

In order to be eligible to use in peace the services provided by the Campsite, please read carefully the following general conditions and regulations that govern the sale of stays and take effect from the moment your booking is placed, whatever the way of booking, regardless of the time of booking (before arriving or at arrival with no reservation). By booking a stay or entering the Campsite (= a booking on site), you agree to fully comply with all these conditions and rules (payment, cancellation, etc).

1 – General conditions to any renting (pitch or accommodation)

1.1 – General information

The reservation becomes effective only with the agreement of the Campsite and above all upon payment of the deposit. The Campsite has full freedom to refuse or delete any booking, depending on e.g., wrong filled out form, unavailability, any alteration not requested or not accepted, any proved or prospective incompatibility with the rules and with the **business choice made as to receive family-based clientele wishing to enjoy a relaxing and peaceful stay**. The booking is conducted strictly on personal basis; the tenant is not allowed to sub-let or transfer his reservation without the prior consent of the Camping.

Minors will be accompanied by an adult who will stay with them during the whole stay. The Campsite reserves the right to change the allocated number, unless an extra option has been accepted by the Campsite then paid by the tenant (nevertheless possible in cases of *force majeure*). At the arrival, each tenant submits proof of identity (valid national identity card or passport of each person).

1.2 – Prices and taxes

Prices written are effective for the season specified, inclusive of VAT, for the services included in the price. In case of a change in the VAT rate, the Campsite reserves the right to change the going prices for the upcoming bookings.

Prices are shown exclusive of tourist tax (established by local administration), tax to be paid at the time of the final payment.

1.3 – Booking - Deposit - Payment of the final instalment

1.3.1- The **booking demand** is made online via the website and takes priority over any means of booking (that has to give all data required by the online booking form, to be dated and signed). The reservation becomes effective solely with the agreement of the Campsite and above all, upon receipt (payment) of the deposit.

1.3.2- **Deposit** : For bookings made more than 31 days before the start of the holiday, a (not refundable) deposit of 30% of the total price of the stay must be paid to the Campsite, plus booking fees shown on the website; the deposit and the fees may be different according to the rental type, special offers or date of stay (shown on every online offer).

1.3.3- **Final payment** : a/ **Pitches** : the balance due must be fully paid upon arrival, based on the dates of arrival and departure and on the facilities reserved and agreed by contract (possible spreading of the final payment until the arrival). In case of refusal to pay, the Campsite can deny entry and settling down and can claim the balance due.

b/ **Rental accommodations** : The balance due must be paid at least 31 days prior to arriving. The tenant can make additional payments in the meantime. The online booking website sends a reminder message (by email) automatically 10 days before the payment deadline. The Campsite considers the tenant checks regularly his webmail (e-mail, Spam and Trash inboxes, etc. at the e-mail address used at booking) and is informed (if the e-mail address is no longer valid or if he reserved by another way, it's up to him to take the precaution of reminding the deadline). Without final payment 31 days before arrival, the Campsite has the right to cancel the booking and put up for sale the accommodation without any additional reminder.

1.3.4- **Means of payment accepted** : a/ **deposit and final instalment** by CB Visa/Mastercard (by bank transfer, please email the Campsite before) – b/ **payment on the spot** by cash and CB.

1.4 – Booking alteration - Cancellation and Interruption of stay

1.4.1- **Change in dates and/or services / facilities** : Only one change in dates can be requested; the Campsite can refuse and cancel the booking as follows at 1.4.2. Every service / option reserved but cancelled or not fully used has to be paid (the option on choice of place taken out that can not be guaranteed any more must also be paid). The alteration accepted will be confirmed by written e-mail or letter from the Campsite. (cf. 1.5)

1.4.2- **Cancellation** : a/ **by the customer** : Any cancellation of a booking must be made in writing by the tenant ; as a feedback, the Campsite will acknowledge receipt and cancellation by e-mail. There is no refund of the total deposit inclusive of booking fees in compensation for breach of contract. When the booking is cancelled within 31 days before the booked arrival day, the tenant must pay the overall amount inclusive of fees, regardless of the cause; the same goes when the tenant does not arrive.

b/ **by the Campsite** : The stay will be reimbursed in full except in case of *force majeure* (no refund), with no possible damages claim. (cf. 1.5)

1.4.3- **Interruption** : No discount (or refund) will be given in case of late arrival, absence for a few days or early departure. (cf. 1.5)

1.5 – Insurance Cancellation Interruption Late arrival

The Campsite is not liable for any *cas fortuit*, *cas de force majeure* or any occurrence beyond its control (e.g. bad weather, family occurrence) that might disrupt, interrupt or cancel the stay. Consider taking out the insurance policy (optional) that is proposed at every booking request by the online booking service from the Campsite.

1.6 – Prices - Number of people - Visitors and guests

1.6.1- The basic package includes 1 pitch or 1 accommodation, and 1 vehicle. The number of people included in the price and the maximum number of persons permitted are shown for each package; the number can be restricted depending on the offer and/or period. The package also states the type and number of camping equipment included and/or permitted (no permission is given to put up an extra tent close to the mobile home as well as to some accommodations). Some optional extras can be included in the package; others have to be paid for. The camping pitches can accommodate up to 6 people. The number can be restricted depending on the offer and/or period. In the high season, only 1 family * with 6 persons is permitted per pitch; and only 1 family * or 4 adults per rental accommodation (* family = 1 or 2 adults + minors).

1.6.2- Every package and each "additional people" give free access to toilet and recreational facilities (pool, playgrounds...).
1.6.3- The number of people and vehicles and the identity of people at arrival must tally with data given and accepted by the Campsite at booking.

1.6.4- All Visitors / Guests must be known and given access permission by the Campsite before entering. They must pay an entrance fee (find out more from Reception). They can not access to: pool, showers, all playgrounds; they can not stay overnight at the tenant's pitch or accommodation. The tenant takes responsibility for the consequences of his visitors/guests' actions.

1.7 – Pets

Any pet is strictly forbidden in mobile homes. Dogs classified in France as Category 1 and 2 as well as any NAC (any pet that is not a dog or a cat) are forbidden in the camping site. Cats are forbidden in some accommodations. Dogs are accepted in the campsite at pitches; and in some accommodations with prior consent of the Camping depending on the breed of dog. Each owner of pet(s) must register each dog / cat coming in, pay the extra cost for it and comply with internal rules.

1.8 – Dispute

1.8.1- Photos and texts shown in the commercial brochure or on the website do not form part of any contractual obligation; they are for information purposes. The Campsite can not be held liable for any wrong information (e.g. dates, photos, facilities, services, etc.) shown on the Net or provided by an other way by any third party.

1.8.2- Any potential complaint about non-compliance of facilities or services with contractual obligations has to be notified in writing (letter with recorded delivery) to the manager of the Campsite within 30 days from the end of the stay. In case of litigation, the "Médiateur" is dependent is competent.

1.8.3- It is the tenant's responsibility to take out insurance; the Campsite accepts no responsibility in case of loss, theft, fire, bad weather and event concerning the civil responsibility of the client.

1.8.4- Personal data provided at booking will not be transmitted to any third party (except data required by insurance company).

1.8.5- The Campsite is permitted to take overall photos of the client's equipment and family (unidentifiable faces).

2 – Specific conditions to the renting of camping pitches

2.1 – Arrival and departure - Duration of the stay

2.1.1- The stay can start on any day of the week and has no imposed minimum duration, unless otherwise specified by the special offer.

2.1.2- **Pitches are available from 2 pm** (refer Reception opening hours on the website) and **should be vacated before 12 noon. Any entry into the campsite before 2 pm (even with no setting up) as well as any leaving after 12 noon (even if the pitch is available for renting) can be charged by the Camping**. If the tenant wants to arrive before 1.30 pm or leave after 12 am, he must book and pay for the corresponding extra price per night or optional extra cost offered.

2.1.3- In the absence of any written notification (e-mail) from the client regarding a later arrival day –in case of no getting a written receipt by return of e-mail, please get in touch with the Campsite again-, the pitch is made available for sale again 24 hours after the arrival date specified in the contract (from 1.30 pm); the reservation is cancelled. (cf. 1.4.2)

2.1.4- The pitch should be vacated and left clean at departure (cleared of stones and any ballast, clothes lines, insect catchers, etc.).

2.2 – Electric connection - Fridge renting (size Under counter)

2.2.1- Electric connection (10 amp) : 1 paid connection is available for 1 pitch; the tenant should come with a 3-pin plug adapter, EEC 17, male plug (on sale at the campsite, to be reserved) and suitable cables (about 20 m long).

2.2.2- Fridge renting : Optional extra possible on Package with electric connection booked for a minimum of 4 nights, the fridge must be placed under cover (sheltered from rain and dust), given back defrosted and well cleaned. A deposit or the payment for the cleaning may be paid on request (price shown at Reception). Plug and cable for connection are not provided, not included in the price.

3 – Specific conditions to the renting of bungalow tents and mobile homes

3.1 – Arrival and departure - Duration of the stay

3.1.1- A 1 night stay is not possible. In the high season, the minimum renting is 7 nights (allowing exception in agreement with the Campsite). Arrival and departure days are different and depending on the type of rental accommodation and/or the period and/or the special offer (cf. price lists and offers on the on-line booking service).

3.1.2- **The tenant can check in at the Reception from 4 pm till 7.30 pm; the rental accommodation should be vacated between 8 am and 10.15 am (time slot for the checking out : 8am / 10am)**. When the client hopes to enter the campsite before 4 pm or leave after 10.15 am, a supplement must be paid (as Visitors or optional extra when possible and accepted).

3.1.3- In the absence of any written notification (e-mail) from the client regarding a later arrival day –in case of no getting a written receipt by return of e-mail, please get in touch with the Campsite again-, the accommodation is made available for sale again 24 hours after the arrival date specified in the contract (from 4 pm); the reservation is cancelled. (cf. 1.4.2)

3.2 – Facilities and equipment - Checking in/out - Deposit

3.2.1- Bed linen and towels are not provided; 1 pillow/person and 1 blanket/bed are provided. At least all accommodations are fitted with: kitchenware, household cleaning tools, fridge, gas cooktop, coffee maker, garden table and chairs, charcoal barbecue and drying rack. Mobile homes are fitted with a microwave oven and a filter coffee maker (machine). Other additional equipments may be included at no extra cost (e.g. garden deck chair) or with extra cost; cf. description of each accommodation and/or special offer on the online booking service).

All accommodations are no-smoking areas.

3.2.2- Upon arrival, a flat-rate deposit "Equipment/fitings and Cleaning" (€300 on account) has to be given by cash in order to cover, in part or in whole, replacement or repair costs. The accommodation is given clean and should be given back likewise, cleaned with appropriate cleaning products (a check list reminding some instructions is provided). In case the accommodation and/or the fridge has not been cleaned before the departure or not cleaned well enough, the corresponding usual cleaning fee + €10 will be charged. At entering the tenant will inspect the accommodation by himself and will report any comment to Reception; any remark reported after the next day (12 noon) will not be taken into account. The tenant will report any damaged, broken or missing item occurred during his stay. He will make an appointment for the checking out (in still possible time slots) not later than the day preceding the departure. Part of the deposit or total deposit may be withheld as security for the payment of a possible damage that would not have been reported by the tenant. The accommodation is inspected once more after the departure of the client who will be informed, by e-mail within 48h, of the decision either to refund or keep the deposit in all or in part according that 2nd check out. The total or partial cancellation of the deposit is made within 48 hours after the second inventory. A deposit of 50 € is required for rental refrigerator, it is returned after verifications (state and cleanliness) restitution period idem as the rental.

4 – Campsite rules

In order to ensure the well being of every camper, each tenant has to conform to the internal rules below and to any rule displayed in the camping site; particularly:

- **pets**: must be vaccinated (with up-to-date vaccination booklet) and have a tattoo identification; must always be kept on a lead at all times and tied up at the place (no stray dog in the campsite, on the beach or the next pitches); no pet left alone with no owner; no excessive barking; pet fouling and walking outside the campsite and beach (and pet mess always bagged and binned); no pets permitted in all toilet blocks.

- **barbecue grill, fire**: no electric grill permitted; charcoal or gas grill permitted at the place; a public barbecue at disposal (bring your private barbecue rack); no fire and no fireworks inside the campsite and on the beach.

- **driving, noise pollution**: vehicle parked at your private place; very slow and careful driving (vehicles and bikes); silence requested from 11 pm till 7.30 am at each place, path, toilet block, playground and beach; radio, music, conversations, etc. never in the annoyance of the other campers (= should not be heard from the next pitch).

- **toilet blocks**: to be kept clean and not damaged; no climbing onto basin tops / shower shelves; never speak / laugh / shout loudly; playing and gathering are forbidden; young kids must be accompanied by an adult; no breach of privacy (yours and others').

- **vehicle cleaning** strictly forbidden everywhere; **grey and dark water** emptied at the right place (basins down water taps are not wastewater collectors); **separate collection of waste** (bins at the outside car park); **no digging in the ground** even when it is raining; **nature respected** (grass, flowers, shrubs, trees); **no hanging up of clothes or heavy items** that may break or damage shrubs and trees.

The Campsite reserves the right to (have) remove(d) any unrespectful, dangerous or overloading equipment/setting.

- **pools** : displayed strict and specific rules to be fully respected; **swimsuits / swimming trunks compulsory for everyone, no Bermuda shorts or any similar clothes** (legal, basic hygiene rule !).

Parents are liable for any nuisance or damage caused by their children and pets.

Any breach of the rules and regulations may have consequences such as a quick eviction and / or a compensation.