

## GENERAL SALES CONDITIONS

In order to be eligible to use the services provided by the Campsite, we request that you read the following general conditions carefully. These conditions govern the sale of holidays and take effect from the moment your booking is placed. By booking a holiday, you agree to fully comply with our general conditions.

## BOOKING CONDITIONS

The reservation becomes effective solely

1. with the agreement of the campsite
2. upon receipt of the deposit
3. upon receipt of, either the booking proposal duly completed and signed or upon the validation by the campsite of your on-line booking request.

The campsite is not bound by bookings unless the campsite has accepted them. The campsite is free to accept or refuse bookings, depending on availability and, in general, depending on any circumstances that are likely to be prejudicial to the execution of the booking. The campsite offers family holidays in the traditional sense, and the accommodation has been specially designed for this purpose. The campsite reserves the right to refuse any booking that might contravene or attempt to pervert this principle.

Booking of camping pitches or rented accommodation is conducted strictly on a personal basis. Under no circumstances may you sub-let or transfer your reservation without the prior consent of the campsite. Minors should be accompanied by their parents or legal guardians.

The management reserves the right to change your pitch our mobile-home number. Preferences are not guaranteed, unless confirmed in writing by the campsite.

### Camping pitches

The basic package includes the pitch for the tent, caravan or camper van for one or two persons, access to toilet and facilities, electricity (10 amp) and 1 car only, the pitches can hold a maximum of 5 persons, regardless of age.

### Rental accommodation

The rental accommodation is fully equipped. The basic package ranges from 2 to 6 places, depending on the type of accommodation, 1 car allowed.

The campsite reserves the right to refuse access to families whose number of members exceeds the capacity of the rented accommodation.

Tents are prohibited on accommodation pitches.

Smoking is prohibited in all rental accommodation.

### Booking fees

Booking fees for stays : 20€

## PRICES AND TOURIST TAX

Prices shown are effective for the 2025 season. They correspond to one night and are quoted in euros, including VAT (see the price list for what is included in our prices), but excluding tourist tax, which will be established in spring 2025 by the local town council.

**The prices indicated are subject to change. The campsite reserves the right to change the rates at any time. Stays will be invoiced on the basis of the rates in force on the day of booking, subject to availability. It is advisable to check the applicable rate by contacting the campsite directly.**

## OFFERS AND PROMOTIONS

Offers and promotions are not retroactive and cannot be combined.

## CONTRIBUTION TO THE TREATMENT OF WASTE

The contribution to the treatment of waste is a tax for the management, the collection and the recycling of the disposal of waste. It costs 0,30 €/night/person + 2 years.

## CONDITIONS OF PAYMENT

When booking and for all bookings, a deposit of 30 % of the total amount of the stay is required. The rest of the amount must, at the latest, be paid on the arrival day at the campsite.

## CANCELLATIONS AND ALTERATIONS

1. Reservation modifications ( subject to additional charges ) : Customers

may request for the stay(s) to be modified (dates and/or accommodation type) which must be made in writing to the campsite (by post or e-mail) a minimum of 30 days before the arrival date, as far as practicable within availability.

-Requests to extend the duration of stay(s) will be processed subject to availability and in accordance with applicable tariffs.

-Requests to reduce the duration of stay(s) are deemed to be partial cancellations and will be pursuant to the cancellation terms and conditions.

-All postponement requests are considered as a cancellation and will be pursuant to the cancellation terms and conditions. Postponements until the following season are not permitted.

If failure to meet the modification/changes above, the stay must be spent as the booking stands or can be cancelled pursuant to the cancellation terms and conditions.

2. Postponement of your arrival dates :

In absence of any written notification from you regarding a delay to your arrival date, the pitch or accommodation may be made available for sale again 24 hours after the arrival date specified in the contract and you will consequently forfeit your booking.

3. Unused facilities :

Any stay that is interrupted or cut short ( late arrival, early departure) by you shall not give rise to refund.

4. Cancellation by the campsite in the event of cancellation of the campsite :

The stay will be refunded in full, except in case of force majeure. The cancellation shall not however incur to the payment of damages and interest.

5. Cancellation by the customer :

Any cancellation of a booking must be made in writing to the campsite (by registered letter). Cancellation fees may be covered by the cancellation policy available from the campsite or your private insurance company.

**No refunds will be made by camping La Créole.**

**CANCELLATION INSURANCE AND INTERRUPTION (recommended)**

We do highly recommend you to subscribe a cancellation insurance . It covers the paid amounts on the day of cancellation according to the contractual terms (excluding booking fees and tourist taxes). This insurance is optional and represents 3,5% of the total cost of your stay. It has to be paid upon the booking and can in no case be refunded.

The cancellation insurance and interruption will cover the paid amounts on the day of cancellation. In case of an interruption of the stay a refund will take place on a pro-rata basis, counting from the night following the event (excluding the booking fees and tourist taxes). – In case of cancellation, the insurance company must be notified in writing, within 5 days (by e-mail, letter of fax). – Please consult the contractual terms of the cancellation insurance online : [www.campezcouvert.com](http://www.campezcouvert.com) and on our webpage. The customer must take out a civil responsibility insurance policy.

**The campsite isn't responsible for the decision taken by the cancellation insurance. Please read the general sales conditions of the campsite and the cancellation insurance.**

#### **ABSENCE OF RIGHT TO WITHDRAW**

In accordance with article L.121-19 of the French consumer code , camping La Créole informs customers that the sale of accommodation services provided on a specific date, or in line with a specific timeframe, is not subject to provisions regarding the 14 day withdrawal period.

#### **YOUR STAY**

##### **1. Arrival**

The reception desk is open from 9 am to 7 pm

Pitches are available at 15 am.

Rental accommodation is available at 4 pm.

Upon arrival for rental accommodation a deposit of 250 € by credit card (Visa / Mastercard) will be required. You will receive an inventory sheet to be verified within 24 hours. Any complaint made after this period shall not be taken into consideration. Reception must be informed of any additional guests. Only guests registered at the time of booking are

permitted to stay in the accommodation.

##### **2. During your stay**

It is the customer's responsibility to take out insurance; the campsite accepts no responsibility in the event of theft, fire, bad weather, etc, or in the event of any incident concerning the civil responsibility of the client. All customers must comply with the provisions of the internal regulations. Each named tenant is responsible for disturbances or nuisance caused by persons staying with or visiting them.

##### **3. Departure**

Pitches should be vacated before 12 noon.

Rental accommodation should be vacated before 10 am. The rental accommodation will be inspected. If it is left entirely clean without any missing or damaged items, the deposit shall be refunded to you. The retention of the deposit does not preclude additional compensation in the event of the expenses being greater than the amount of the deposit.

If the rented accommodation has not been cleaned before your departure, a cleaning fee of 60 € or 80 € will be charged.

For any delayed departure, an additional day may be charged at the price applicable for that night.

#### **PETS**

Pets allowed in certain areas of the beach (please ask at reception).. They must be kept on a leash at all times. Dogs of the 1st and 2nd category (please refer to French legislation) are not allowed on the campsite. The vaccination certificates of your pet must be up-to-date.

#### **DISPUTES**

Claims regarding non-compliance of services with binding commitments may be submitted within 30 days after the stay by registered letter with acknowledgement of receipt to the manager of the campsite

#### **MEDIATION**

In the event of a dispute with our establishment, or if you are not satisfied with the response you

receive, you may refer to the AME CONSO mediation centre after a period of one month following the registered letter. Please make your submission online at [www.mediationconso-ame.com](http://www.mediationconso-ame.com), or by post to: AME CONSO – 11 Place Dauphine – F-75001 PARIS.

#### **RESPONSIBILITY OF CAMPING**

The client acknowledges that the camping may not be held responsible for any false information supplied by its partners or by any third party that might be specified in its brochure or on its websites, concerning residential premises, and particularly its photographs, descriptions, activities, leisure activities, services and dates of operation. All photographs and text used in the brochures or on the websites do not form part of any contractual obligation. They are for information purposes only. Certain activities and facilities offered by the campsite and specified in the brochure description may be cancelled, particularly as a result of weather conditions or for reasons of force majeure, as defined by the french law

#### **DATA-PROCESSING AND LIBERTIES**

The information you provide us with at the time of your booking will not be transmitted to any third party. The camping La Créole shall treat this information as confidential. It shall be used solely by the campsite internal services for processing your booking and to enhance and personalise communication and the services offered to clients concerning your centres of interest. In accordance with the data-processing and liberties law of 6 January 1978, you have the right to access, amend and change personal data relating to you. To do this, simply write to the camping, stating your full name and address.