

## GENERAL TERMS AND CONDITIONS OF SALE CAMPING DU LAC

### I) CONDITION OF ADMITTANCE AND RESERVATION

A pitch/ an accommodation can only be reserved or rented **by a person of age who will be present on the pitch / accommodation during the whole stay**. The client in charge of the pitch remains the only person responsible for the people he greets and for the payment of the whole stay. Minors who stay without their parents will only be admitted **under his responsibility** and with a **written parental authorization (downloadable on our website)**.

Reservations are accepted for stays of a minimum of 7 consecutive nights. For accommodations, reservations can be made for 2 nights (offseason only).

**To reserve**, you must **fill the on-line booking contract** and **pay a deposit of 25%** of the stay -except tourist taxes (or **100%** of the stay if the reservation is made less than one month before your arrival) + **booking fees** (20€ / reduced rate to 10 € for shorter stays from 2 to 6 nights for accommodation only)

Your booking will be registered only after you confirm you have read and accepted the general conditions of sale and enter your banker's card number (system secured by Crédit Agricole). This last action authenticates the contract in accordance to the French civil code (article 1313 and following).

**If there is any availability**, your card will be debited and you will receive a confirmation of the booking (to be shown on arrival) indicating the conditions of payment of the balance of the stay to be paid at last one month before your arrival.

**If there is no availability**, you will be informed by email or by phone; your card will not be debited.

**Any incomplete booking (with no parental authorization) will be automatically rejected.**

No reservation by phone or fax shall be accepted.

We cannot guarantee you the accommodation /pitch of your choice but we will do all we can to satisfy such request. If we cannot, another pitch of comparable quality located nearby will be proposed. The pitch number is given as an indication and without any guarantee.

Pitches may greet **6 people at most (children and babies included)**.

According to their capacity, bungalows may greet 4 or 5 people (children and babies included). Tents are not accepted on bungalow pitches.

#### A pitch may accommodate:

- tent pitch: 3 tents at most + 2 cars or motorbikes. Vans are forbidden. Be careful, the "family area" is reserved only for families.

- "standard" pitch for caravan: 1 caravan + 2 cars or motorbikes OR 1 camper/ van + 1 car or motorbike - 1 small tent accepted.

- pitch for campers: 1 camper or van, 1 small tent accepted, no additional car accepted.

Tents are not accepted on bungalows tents pitches

The accommodation equipment is detailed in the price rates.

### II) COST OF THE STAY AND PAYMENT

The global cost of the stay is calculated according to the information noted on your booking contract or on the registration form (dates, number of people, of animals and vehicles). For the booking, note only the people, animals, cars... sure to come.

Online bookings can only be paid by banker's card (secure payment).

#### - reserved stays:

The balance of reservation must be paid **at last one month before your arrival** (excluding the tourist taxes). **Failing that, the campsite reserves the right to consider the booking cancelled.** The deposit will be kept by the campsite and the pitch / accommodation will be rented again.

For late bookings (less than one month before the arrival), the balance must be paid with the reservation (excluding tourist tax).

Booking fees are never deductible from the balance due.

### III) NO RIGHT TO RETRACT

The legal provisions of the article L121-20-4 of the French commercial code related to Internet selling stipulates that the right to retract does not apply to the provision of accommodation, transportation, catering or leisure activities that are to be supplied on a specific period or according to a definite periodicity.

### IV) MODIFICATIONS OF THE BOOKING

#### - reserved stays:

Booking contracts are nominative and cannot be transferred or sublet. The persons registered in the contract are the only one who may occupy the pitch/ accommodation.

Any modifications made to the number or identity of the persons, animals, vehicles ... initially included on the contract must be notified to us in **writing 30 days at most** before the contractual date of arrival.

If it occurs **less than 30 days** before the contractual date of arrival and /or after we receive the balance, **the whole stay will be due for the number of persons, animals, vehicles... initially registered on the contract.**

#### **V) CANCELLATION OF RESERVED STAY**

All cancellations must be made in writing by post or by e-mail.

As a compensation for breach of contract, the following fees remain due :

- booking fees,
- the amount of the deposit if the stay is cancelled 30 days or more before the contractual arrival,
- the full cost of the stay if the stay is cancelled less than 30 days before the contractual arrival.

**Only the cancellation insurance (optional) may refund you ; check if you have subscribed it.**

#### **VI) CANCELLATION INSURANCE (optional)**

We advise you to subscribe to this insurance to be reimbursed if you have to cancel or interrupt your stay or if one or several registered persons cancel his participation. This insurance must be taken out at the time of the booking and paid separately to AVIVA.

The premium to pay depends on the price of the stay.

→ If the price of the stay does not exceed 675 €, the premium to be paid is 25€,

→ Over 676€, the amount of the premium corresponds to 3.70% of the price of the stay.

Contact assistance will cover the amounts kept by the campsite after deduction of the excess mentioned in the specific terms of sale

To see the guarantees <http://www.tmscontact.com/eVoyager/pages/html/document/cgs/FR/L01.pdf>

Poor weather conditions may in no case constitute a valid reason for cancelling your stay.

The persons mentioned on the contract are the only ones to be insured. Any modifications shall lead to the contract being cancelled.

This is only a summary of the guarantees and not a contractual document. You will receive, with the confirmation of the booking, the general and special conditions of sale.

**In case of cancellation, you must advise the insurance company by letter within the allotted time of 5 working days.**

#### **VII) ARRIVAL/ DEPARTURE TIMES**

##### **1/ arrival :**

→ **accommodations** are available from 4:00pm till 8:30pm in July and August ; the other months contact us. Rentals are from Saturday till Saturday.

→ **pitches** are available from 1:00pm till 8:30pm in July and August. The other months, they are available during the reception opening time.

##### **2/ departure :**

→ **accommodations** : departures and inventories of fixture occur from 8:30am till 11:00am in July and August by appointment. People wishing to leave the day before the planned departure must leave before 7:00pm (the other months before 5:00pm). No departure may occur apart from this time and without the presence of the person responsible.

→ **pitches** must be vacated before 11:00 am on the day of departure.

**In case of departure after the required time, an additional day shall be invoiced.**

#### **VIII) LATE ARRIVALS / EARLY DEPARTURES**

To maintain his booking, the client must inform the reception of any possible delayed arrival. Without any news, **the campsite reserves the right to use the accommodation /pitch 24 hours after the planned arrival.**

In case of late arrival or early departure, whatever the reasons, payment of the full cost of the stay shall be required. No reductions or reimbursements will be granted.

Only the cancellation insurance (optional) may refund you; check if you have subscribed it

#### **IX) DEPOSIT**

**A deposit of 160 €** will be demanded on arrival to cover any damage caused to the rented equipment. The accommodation must be left clean at the end of the stay. **Failing that, a fixed sum of 50 €** will be charged.

#### **X) PROTECTION OF YOUR PERSONAL DATA**

Information and personal data are necessary to register your reservation and carry on our business relations.

According to January 6<sup>th</sup> 1978 data-processing and liberty law you have a right of access, of correction and of opposition to your personal data.

To do so, you must write us and indicate your name, forename, address and client code to : Camping du Lac – Avenue de Woolsack – 40200 MIMIZAN France