

General Terms and Conditions of Sale - Seasonova

1. Reservation

Camping Rental Conditions:

- Rental stays are for a minimum of 2 nights in low season (excluding bank holidays, July-August, and dedicated offers) and for a minimum of 7 days in July and August.
- Arrivals are expected between 4 pm and 7 pm, and departures before 10 am. Arrangements can be made in low season, based on vacancies and when rentals are not immediately booked. Please ask at the campsite reception upon arrival.
- Arrivals in low season are not subject to a specific day of arrival. In July and August, arrivals can be from Saturday to Saturday, Sunday to Sunday, Wednesday to Wednesday, or Friday to Friday (depending on the site, please contact the reservation service or the campsite beforehand).

Condition of the Camping Pitches:

- For the pitches, the arrival and departure days are free. There is no minimum length of stay, except during selected periods, in accordance with the campsites. Please contact the booking service or visit the website.
- Arrivals are from 2 pm and departures before 12 pm.

How to Book?

- Make your reservation online, by phone, or by email.
- All reservations are effective upon receipt of the deposit (see part 3 "Payment of the Reservation"), of a paper or digital reservation contract, and once validated by the campsite.

2. Rates

- The rates indicated on the website are the basic rates which do not include additional options or tourist tax.
- Seasonova has a dynamic pricing system; the rates are likely to vary during the season, up or down.
- A promotion cannot be applied to a reservation already paid and validated.

Seasonova proposes for every holiday booked on the website, a Flex Rate and a Non-Flex Rate. The Flex Rate will apply automatically in case of an arrival with no previous booking.

Flex Rate:

- **Payment:** 30% deposit to be paid at the time of booking. Balance to be paid within 30 days before the beginning of the stay. For any booking made less than 30 days before the arrival date, the total cost of the booking will be requested.
- **Cancellation/Modification:**
 - Up to 8 days (included) before the beginning of the holiday: cancellation and modification possible without request of a written explanation. 30% of the booking cost refunded in a credit voucher (valid for a holiday in all Seasonova campsites until 30 June of the following season). If the client has already paid the balance (the remaining 70%) at the time of cancellation, it will be refunded in full within a maximum period of 3 months.
 - From 7 days (included) before the beginning of the holiday: cancellation or modification of the stay is possible with a request of a written explanation. See conditions on the website. Refund of the total cost of the booking in a credit voucher valid for a holiday until 30 June of the following season in all Seasonova campsites. Any interrupted holiday is possible with a written

explanation, and a refund will be issued in a credit voucher, according to previous nights spent on the campsite.

Non-Flex Rate:

- **Payment:** 100% at reservation.
- **Cancellation/Modification:** Not possible.

Bookings via Affiliated Tour Operators:

- For all ACSI rate bookings (if the Seasonova campsite is affiliated to ACSI), the Non-Flex rate conditions apply.
 - For any bookings on one of our affiliated tour operator websites, the conditions indicated on their website apply. If the conditions are not indicated, the Flex rate conditions apply.
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3. Payment of Your Reservation

- **Payment of the Deposit:**
 - A deposit of 30% of the total amount of the stay is required to guarantee your reservation on the Flex Rate, 100% with the Non-Flex Rate. For bookings made less than one month before your stay and for a stay at the Non-Flex rate, the total amount must be paid at the time of booking.
- **Full Payment of the Stay:**
 - Full payment of the stay must be made in cash, by credit card, or by bank transfer at the latest 30 days before arrival. You can also ask to pay for your stay in several instalments without charge. The campsite reserves the right to cancel your reservation in the event of non-payment of the balance on the scheduled date and to retain your 30% deposit.
 - On receipt of any payment, deposit, or balance, even without a signed contract, the campsite will consider the general conditions of sale read and accepted by the client.

4X Payment by Bank Card with FLOA:

- Our financial partner FLOA offers payment solutions for your purchases of goods and/or services, in 4 instalments by bank card. These payment solutions are reserved for private individuals (over 18 years of age) residing in France, holding a Visa or MasterCard bank card with a validity date corresponding to the duration of the refund.
 - 4X payment by FLOA is only available on the Flex tariff.
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4. Reservation Confirmation

- Your reservation will be made after reception of your signed contract (or validated on the internet) and of the deposit collected by digital or postal means.
 - In case of impossibility to answer your request due to lack of availability, we will return your deposit as soon as possible.
 - Reservations are only binding on Seasonova, if Seasonova has accepted them, which Seasonova is free to do or refuse, depending on availability and in general, on any circumstances that may affect the execution of the reservation made.
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5. The Rentals

- **Animals:** Animals are not allowed in the rentals unless specified in the description of the rental. In case of non-respect of the internal rules, the management reserves the right to interrupt the stay without refund.
 - **Deposits:** A deposit of 350€ will be asked before any delivery of the rental. This can be paid by check or bank transfer.
 - **Cleaning Option:** Available for 70€ and must be booked by the day before departure. If the accommodation is not left in perfect condition, 100€ cleaning costs will be charged.
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6. Late Arrival

- All rentals/pitches must be occupied before 8 pm on the day of arrival mentioned on your contract. In the absence of a message justifying a delay, the rental/pitch becomes available 24 hours after the date initially planned.
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7. Changes to Your Reservation

- Changes depend on the rate chosen by the client. Non-Flex Rate does not allow changes. Flex Rate allows changes up to 7 days before arrival, subject to availability.
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8. Cancellation, Interruption of Stay, and Unused Services

- **Unused Benefits:** In case of an interrupted or shortened stay due to administrative closure or travel restrictions, a voucher for the unused nights will be issued.
 - **Cancellation by Seasonova:** Full refund, except in cases of force majeure.
 - **Cancellation by Camper:** Refer to Flex and Non-Flex terms above.
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9. Mediator

In case of disputes, contact the mediator as indicated on the campsite's website.

10. Image Rights

You authorize Seasonova to use photos, videos, and recordings taken during your stay for promotional purposes. This authorization is valid for 5 years.

11. Pets

Pets are allowed in some campsites (except dogs of the 1st and 2nd category). They must be kept on a leash at all times, and vaccination records must be up to date.