



GENERAL TERMS AND CONDITIONS OF SALE CAMPING PARADISE

PREAMBLE

The present General Terms of Sale apply to all the services offered on the "Camping Paradis Les Pins d'Oléron" website or any other communication medium.

The content of the website is intended to inform customers. Some of the services offered may be subject to change depending on the occupancy rate and/or be accessible on certain dates only during the season. The prices indicated are given as an indication and are subject to change and valid only for the current season. The service will take place at the rate in force at the date of the order. The prices are indicated inclusive of tax. Any change in the VAT rate will lead to a change in the price. In accordance with the Tourism Code, "Camping Paradis Les Pins d'Oléron" reserves the right to make changes to the information on the website or any other communication medium. In case of important modifications, these will be communicated on the campsite's website through Erratum.

1. BOOKING CONDITIONS

- All contracting parties must be at least 18 years of age and have the legal capacity to contract and must not be under guardianship or curatorship. It is compulsory for the contractor to be present during the entire duration of the stay.

The reservation is only effective with the agreement of the campsite, after receipt of the deposit and after receipt either of the reservation contract duly completed and signed, or after acceptance of the general terms and conditions of sale when booking online.

- The reservation of a campsite pitch or rental is made on a strictly personal basis. Under no circumstances may you sublet or transfer your reservation without the prior consent of the campsite.

- Minors must be accompanied by their parents or legal guardians.

Campsite pitch

- The basic package includes the pitch for the tent, caravan or motor home for 1 or 2 people, access to the sanitary facilities and reception facilities. Additional costs (extra person, pets, extra vehicle, etc.) are not included in the basic package and will be added to it. The camping pitches can accommodate up to 6 people maximum (baby included).

Rental

- The rental accommodation is fully equipped. The basic package is from 2 to 8 people (baby included) depending on the type of accommodation.

- The "Camping Paradis Les Pins d'Oléron" reserves the right to refuse access to the campsite to groups or families arriving with a number of participants greater than the capacity of the rented accommodation.

Booking fees

The application fee is 25 € euros for a rental and a 25€ euros for a camping pitch.

2. RATES, STAY TAX & Eco Participation

The prices indicated are valid for the 2023 season. Prices are in euros, VAT included and correspond to the chosen accommodation, number of people and duration.

Tourist tax is included in our rates.

An eco-participation is to be paid on arrival, for the night and per person. Our farm is subject to taxes for the extraction of natural resources (clean water) and the reprocessing of waste (waste water, household waste, etc.). This is therefore a budgetary impact with a compensatory and awareness-raising value (0.30€/persons/night).

Other local taxes and possible supplements are not included.

3. TERMS OF PAYMENT

- In rental accommodation, for bookings made more than 30 days before the start of the stay, a deposit of 30% of the price of the services booked must be paid at the time of booking. The balance must be paid no later than 30 days before the start of the stay at the campsite.

- On camping pitches, for reservations made more than 30 days before the start of the stay, a deposit of 30% of the price of the services reserved must be paid at the time of reservation. The balance must be paid no later than 30 days before the start of the stay at the campsite.

- For bookings made less than 30 days before the start of the stay, full payment must be made at the time of booking.

4. NO RIGHT OF WITHDRAWAL

In accordance with article L.221-28 of the consumer code, the "Camping Paradis Les Pins d'Oléron" informs its customers that the sale of accommodation services provided on a specific date, or according to a specific periodicity, is not subject to the provisions relating to the 14-day withdrawal period.

5. PAYMENT OF THE STAY

Accepted methods of payment

You can pay for your reservation or your stay with the following methods of payment:

Bank cheque, French postal cheque, holiday cheque, postal order or cash, credit card, national or international bank transfer.

Methods of payment

On the campsite website

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

- Deposit of 30% of the amount of the stay + booking fees + cancellation insurance (optional)
- Balance of the stay at the latest 30 days before your arrival for rental stays and camping pitches. If the balance is not paid within the time limit indicated, it is considered cancelled after two reminders that have not been answered.

By post

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

- Deposit of 30% of the amount of the stay + booking fees + cancellation insurance (optional).

Balance of the stay at the latest 30 days before your arrival for rental stays and camping pitches. If the balance is not paid within the time limit indicated, it is considered cancelled after two reminders that have not been answered.

This reservation only has contractual value on receipt by the purchaser of a registration confirmation issued by the campsite.

The balance of the stay must be paid at the latest 30 days before the start of the stay. If the balance is not paid within the time limit, it is considered cancelled after two reminders have been sent without reply.

6. CANCELLATION AND MODIFICATIONS

Modification of your reservation

- The Customer may request a modification of his/her stay in the same campsite (dates, type of accommodation). Without prejudice to the fact that full payment of the balance is due before departure, any modification at the request of the Customer is possible and may incur modification fees. Any request for modifications must be confirmed in writing by the client

and remains subject to availability and acceptance by " Camping Paradis Les Pins d'Oléron ". In the event that the contracting party wishes to extend his stay, the tariff in force will be applied. Any change made by you, from a higher to a lower range, will not give rise to any refund.

- Any request to reduce the length of your stay is considered as a partial cancellation and will be subject to the terms and conditions of cancellation and interruption of stay.
- Any request by the CLIENT to modify or cancel the STAY must be sent to " Camping Paradis Les Pins d'Oléron " by registered letter with acknowledgement of receipt. The deadlines below are from the date of receipt of this letter, the postmark being taken as proof. Cancellation or modification of the STAY will result in the collection of at least the following charges:
 - * Beyond 30 days before the beginning of the STAY: 30% of the price of the STAY + administrative costs + insurance costs (if subscribed);
 - * Less than 30 days before the beginning of the STAY: 100% of the price of the STAY + the booking fee + the insurance fee (if subscribed).

Benefits not used

Any interrupted or shortened stay (late arrival, early departure), or in the event of non-arrival on the day of arrival at the campsite of accommodation reserved by the customer will not give rise to any reimbursement of the said service.

Cancellation due to the campsite " Camping Paradis Les Pins d'Oléron ".

In case of cancellation by " Camping Paradis Les Pins d'Oléron " except in case of force majeure, the stay will be fully refunded. However, this cancellation will not give rise to the payment of damages.

Cancellation insurance

We invite you to take out cancellation or holiday interruption insurance when you make your reservation, as you choose between these two options offered by NEAT Assurances:

- "Comfort" cancellation insurance
- The "Premium" cancellation insurance

7. YOUR STAY

Arrival

- o Campsite pitches: arrivals are from 12H00 onwards
- o Rental accommodation: on the day of your arrival, you will be welcomed from 5pm, and when you receive the keys to your rental accommodation, a deposit will be required.
- o **Deposit (to be paid on site):** a deposit of 400€/accommodation and 120€/household will be requested by credit card only (bank imprint) and will be returned after deduction of any costs for restoring the premises and/or the value of missing or damaged equipment.

During your stay

The campsite declines all responsibility in the event of any incident falling within the camper's civil liability. All guests must comply with the provisions of the internal regulations. Each tenant in title is responsible for any disturbances and nuisances caused by persons staying with him or visiting him.

Departure

- Rented accommodation: on the day of departure indicated on your contract, the rented accommodation must be vacated before 10am. The accommodation will be left in a perfectly clean state, and the inventory can be checked, any broken or damaged items will be at your expense, as well as the restoration of the premises if necessary. The deposit will be returned to you within a week of your departure, after deduction of the compensation deducted, on supporting invoices, for any damage noted by the inventory of fixtures on departure. The retention of the deposit does not exclude additional compensation in the event that the costs are higher than the amount of the deposit.
- If the accommodation has not been cleaned before your departure, a cleaning fee of a minimum value of € 80.00 including tax will be charged.
- For any delayed departure, you may be charged for an additional day at the current nightly rate.

8. VISITORS

Visitors are admitted to the campsite after presenting themselves at the campsite reception and paying the visitor's fee. Visitors will have access to the campsite's facilities, with the exception of the aquatic areas.

9. ANIMALS

Animals are accepted (except 1st and 2nd category dogs) for a fee payable at the time of booking. They must be kept on a lead at all times. They are forbidden in the vicinity of the swimming pools, in the food shops and in the buildings. The vaccination booklet for dogs and cats must be up to date.

10. IMAGE

You expressly authorise " Camping Paradis Les Pins d'Oléron " 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 his stay must inform " Camping Paradis Les Pins d'Oléron " in advance and in writing. You also authorise their distribution, publication and marketing on all types of media likely to be used.

11. DISPUTE

Any possible complaint concerning the non-conformity of the services in relation to the contractual commitments can be reported by post or e-mail to "Camping Paradis Les Pins d'Oléron".

12. MEDIA

In the event of a dispute, you may contact us as follows:

- Send a letter by registered mail with acknowledgement of receipt to "Camping Paradis Les Pins d'Oléron".
- The "consumer law" mediator thus proposed is CM2C. This mediation system can be reached at: Le Centre de la Médiation de la Consommation de Conciliateurs de Justice, 14 rue saint Jean 75017 Paris

13. RESPONSIBILITY " Camping Paradis Les Pins d'Oléron ".

The client expressly acknowledges that " Camping Paradis Les Pins d'Oléron " cannot be held responsible for any communication by its partners. All photos and texts used on the website of " Camping Paradis Les Pins d'Oléron " are non-contractual. They are only indicative.

14. INFORMATION TECHNOLOGY AND FREEDOM

The information you provide us with when you place your order will not be passed on to any third party. This information will be considered by " Camping Paradis Les Pins d'Oléron " as confidential. It will only be used by " Camping Paradis Les Pins d'Oléron " to process your order and to strengthen and personalise the communication and the offer of services reserved for " Camping Paradis Les Pins d'Oléron " customers according to your centres of interest. 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. To do so, simply send us a request by post to the following address: 6 allée des Pins 17370 LE GRAND VILLAGE PLAGE, indicating your surname, first name and address.