

## **GENERAL TERMS AND CONDITIONS OF SALE**

*Any request to reserve a pitch or a rental must be signed and accompanied by a deposit of 30% of the total amount of the stay.*

*The reservation is nominative and will only be effective after the agreement of the campsite. It only becomes firm and definitive after receipt of the deposit*

### **EARLY DEPARTURE-LATE ARRIVAL**

**In the event of early departure, and for whatever reason, the entire stay remains acquired at the campsite.**

**The manager reserves the right to dispose of the pitch/rental at his convenience in the event of early departure or cancellation of the stay.**

**No discount will be given in case of late arrival.**

For any modification of the dates of stay provided for in the contract, the same pitch cannot be guaranteed. **The pitch number is informal, the establishment gives itself the right to modify the pitch number according to the evolution of the schedule without informing the customer.**

Any change that may result in a variation in the rental amount (increase or decrease), in particular 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 day indicated on his contract. Any delays must be reported. Beyond a period of 24 hours after the scheduled date and in the absence of news, the manager reserves the right to dispose of the pitch or the rental.

### **CANCELLATION**

Any cancellation must be made in writing, by letter or e-mail

- More than 30 days before your arrival, the amount of the deposit remains with the campsite

- Less than 30 days before your arrival, the total amount of the stay is kept

**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](http://www.campez-couvert.com)** (see the complete conditions on our website, on request by post, or on the insurance website)

### **SUNÉLIA CANCELLATION GUARANTEE**

**For any stay of 7 nights minimum, only in rental accommodation (excluding camping pitches)**

**The General Terms and Conditions of the Cancellation Guarantee are as follows:**

This guarantee takes effect as soon as the rental contract is signed and expires the day before the first day of the stay at midnight.

Subject to compliance with contractual obligations, this guarantee allows you to obtain a refund of the sums paid, if your stay were to be cancelled according to the exhaustive list below in the following cases:

1. A serious illness, a bodily accident or the death of: You, your spouse or common-law partner, 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. A serious illness or serious bodily accident means any temporary or permanent impairment of your physical integrity, medically ascertained and involving the cessation of any professional or other activity.

2. Pregnancy complications

3. Serious damage that imperatively requires your presence on the day of your scheduled departure and is the result of theft, fire, water damage or natural elements affecting your main residence or business premises that are more than 50% destroyed (Insurer's certificate to be provided)

4. Dismissal of yourself or your spouse for economic reasons provided that the procedure has not been initiated before the booking of the stay.

All these grounds for cancellation must be communicated by registered letter accompanied by all the necessary documents establishing the facts. (Expert report, report of the police authorities, summons, medical or death certificate, etc.) as soon as they occur and at the latest within 3 working days of the claim or event.

The main exclusions The aftermath, sequelae, complications or aggravation of an illness or accident observed before the contract was signed: Pregnancy, voluntary termination of pregnancies, childbirth and alcoholism and their consequences: Mental, mental or nervous illnesses that do not result in hospitalisation for more than 7 days: Your intentional acts: Accidents resulting from participation, in a professional capacity, to any sport or competition as well as to preparatory training: Accidents resulting from the practice, on an amateur basis and at any level, of the following sports: motor sports (car, motorcycle, all motor vehicle): air sports: Epidemics, pollution, natural disasters referred to in Law N-82,600 of July 13, 1982: Civil or foreign war, riots, popular movements, strikes, acts of terrorism, any effect of a source of radioactivity.

### **RULES OF STAY**

**The balance of the stay will be paid 30 days before the scheduled arrival (credit card, check, bank transfer). Otherwise,**

**the reservation will be considered cancelled and the stay will be put back on sale. For a stay booked less than 30 days before the date of arrival, payment by bank transfer or credit card on the day of booking.**

The rates are with a VAT rate of 10%, if this rate were to change, the price including VAT would be modified.

**The tourist tax**, as well as **the departmental tax**, are set and collected by the local authorities. It is the responsibility of the renter and will be paid at the time of booking.

Services provided that are not previously included in the rental contract will be subject to additional invoicing.

## **ANIMALS**

**Dogs are not allowed in Sunélia Luxe – Van Gogh rentals – 4 people as well as in Sunélia Luxe – Saint Rémy rentals – 6 people. For other rentals, their number of employees is limited to 1 per rental.**

All dogs called to stay in the campsite must be kept on a leash, vaccinated and identified (chip / tattoo). The client must be able to present the mandatory vaccination record and must pay the amount of the service.

They are forbidden around the swimming pool, in food shops and in buildings. Dogs of the 1st and 2nd category are not allowed in the campsite.

## **MOBILE HOME AND CHALET RENTAL CONDITIONS**

Rentals are available at 5pm and must be vacated before 10am. Late arrival possible until 10pm in agreement with the campsite and on request. For any mobile home or chalet rental, **a deposit of 200€ (only by credit card and with the PIN code)** will be requested on arrival. It will be returned to you in full if the premises are restored to the initial state of cleanliness. Any damage will be subject to compensation which will be deducted from the amount of the deposit.

The tenant is responsible for all damages caused by him. He must have taken out civil liability insurance.

An information sheet and a description of the rental, an inventory and the prices 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 participants greater than the capacity of the rented accommodation.

For reasons of hygiene, safety and respect for other occupants, smoking is strictly forbidden inside the mobile home. Failure to do so will result in a withholding from the deposit.

In accordance with Article L. 612-1 of the Consumer Code, you can use the mediation service to which we belong free of charge: by post: CM2C – 14, Rue Saint Jean, 75017 Paris.

## **GENERAL INFORMATION**

All people staying or visiting the campsite are required to respect the internal rules. The rules are posted at the entrance of the campsite and can be handed over on request at the reception.

The camping pitches are available from 12 noon and must be vacated at 12 noon.

The doors of the campsite are open between 7 am and 11 pm. No derogation is allowed. Between 11 p.m. and 7 a.m., only pedestrian access is allowed.

**Formal ban on charging electric and hybrid vehicles** (bicycles, scooters, cars). Household sockets are not designed to withstand this type of load and can cause overheating, short circuits or fires.

Any offender is subject to sanctions.

During your stay:

It is the camper's responsibility to make sure: the camper is responsible for the supervision of his personal belongings (bicycles, etc.). The campsite declines all responsibility in the event of an incident under the civil responsibility of the camper.

Each tenant in title is responsible for disturbances and nuisances caused by people who stay with him or visit him.

## **NO RIGHT OF WITHDRAWAL**

In accordance with Article L.221-28 of the Consumer Code, the campsite informs its customers that the sale of accommodation services provided on a specific date or at a specific frequency 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 all media, in particular on the campsite's websites or web pages – including Facebook and Instagram – on the campsite's presentation and promotion media and on travel or tourist guides.

## **INFORMATION TECHNOLOGY AND FREEDOM**

The information you provide to us when placing your order will not be passed on to any third party. This information will be considered by the campsite as confidential. It will only be used by the campsite's internal services for the processing of your order.

In accordance with the Data Protection Act of 6 January 1978, you have the right to access, rectify and oppose personal data concerning you. You can notify the reception desk in writing as soon as you arrive, your opposition to this practice.