# GENERAL TERMS AND CONDITIONS OF SALE

**Booking of accommodation or tourist pitches by private individuals.**

Any request to book a pitch or rental accommodation must be signed and accompanied by a deposit of 30% of the total cost of the stay.
Bookings are made in the name of a specific person and will only be confirmed once the campsite has given its approval. They only become firm and final once the deposit has been received.

## EARLY DEPARTURE / LATE ARRIVAL

**In the event of early departure, regardless of the reason, the entire stay remains payable to the campsite. The manager reserves the right to dispose of the pitch/rental at its discretion in the event of early departure or cancellation of the stay.**
**No discount will be given in the event of late arrival.**

For any changes to the dates of stay specified in the contract, the same pitch cannot be guaranteed. **The pitch number is informal, and the establishment reserves the right to change the pitch number depending on changes to the schedule without informing the customer.**

Any changes that may result in a variation in the rental amount (increase or decrease), particularly in the event of a change in the dates of stay affecting the pricing periods in whole or in part, or in the event of a change in the number of occupants, must be reported no later than the day of arrival.

The customer must arrive on the date specified in their contract. Any delay must be reported. If the customer arrives more than 24 hours after the scheduled date and no notification has been received, the manager reserves the right to dispose of the pitch or rental accommodation.

## CANCELLATION

Any cancellation must be made in writing, by letter or email :

- More than 30 days before your arrival, the deposit will be retained by the campsite.
- Less than 30 days before your arrival, the total amount of the stay will be retained.

To obtain possible compensation, we invite you to take out cancellation or interruption insurance when you make your reservation. This can be taken out on www.campez-couvert.com (see the complete

conditions on our website, on request by  ost, or on the insurance website)

**To obtain possible compensation, we invite you to take out cancellation or interruption insurance when you make your booking, at a cost of 4% of the price of your stay, calculated according to the duration and services included in your stay.**
**This can be taken out at** https://claim.meetch.io/fr/login**.** (See the full terms and conditions on our website, by post on request, or on the insurance company's website).
You can consult the IPID and the general terms and conditions of insurance for full details.
To contact the cancellation insurance provider and report your claim, please visit : https://claim.meetch.io/fr/login.

## SUNÊLIA CANCELLATION GUARANTEE

For any stay of 7 nights or more, only in rental accommodation (excluding camping pitches).
The General Terms and Conditions of the Cancellation Cover are as follows :

This guarantee takes effect upon signing the rental agreement and expires at midnight on the day before the first day of your stay. Subject to compliance with contractual obligations, this guarantee entitles you to a refund of the sums paid if your stay is cancelled in accordance with the exhaustive list below in the following cases :

1. Serious illness, physical accident or death of : yourself, your legal or common-law spouse, your ascendants or descendants, your guardian, your brothers, sisters, brothers-in-law, sisters-in-law, sons-in-law, daughters-in-law, fathers-in-law, mothers-in-law. Serious illness or serious physical accident means any temporary or permanent impairment to your physical integrity, medically certified and involving the cessation of all professional or other activities.
2. Pregnancy complications.
3. Serious damage requiring your presence on the scheduled departure date and resulting from theft, fire, water damage or natural disasters affecting your main residence or business premises, with more than 50% destruction (certificate from the insurer to be provided).
4. Redundancy of yourself or your spouse, provided that the procedure was not initiated before the holiday was booked.

All these grounds for cancellation must be communicated by registered letter accompanied by all the necessary documents proving the facts (expert report, police report, summons, medical or death certificate, etc.) as soon as they occur and no later than three working days after the accident or event.

Main exclusions :

- The consequences, sequelae, complications or aggravation of an illness or accident noted before the contract was signed: pregnancy, voluntary termination of pregnancy, childbirth and alcoholism and their consequences: psychological, mental or nervous illnesses that do not result in hospitalisation for more than 7 days ;
- Your intentional acts: accidents resulting from professional participation in any sport or competition, as well as preparatory training : accidents resulting from amateur participation, at any level, in the following sports : motor sports (cars, motorcycles, any motor vehicle): air sports ;
- Epidemics, pollution, natural disasters covered by Law N-82,600 of 13 July 1982 : civil or foreign war, riots, popular movements, strikes, acts of terrorism, any effect of a source of radioactivity.

## PAYMENT TERMS

The Payment Terms of these General Terms and Conditions of Sale shall be automatically payable to the Service Provider as compensation and shall not give rise to any refund.

A deposit corresponding to 30% of the total price of the Services ordered is required when the Customer places the order. It will be deducted from the total amount of the order.

**The balance for the stay must be paid 30 days** before the scheduled arrival date by credit card, bank transfer, ANCV holiday voucher or ANCV Connect. Failure to do so will result in the booking being cancelled and the stay being put back on sale. For stays booked less than 30 days before the arrival date, payment must be made by bank transfer or credit card on the day of booking.

Access to the campsite and your accommodation will not be possible and will not be authorised without full payment of the balance for your stay. Access will also not be possible without full payment of your deposit by credit card.

Due to numerous unpaid cheques, bank cheques are no longer accepted on site for any additional paid options.

Prices are inclusive of 10% VAT. Should this rate change, the price including VAT will be adjusted accordingly.

The **tourist tax** and **departmental tax** are set and collected by local authorities. They are payable by the tenant and must be paid at the time of booking. Due to possible variations in tourist taxes set by the local council, these will be adjusted and reflected in the sale price invoiced to the customer.

Services provided that are not included in the rental agreement will be invoiced separately.

## ANIMALS

Dogs are permitted in rental properties under the responsibility of their owners, except in the Sunêlia Luxe Premium 6-person range. For other rental properties, the number of dogs is limited to two per rental.

All dogs staying at the campsite must be kept on a leash, vaccinated and identified (microchip/tattoo). Guests must be able to present the mandatory vaccination certificate and pay the service fee.
Dogs are not allowed near the swimming pool, in food shops or in buildings. Dogs classified as category 1 or 2 are not allowed on the campsite.

## MOBILE HOME RENTAL CONDITIONS

Accommodation is available from 5.00 pm and must be vacated by 10.00 am; late arrival is possible until 10.00 pm, subject to the campsite's approval and upon request. For all mobile home rentals, **a deposit of €300 (payable by credit card only, using your PIN)** will be required on arrival. This will be refunded in full provided the accommodation is left in its original clean condition. Any damage will be subject to a charge, which will be deducted from the deposit, as will any costs incurred by the security company in relation to your rental or its occupants.

The tenant is liable for any damage caused by them. They must have taken out third-party liability insurance.

A description of the accommodation, an inventory and the rates are available on our website. The campsite reserves the right to refuse access to the campsite to groups or families arriving with a number of guests exceeding the capacity of the rented accommodation.

For reasons of hygiene, safety and respect for other guests, smoking is strictly prohibited inside the mobile home. Any breach of this rule will result in a deduction from the security deposit.

## PITCH RENTAL TERMS AND CONDITIONS

Camping pitches are available from 12.00 and must be vacated by 12.00. Late arrivals are possible until 22.00, subject to the campsite's approval and upon request.

For all pitch hire, **a deposit of €100 (payable by credit card only, with PIN code)** will be required on arrival. This will be refunded in full provided the pitch is left in its original clean condition. Any damage will be subject to a charge, which will be deducted from the deposit, as will any costs incurred by the security company in relation to your pitch or its occupants.

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

## GENERAL INFORMATION

All persons staying or visiting the campsite are required to comply with the internal regulations. The regulations are displayed at the entrance to the campsite and can be provided on request at reception.

The campsite gates are open between 7:00 a.m. and 11:00 p.m. No exceptions are permitted. Between 11:00 p.m. and 7:00 a.m., only pedestrian access is permitted.

**It is strictly forbidden to charge electric and hybrid vehicles (**bicycles, scooters, cars). Domestic sockets are not designed to withstand this type of load and may cause overheating, short circuits or fires.

Any offender is liable to penalties.
During your stay, it is the camper's responsibility to ensure that: the camper is responsible for supervising their personal belongings (bicycles, etc.). The campsite declines all responsibility in the event of an incident falling under the civil liability of the camper.
Each tenant is responsible for any disturbances or nuisances caused by people staying with them or visiting them.

In accordance with the provisions of Articles L.612-1 et seq. of the French Consumer Code, the Customer has the right to seek the assistance of a consumer ombudsman free of charge with a view to reaching an amicable settlement of any dispute between them and the Seller.
After first contacting the Seller in writing and receiving no satisfactory response within 30 days, the Customer may refer the matter to the following ombudsman :

**CM2C – Centre de la Médiation de la Consommation de Conciliateurs de Justice**
49 Rue de Ponthieu 75008 Paris
Site internet : https://www.cm2c.net
Email : cm2c@cm2c.net

The use of the mediator is free of charge for the Customer (excluding any legal or expert fees).
The Customer may also refer the matter to the European Online Dispute Resolution (ODR) platform, accessible at the following address : https://ec.europa.eu/consumers/odr/

## NO RIGHT OF WITHDRAWAL

In accordance with Article L.221-28 of the French Consumer Code, the campsite informs its customers that the sale of accommodation services provided on a specific date or at specific intervals is not subject to the provisions relating to the 14-day withdrawal period.

## IMAGE RIGHTS

You authorise the campsite to photograph, record or film you and to use the images, sounds, videos and recordings on any media, in particular on the campsite's websites or web pages – including Facebook and Instagram – in the campsite's presentation and promotional materials and in travel or tourist guides.

## INFORMATION TECHNOLOGY AND FREEDOM

The information you provide us with when placing your order will not be disclosed to any third parties. This information will be treated as confidential by the campsite. It will only be used by the campsite's internal departments for the purpose of processing your order.

In accordance with the French Data Protection Act of 6 January 1978, you have the right to access, rectify and oppose any personal data concerning you. You may notify reception in writing upon arrival of your opposition to this practice.