

General Terms and Conditions of Sale

1. TENANT'S COMMITMENT

A rental accommodation or pitch is rented by name and may under no circumstances be sublet by the TENANT. Any person not declared on the seasonal rental contract will be considered a visitor and may be denied access to the campsite or be subject to additional charges. Minors not accompanied by an adult will not be admitted to the CAMPSITE. Installation must be made on the pitch indicated by the CAMPSITE management. The TENANT acknowledges having read the campsite rules and agrees to comply with them for the duration of the stay.

2. ARRIVALS AND DEPARTURES

Arrivals are between 4:00 p.m. and 6:00 p.m. in low season and between 4:00 p.m. and 7:00 p.m. in high season. In case of late arrival, the campsite reception must be informed. Rentals are held for 24 hours after the scheduled arrival date of the TENANT. After this period, the booking will be cancelled and the full cost of the stay will be retained. Departures are scheduled between 8:00 a.m. and 10:00 a.m. for rental accommodations and before 12:00 noon for bare pitches. Any day started is considered due and will be billed in full. Pitches and rental accommodations are allocated by the CAMPSITE according to availability to optimize scheduling. This allocation may be changed at any time before keys are handed over. Only the location, dates, and type of accommodation are guaranteed.

3. RENTAL PAYMENT

The booking becomes effective only after receipt of the deposit. The full amount of the stay must be paid at the latest one month before arrival. No reduction will be granted in the event of late arrival or early departure. If payment is not received within the required time frame, the booking will be automatically cancelled, and the full cost of the stay will still be due.

4. UTILITIES

For rental accommodation, the price includes electricity, water, and gas charges, provided their use remains reasonable. Charging electric vehicles is strictly prohibited due to safety concerns, particularly fire risks. Tourist tax and recycling fees are not included and will be charged separately.

5. CANCELLATION BY THE CLIENT WITHOUT CANCELLATION OPTION (see §7)

The TENANT must notify the CAMPSITE by registered letter with acknowledgment of receipt or by email to the campsite's contact address. The date of receipt of the cancellation notice determines the applicable cancellation fees. In case of cancellation by the TENANT, the following fees will be due: – Booking and insurance fees as compensation for the cancellation of the rental contract; – 30% of the total cost of the stay if cancelled more than 30 days before the scheduled arrival date; – 100% of the stay cost if cancelled less than 30 days before the scheduled arrival date.

6. RIGHT OF WITHDRAWAL

The TENANT is informed that, pursuant to Article L.121-20-4 of the French Consumer Code, services relating to accommodation provided on a specific date or for a specific period are not subject to the withdrawal period applicable to distance sales. Therefore, no right of withdrawal applies to bookings made with the CAMPSITE.

7. CANCELLATION OPTION

To protect against unforeseen events, we offer a cancellation option with our partner NEAT INSURANCE during the booking process. This is an optional coverage, calculated at 4.5% of the accommodation cost. The Neat Camping Flex insurance provides comprehensive coverage for outdoor hotel stays, including trip cancellation (up to 100% with documentation or 70% without), trip interruption, late arrival, modification fees, damage to accommodation (up to €800), replacement vehicle in case of breakdown or accident, and veterinary assistance for dogs and cats (up to €250 for two consultations per stay). It also includes the return of forgotten personal items (up to €150). Subscription must be made at booking or before cancellation fees apply. Coverage is valid throughout the stay, up to a maximum of three months. Claims are processed quickly, with reimbursements within 48 hours after approval. Full terms and conditions can be found in the documentation available [here](#).

8. INVENTORY – CONDITION REPORT (NOT APPLICABLE TO PITCHES)

The CAMPSITE will provide accommodation as described and in a clean and hygienic condition. The TENANT must return it in the same condition. Each unit includes dishes, indoor and outdoor furniture, and bedding (excluding sheets and towels). Some accommodations include a television. The TENANT must report any irregularities to the CAMPSITE before the end of the day following arrival. An inventory check (furniture, equipment, kitchen utensils) will be made at the TENANT's departure.

9. SECURITY DEPOSIT (NOT APPLICABLE TO PITCHES)

A security deposit of €250 is required to cover cleaning fees, damage, or loss to the accommodation or equipment, and potential extra charges. It is payable at key collection and will be returned within 24 hours after departure, minus any deductions for: – damage (assessed at the replacement value of new equipment); – a fixed fee of €110 if cleaning has not been done. If damages exceed the deposit, the TENANT must cover the difference.

10. INSURANCE

The CAMPSITE is not liable for theft, loss, or damage of any kind during the stay. Upon request, the TENANT must provide proof of an up-to-date home insurance policy that includes a "holiday rental" clause covering fire and water damage. If not already covered, the TENANT must request an extension from their insurer or subscribe to specific insurance for the duration of the stay.