

## GENERAL TERMS AND CONDITIONS OF HIRE

1 / **Bookings:** Bookings will not become firm and will not be confirmed until we have received the booking contract, duly completed and signed, along with a deposit, the amount of which will vary according to the type of rental unit booked and the duration:

-Camping plot booking: 80 € + 10 € booking fee for all stays booked in July and August; balance payable on arrival.

-Rental unit booking: 30 % of the cost of your stay + 18 € booking fee ; balance payable 30 days prior to arrival.

-Off-season weekend booking: 30 % of the cost of your stay; balance payable 30 days prior to arrival. Rental unit bookings will not become firm until we have received the balance of your stay. If you do not pay in full 30 days prior to your arrival, the campsite reserves the right to cancel the booking. If you book less than 30 days prior to your arrival, you must pay the full cost of your stay at the time of booking. The invoice will be made out under the name given when booking.

2/ **Price evolution:** Prices are dynamic and can evolve as the season progresses. To find out the price of your stay, contact us by phone or visit our website [www.campingalizes.com](http://www.campingalizes.com). Stays will be charged on the basis of the rates in force on the day of the reservation, subject to availability. The Campsite LES ALIZES cannot under any circumstances be held responsible for a difference in cost between two stays booked for the same period.

2 / **Means of payment:** Accompanied by the signed booking contract:

-Bank card (payment on our secure site).

3 / **Prices:** These include the hire of a camping plot or accommodation unit for the number of people indicated, gas and electricity supply for the accommodation units and access to the swimming pool, paddling pool and play area. They do not include: Tourist tax, booking fees, pets, visitors, certain one-off, optional activities or cleaning of the accommodation unit if it is not left in a satisfactory state of cleanliness at the end of the stay (we will then retain the 70 € cleaning deposit).

4/ **Rentals:**

-**Plot:** Booked and hired per overnight stay from 2.30 pm on the day of your arrival and vacated before 12.00 pm on the day of your departure.

-**Accommodation unit:** These units are rented per full week in July and August, arrivals from 4.00 pm on SATURDAY and departures before 10.00 am by appointment according to availability on the schedule. Security deposits of 250 € for the equipment and 70 € for cleaning (cash or bank card) will be requested on the day of your arrival. You must vacate your accommodation unit before 10.00 am on the departure day indicated in your contract. You must make a departure inventory appointment with campsite reception 3 days before your departure date. The accommodation unit must be handed over in a perfect state of cleanliness and the inventory may be checked. You must pay the cost of any broken or damaged items and any repairs to the accommodation unit that may be considered necessary. The security deposit will be returned to you at the end of your stay, less any compensation payments held back for any damage observed. We reserve the right to demand extra compensation if the cost of repairs and replacements is greater than the security deposit.

5/ **Changing or cancelling your stay:** On receipt of the deposit, all accommodation rentals become firm and in the name of the signatory. It is prohibited to rent the accommodation or transfer the contract to a third party. Any changes to the contract must be notified in advance, in writing, and may only be made with the management's agreement. If you wish to cancel, you must do so by sending us a registered letter with acknowledgement of receipt. A full refund will not be paid following a cancellation:

a) **Accommodation hire cancellation:**

- More than 30 days prior to the arrival date: the management will retain an inclusive sum of 30 % of the cost of the stay.

- Less than 30 days prior to the arrival date: the management will retain the full cost of the stay.

b) **Plot hire cancellation:**

The management will retain the deposit payment and the booking fee for any stay that is cancelled or if the client does not arrive. If we do not hear from the client 24 hours after the scheduled arrival date, the booking will be cancelled as of right. No refund or reduction will be allowed in the event of a late arrival or early departure, regardless of the reasons.

*Optional: We recommend that you take out optional cancellation insurance (3.5 % of the total cost of your stay with a minimum of 15€, paid in full on booking and non-refundable).*

*The full general terms and conditions of cancellation are available on request or on our website, [www.campingalizes.com](http://www.campingalizes.com).*

6 / **Insurance:** We accept no liability for the loss or theft of objects, or for damage to rental unit interiors. Personal liability insurance is therefore mandatory: we recommend that you check that it fully covers incidents that may occur during your stay.

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

8 / **Swimming pool:** Opening dates: Indoor swimming pool with jacuzzi and children's pool from 1<sup>st</sup> April to 30 September; Outdoor swimming pool with waterslide from 1<sup>st</sup> May to 30 September. The management reserves the right to change the opening times or to close the pool for technical, hygienic or safety reasons. No refunds will be given if the pool has to be closed for reasons beyond our control (bad weather, water quality, etc.). It is prohibited to smoke, eat or drink in the swimming pool area. For hygiene reasons, only swimming costumes may be worn in the pool. Anyone wearing unsuitable clothing or any form of clothing for which it is not possible to check whether they are used only for bathing (tee-shirts, Bermuda shorts, etc.) is prohibited from swimming. In addition, it should be possible to wear the clothing for a shower, using soap, before entering the pool.

9 / **Pets:** Pets are accepted on presentation of the vaccination certificate. One pet only per plot or accommodation unit (aged over a year and weighing less than 6 kg in the accommodation units), in return for a fee payable on booking. Pets must be kept on a lead at all times and must be tattooed (art.211 of the French country code). Category 1 and 2 dogs are prohibited from entering the campsite.

10/ **Complaints:** If you have a complaint, you have two weeks following the end date of your stay in which to notify the accommodation provider's customer service department by registered letter with acknowledgement of receipt. The accommodation provider has 30 days from the date of receipt of the complaint in which to respond. If you consider that the accommodation provider's response is not satisfactory, you have the option of contacting a consumer ombudsman within a maximum of a year following the date on which you sent your complaint to the accommodation provider. The contact details of the ombudsman whom you may wish to contact are: Médicys – 73 boulevard de Clichy – 75009 PARIS – 01 49 70 15 93 – [www.medicys.fr](http://www.medicys.fr). You may contact the ombudsman by letter, telephone or via his website.

• If the dispute remains unresolved, the competent court for resolving it is the court in La Roche Sur Yon.

11 / **Photos, video:** We may take photographs of you for the purposes of renewing our advertising. If you do not wish to be included in such photos, please notify us by registered letter with acknowledgement of receipt before you arrive.

12 / **Visitors:** Visitors must present themselves at reception before entering the campsite and must leave their vehicle on the car park at the entrance. They are under the responsibility of the campers who are receiving them and must pay the visitor price in force. The management reserves the right to refuse visitor access to the swimming pool during the high season.