

General Terms and Conditions of Sale Camping Paradis La Cailletière

Preamble

The present General Terms and Conditions of Sale apply to all services offered on the CAMPING PARADIS LA CAILLETIERE website or any other communication platform. The content of the website is intended to inform customers. Some of the services offered may be subject to changes based on occupancy rates and/or may only be available on certain dates during the season. The prices indicated are for informational purposes and are subject to change, valid only for the current season. The service will be provided at the price applicable at the time of booking. Prices are quoted including all taxes. Any change in VAT rates will result in a modification of the price. In accordance with the French Tourism Code, CAMPING PARADIS LA CAILLETIERE reserves the right to make changes to the information available on the website or any other communication platform. In case of significant changes, these will be communicated on the campsite's website via an Erratum.

1. RESERVATION CONDITIONS

- Any contracting person must be at least 18 years old and legally capable of entering into a contract, and not be under guardianship or curatorship. The contractor must be present for the entire duration of the stay. The reservation is only valid with the campsite's approval, after receipt of the deposit and either the completed and signed reservation contract or after acceptance of the general terms and conditions during online booking.
- Booking a campsite pitch or rental accommodation is strictly personal. You may not sublet or transfer your reservation without prior consent from the campsite.
- Minors must be accompanied by their parents or legal guardians.

CAMPING PITCH

- The basic package includes the pitch for a tent, caravan, or motorhome for 1 or 2 people, access to sanitary facilities, and reception infrastructure. Additional fees (extra person, pets, additional vehicle, etc.) are not included in the basic package and will be added to the price. Campsite pitches can accommodate up to 6 people (including babies)..

RENTALS

- Rental accommodations are equipped. The basic package is for 2 to 8 people (including babies) depending on the type of accommodation.
- CAMPING PARADIS LA CAILLETIERE reserves the right to refuse access to the campsite for groups or families with a number of participants exceeding the capacity of the rented accommodation.

RESERVATION FEES

Reservation fees are €20 for both rental accommodation and campsite pitches.

2. RATES, TOURIST TAX & ECO-FEE

- The prices listed are valid for the current season. Prices are in euros, VAT included, and correspond to the chosen accommodation, the number of people, and the duration.
- Local taxes and any additional charges are not included. The tourist tax collected for the Commune of DOLUS D'OLERON is not included in our rates. An eco-fee is payable upon arrival, per person, per night. Our operations are subject to taxes related to natural resource extraction (clean water) and waste disposal (wastewater, garbage, etc.). This is a budgetary allocation for compensation and awareness purposes (€0.25/person/night).

3. PAYMENT CONDITIONS

- For rental accommodations, for reservations made more than 30 days before the start of the stay, a deposit of 30% of the total price of the services reserved must be paid at the time of booking. The balance must be paid no later than 30 days before the start of the stay.
- For campsite pitches, for reservations made more than 30 days before the start of the stay, a deposit of 30% of the total price of the services reserved must be paid at the time of booking. The balance must be paid no later than 30 days before the start of the stay.
- For reservations made less than 30 days before the start of the stay, full payment is required at the time of booking.

4. NO RIGHT OF WITHDRAWAL

In accordance with Article L.221-28 of the Consumer Code, CAMPING PARADIS LA CAILLETIERE informs its clients that the sale of accommodation services provided on a specific date or on a specific schedule is not subject to the 14-day withdrawal period.

5. STAY REGULATIONS

Accepted Payment Methods

For both the deposit and the balance, you can pay for your reservation or stay using the following payment methods: Bank cheque, French postal cheque, holiday vouchers, postal money order, cash, credit card, domestic or international bank transfer.

Payment Terms

On the campsite's website

Any firm reservation request from the buyer is broken down as follows:

- 30% deposit of the stay amount + booking fee + cancellation insurance (optional)
- The balance of the stay must be paid no later than 30 days before your arrival for rental stays and campsite pitches. If the balance is not paid within the specified time, it will be considered canceled, and our cancellation terms described below will apply.

By mail

Any firm reservation request from the buyer is broken down as follows:

- 30% deposit of the stay amount + booking fee + cancellation insurance (optional)
- The balance of the stay must be paid no later than 30 days before your arrival for rental stays and campsite pitches. If the balance is not paid within the specified time, it will be considered canceled, and our cancellation terms described below will apply.

This reservation is only contractually valid upon receipt of a confirmation of registration issued by the campsite. The balance of the stay must be paid no later than 30 days before the start of the stay. If the balance is not paid within the specified time, it will be considered canceled, and our cancellation terms described below will apply.

6. CANCELLATION AND MODIFICATIONS MODIFICATION OF YOUR RESERVATION

The Client may request changes to their stay within the same campsite (dates, type of accommodation). Notwithstanding the requirement for full payment of the balance before departure, any modification requested by the client is possible and may incur modification fees. Any modification request must be confirmed in writing by the client and remains subject to availability and acceptance by CAMPING PARADIS LA CAILLETIERE. If the contractor wishes to extend their stay, the current rate will apply. Any downgrade (from a superior category to an inferior category) will not result in any refund.

- Any request to shorten the duration of your stay is considered a partial cancellation and will be subject to the cancellation and interruption conditions.
- Any request from the CLIENT for modification or cancellation of the STAY must be sent to CAMPING PARADIS LA CAILLETIERE by registered mail with acknowledgment of receipt. The timelines mentioned below apply from the date of receipt of this letter, with the postmark serving as proof.

Cancellation or modification of the STAY will result in at least the following fees:

- More than 30 days before the start of the STAY: 50% of the STAY price + booking fees + insurance fees (if subscribed)
- Less than 30 days before the start of the STAY: 100% of the STAY price + booking fees + insurance fees (if subscribed)

UNUSED SERVICES

Any stay that is interrupted, shortened (late arrival, early departure), or where the reserved accommodation is not used due to the client's fault will not result in any refund for the said service. Cancellation by the campsite: CAMPING PARADIS LA CAILLETIERE

To obtain any possible compensation, we invite you to take out cancellation or interruption insurance when booking. In case of cancellation by CAMPING PARADIS LA CAILLETIERE, except in the case of force majeure, the stay will be fully refunded. However, this cancellation will not give rise to any compensation.

CANCELLATION INSURANCE

We recommend taking out cancellation or stay interruption insurance when booking.

- NEAT (Cancellation insurance "Comfort" or "Premium")
- *See the conditions on the website in the documents to download.

7. YOUR STAY ARRIVAL

- Campsite pitches: arrivals from 3:00 PM
- Rental accommodations: on your arrival day, you will be welcomed from 3:00 PM, and upon receiving the keys to your accommodation, a security deposit of 300 euros will be required. This deposit will be returned after the inventory and cleanliness check, minus any potential damages. A cleaning fee of 100 euros will be withheld if cleaning is not done.

DURING YOUR STAY

The campsite disclaims any responsibility in the case of incidents involving the civil liability of the camper. All clients must comply with the internal regulations. Each primary tenant is responsible for any disturbances or nuisances caused by the people staying with them or visiting them.

DEPARTURE

- Rental accommodations: On the departure day specified in your contract, the rental accommodation must be vacated by 10:00 AM. The accommodation should be left in perfect cleanliness, and the inventory may be checked. Any broken or damaged items will be charged to you, as well as any necessary restoration of the premises.

The security deposit will be refunded at the end of your stay, minus any deductions for damages, based on invoices and proof of any damages found during the check-out inventory. The withholding of the deposit does not exclude the possibility of additional compensation if the costs exceed the amount of the deposit.

- If the accommodation has not been cleaned before your departure, a cleaning fee of at least €100 including tax will be charged.
- For any delayed departure, an additional night may be charged at the current night rate.

DEPOSIT

For rental accommodations, a deposit of €300 (by cheque, cash, or credit card authorization) will be required upon your arrival and will be refunded at the end of your stay or, at the latest, within one week by mail from your departure date. The campsite reserves the right to keep part or all of the deposit in case of damage to the accommodation or its contents and/or any campsite equipment. The campsite also reserves the right to retain €100 for cleaning fees if cleaning has not been done upon departure.

8. VISITORS

Visitors are allowed within the campsite after registering at the campsite reception and paying the visitor fee. Visitors will have access to campsite facilities, except for the showers and swimming areas. Access to the campsite is reserved solely for our clients; checks may be conducted at any time, and visitors may be expelled.

9. PETS

Pets (all categories) are allowed for an additional fee payable at the time of booking. Pets must be kept on a leash at all times. They are not allowed near the swimming pools, in food stores, or in buildings. Pets must not be left alone at the campsite or in the rental accommodation (2 pets per rental). Pets must be taken out of the campsite for their needs. A valid vaccination record for dogs and cats must be kept up to date.

10. IMAGE RIGHTS

You expressly and without compensation authorize CAMPING PARADIS LA CAILLETIERE to use photographs and/or films that may be taken during your stay for the communication needs of the Camping Paradis group. Any holidaymaker refusing to be photographed or filmed during their stay must inform CAMPING PARADIS LA CAILLETIERE in advance and in writing. You also authorize the diffusion, publication, and commercialization of these images on any type of medium that may be used.

11. DISPUTES

Any potential complaint regarding non-compliance of services with the contractual commitments can be reported by mail or email to CAMPING PARADIS LA CAILLETIERE: camping.la.cailletiere@orange.fr

12. MEDIATION

In case of a dispute, you have the option to contact us as follows:

- Send a registered letter with acknowledgment of receipt to CAMPING PARADIS LA CAILLETIERE MEDIATOR: CM2C (Center for Consumer Mediation of Justice Conciliators) - 14 rue Saint Jean - 75017 Paris - 0189470014 - cm2c@cm2c.net

13. LIABILITY: CAMPING PARADIS LA CAILLETIERE

The client expressly acknowledges that CAMPING PARADIS LA CAILLETIERE cannot be held liable for any communication by its partners. All photos and texts used on the CAMPING PARADIS LA CAILLETIERE website are non-contractual and for indicative purposes only.

14. REMARK

• Rentals are assigned by name and cannot, under any circumstances, be sublet. Jurisdiction clause: disputes will fall under the exclusive jurisdiction of the Rochefort court.

15. COMPUTER AND FREEDOM

• The information you provide during your order will not be transmitted to any third parties. This information will be considered confidential by CAMPING PARADIS LA CAILLETIERE. It will only be used by CAMPING PARADIS LA CAILLETIERE for processing your order and to enhance and personalize the communication and service offers reserved for CAMPING PARADIS LA CAILLETIERE clients based on your interests. In accordance with the Data Protection Act of January 6, 1978, you have the right to access, rectify, and object to the processing of your personal data. To do so, you can send a request to us by mail at the following address: CAMPING PARADIS LA CAILLETIERE - Route de Boyardville - 175550 DOLUS D'OLERON, indicating your full name and address.

tout France Classification as of 09/11/2022

N° C17 - 010679 - 005, 3-star tourism classification for 124 pitches:

- 80 pitches designated for the exclusive reception of equipped accommodations connected to all utilities, including private sanitary facilities.
- 44 non-connected pitches without water and sanitation facilities.
- Siret Number: 47957122600014
- RCS La Rochelle