

GENERAL TERMS AND CONDITIONS OF SALE

All rentals are registered by name and cannot be transferred or sublet under any circumstances. The signatory must be over 18 years old and is responsible for all guests staying on the pitch or in the holiday rental as well as any visitors. Only the people registered are authorised to stay on the assigned pitch or in the holiday rental.

Rates: rates shown are including tax and include:

- The chosen holiday rental for the number of people requested upon booking (without exceeding the authorised capacity), water, gas and electricity, private parking for one vehicle on the plot, use of the campsite's communal facilities and free services,
- Or campsite pitch rental with the people involved during you stay (without exceeding the maximum capacity), bathroom facilities and hot water (showers, wash basins and water points for washing dishes and clothes by hand), private parking for one vehicle on the plot (or nearby), use of the campsite's communal facilities and free services.
- The required visitor's tax and booking fee are payable in addition to the rental rate. Additional chargeable options, indicated in the booking contract and subject to authorisation by the manager, are added to the rental rate.

The following are not included in the rental rates: any paid parties and events held on or off the campsite, meals and beverages consumed at the campsite restaurant, snack or bar, other paid campsite services indicated at the reception desk, snack or bar and grocery store, products for sale offered by the campsite or external service providers.

Booking: Booking enquiries can be made online, by e-mail or by telephone. In response to your request and according to availability, we will send you a booking option in writing either by mail or e-mail. Your booking request will be confirmed upon receipt of your deposit within 8 days of the option date. After that time, your option will be cancelled without notice. Once we have received your booking and deposit, we will send you a final booking confirmation by mail or e-mail (according to availability on the effective date).

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

Deposit: a deposit of 25% of the total amount (including the options confirmed with the manager) and non-refundable booking fee & cancellation insurance is required upon booking.

Balance: the balance due shall be paid:

- For pitches: at the latest, on your date of arrival, preferably by debit card.
- **For holiday rentals: 30 days before your date of arrival.** If you book within 30 days of your arrival date, the total amount must be paid at the time of booking. If we do not receive your payment or if your payment is late, your booking will be cancelled. In this case, your deposit will not be refunded.

Accepted methods of payment: debit card, cheque, holiday vouchers, bank transfer and cash. If you wish to pay in several instalments free of charge, please contact us.

Arrivals:

Pitches: Arrival between 2 p.m. and 6 p.m. in low season and 2 p.m. and 8 p.m. in high season, departure at noon. If you fail to leave the plot by noon, you will be automatically charged for an additional night. The balance due for your stay shall be paid on site upon your arrival, with a deposit of €30 for the entry pass - deposit returned in exchange for the entry pass on the day of departure. Should a camper does not know his departure date, he will indicate a length of stay and pay the corresponding balance on arrival. When this first stay finishes, the camper can extend his stay, subject to availability. Only stays paid in full on arrival will guarantee pitch availability.

Rentals: Arrival between 4 p.m. and 6 p.m. in low season and 4 p.m. and 8 p.m. in high season. Please go to the reception desk with your booking confirmation. Please notify us of any late arrival before 6 p.m. so that we can make the necessary arrangements for when you arrive on site. In the event of late arrivals or early departures, booked dates shall be paid in full in addition to the associated usage fees.

Deposits required for holiday rentals: deposits must be paid upon arrival (by cheque, credit card or in cash):

- Deposit for Mobile Homes and Chalets: €240
- Housekeeping deposit: €90

Deposits are not cashed, except in the case of a dispute relating to the accommodation condition at the time of departure (damage to the accommodation, the accommodation must be perfectly cleaned, if not, a complete cleaning will be charged (€90)). Holiday rentals and facilities are subject to a visual inspection and precise inventory before your arrival. The inventory of your rental is given to you on arrival. The renter is required to verify and to return it signed at the latest the day after arrival before noon. The renter has to notify on this document any anomaly observed in the inventory, the rental and its terrace.

The holiday rental is cleaned by the previous tenant and automatically inspected by our housekeeping service.

Before leaving, you should carefully clean the holiday rental in addition to cleaning and defrosting the refrigerator. The rental will be inspected by the manager or his representative at the time of your departure, between 9 a.m. and 10 a.m.

(appointment should be scheduled at least 24 hours before departure). If there is no dispute over the condition (damage or breakages) and cleanliness of the holiday rental at the time of your departure, the two deposits will be immediately returned. In case of a departure out of the schedule of fixtures above, deposits will be returned by letter.

Don't forget to bring your bed sheets, pillow cases and household linen!

If you forget, we have sheets available for rent.

Delayed or late arrival: If you are running late, please call and notify us (SMS not accepted). If we are not notified, the tent, camper van pitch, or the Mobile Home or Chalet may be assigned to a new customer from noon the next day. The full payment for the stay will not be refunded due to breach of contract.

Cancellation and amendment: the booking may be amended free of charge upon request, subject to availability. There will be no refund in any case (stay not done, cancellation by the client, early departure). Cancellation must be done by registered letter. In case of a cancellation over 30 days prior to the arrival date, the deposit will not be refunded. When the cancellation takes place less than 30 days prior to arrival, the full amount of the stay is due, as compensation for breach of contract.

Cancellation insurance: the Campsite recommends taking out cancellation insurance with its partner Campeze Couvert in order to be reimbursed in case of covered events for stay cancellation or early departure. Cancellation general terms & conditions and the cancellation procedure are available on the Campsite's website. The insurance premium must be paid in full at initial booking and is nonrefundable. In case of cancellation, please notify the Campsite and Campeze Couvert as soon as an event occurs that prevents your departure, at the latest 3 days after the event. There will be no refund if no cancellation insurance is taken out.

Animals: Dogs - except those considered to be category 1 (attack dogs) and category 2 (guard dogs) under French law - and cats are allowed on pitches and in holiday rentals on the campsite (additional fee required, with a maximum of 1 animal/rental). Animals must be tattooed and up-to-date with their vaccinations, kept on a lead and never left alone on the campsite without their owner. Dogs should do their needs outside the campsite and in the event of an accident on the campsite, the owner is responsible for cleaning up properly. The access to the sanitary, the swimming pool, the playground and the grocery shop are forbidden for hygiene reasons.

Insects: The campsite undertakes to clean and maintain the accommodation before it is put up for rent, and each family is responsible for the regular maintenance of the accommodation. If, despite this, the tenant should discover the presence of undesirable insects during the stay, it is up to the tenant either to use certain repellents or to inform the campsite operator who will then do his best to solve the problem. As soon as the operator has carried out his obligations and the problem is not totally solved, and this taking into account the configuration of the outdoor hotel premises, his responsibility cannot be engaged.

Liability Insurance: you must take a public liability insurance or holiday rental insurance so that you are properly insured in the event of any accident or damage caused or endured during your stay, whether it be your vehicle and your trailer or your caravan (hitched or unhitched), or its contents, your liability as a tenant associated with the holiday rental and its contents, your equipment and personal property or damages caused to the property or a third party by you or another guest. Camping l'Abri-Côtier shall not be held responsible for any accident or damages endured by the customer on the campsite, when its liability is not engaged and recognized by a court of competent jurisdiction.

RULES OF PROCEDURE: customers are required to follow the campsite rules displayed at the reception desk as well as those of the swimming pool. Swimwear is required (shorts are prohibited). The campsite is not responsible for any damage that may occur to the personal property of our customers.

Management reserves the right to evict those who do not follow the campsite rules or who may have provided false information relating to the occupants of the plot or holiday rental without notice or refund.

Traffic: speed limit is 10 km/h. **The entry gate is closed between midnight and 8 a.m.**

Taking photos/videos: Camping Les Biches reserves the right to use and publish any photographs or video media in which you may appear. If you refuse to have your picture or video taken, please notify us by registered letter before you arrive.

In case of difficulties, for any litigation that could happen with the aim of an amicable settlement, the customer can directly take on the mediator Médicys online at www.medicys.fr. If any amicable solution can end up the litigation, the competent jurisdiction will be the one planned by the measures of the Civil Procedure Code and the Consumption Code.

Dear customers, we thank you for choosing us and hope that this information has answered your questions. We will do our best to make your stay with us an enjoyable holiday!