

### Consumer Mediator:

*Centre de la Médiation de la Consommation de Conciliateurs de Justice (CM2C)*  
14 rue Saint-Jean, 75017 PARIS, FRANCE

A request for mediation must be submitted in accordance with the conditions and within the time limits set out by applicable regulations. Information on the mediation procedure and how to contact the mediator is available from CM2C.

## 10. PERSONAL DATA

As part of your booking and stay, Camping Club 5-star Les Mimosas may collect and process certain personal data relating to you.

**This data** is used, in particular, to manage your booking, organise your stay, arrange your arrival and welcome, and contact you when necessary, in connection with your booking or the services offered by the campsite.

The campsite undertakes to process your personal data in accordance with applicable data protection laws and regulations, including the General Data Protection Regulation (GDPR).

To find out what data we collect, why we use it, who it may be shared with, how long it is retained, and what rights you have, please consult our [Privacy Policy](#), available on our website.

You have, in particular, the right to access, rectify, erase and restrict the processing of your personal data, as well as, where the conditions provided for by applicable regulations are met, the right to object to processing and the right to data portability.

For any questions concerning your personal data or to exercise your rights, you can contact the campsite at the following address: [mimosas@mimosas.com](mailto:mimosas@mimosas.com)