

GENERAL RENTAL CONDITIONS OF LES PEUPLIERS CAMPSITE
• BOOKING TERMS • 2022

We accept pitch booking and mobile home booking to guarantee you one the day of your arrival. There are nevertheless, some booking conditions : indeed, you must first return the completed, dated and signed agreement if you want your reservation to be effective and definitive. The completed agreement has to be accompanied with the required deposit and the general rental conditions signed. Then, in return, we will confirm you your reservation with an e-mail or a letter.

All reservations made are effective with the campsite if and only if the campsite has accepted the booking. Indeed, we are free to refuse a reservation subject to availability or in any other circumstances likely to affect the implementation of the booking made.

Our campsite offers family holidays, in the traditional sense, and the accommodations have been specially designed to this effect. In this way, the campsite reserves the right to refuse any booking which is contrary to this principle.

NB: The reservation is personal, it is forbidden to sublet or to yield it to a third party. Any modification of the number of persons can involve extra charges. In this way, any modification must be announced at the reception before your arrival. The indicated number of persons for each rental is the maximum number per pitch (child and baby included). Any modification of the contract must be announced beforehand and will be possible only after the approval of the campsite. In case of misrepresentation of the customer, this contract will be automatically terminated and all amounts paid will be kept by the campsite. The campsite reserves the right to deny access to the campsite to groups or families whose number exceeds the capacity of the accommodation rented. On arrival, the tenant has to come to the reception with his booking contract and to settle arrival formalities. Then, the campsite will hand the keys over. Moreover, during your stay, the access to the campsite is regulated by the compulsory wearing of the campsite's wristband as well as the sticker of the campsite affixed on the vehicle.

• PAYMENT TERMS

Deposit: For bookings made over 30 days before the arrival date, an advance of 30% of the total price must be paid to the campsite at the time of the booking.

Balance of the stay: The balance must be paid to the campsite, at the latest, 30 days before arrival. If this date passes without receipt of the payment the rental contract will be automatically canceled and all amounts paid will be kept by the campsite. For bookings made less than 30 days before the arrival date, the whole amount must be paid to the campsite at the time of booking.

For a pitch booking, the balance of the stay and the municipal tax of the stay will be payable 30 days before the arrival date. The pitch is available from 2pm on the arrival day (foreseen by the contract) to the closing time of the campsite (according to period). Then, the pitch is available until the last day of the stay foreseen by the contract, till 11:30am.

For a rental booking, the balance of the stay and the municipal tax of the stay will be payable 30 days before the arrival date. The mobile home is available from 4pm on the arrival day (foreseen by the contract) to the closing time of the campsite (according to period). Then, the mobile home is available until the last day of the stay foreseen by the contract, till 10 am on rendez vous according to the availability of the schedule.

• THE ABSENCE OF A RIGHT OF WITHDRAWAL

In accordance with Article L121-19 of the French Consumer Code, « Les Peupliers » campsite informs his clients that the sale of hosting services provided at a specified date, or according to a specific periodicity, is not subjected to provisions related to the withdrawal period of 14 days.

• METHODS OF PAYMENT ACCEPTED :

Cash, Debit Card, Holiday Vouchers (by recorded delivery with acknowledgement of receipt), Bank Transfer. Foreign cheques aren't authorized.

• LATE ARRIVAL OR EARLY DEPARTURE :

You must notify the campsite for any possible delay in order to retain your rental. The manager reserves the possibility of renting the pitch to someone else in the absence of any notice from you up 24 hours after the date of your arrival. The manager reserves the right to refuse access to the pitch or the rental in case of late arrival (after closing time of the reception). All payments made will not be refunded. No discount or refund can be given for late arrival or early departure. Any request to reduce the length or modify the period of your stay, is regarded partial cancellation and thus will be subject to the cancellation terms and interruption of the stay. Any request to extend the length of the stay will be accomplished according to the availability and applicable rates.

• DELAYED DEPARTURE :

For any delayed departure, you may be charged for an additional day at the applicable price for that night.

• GUARANTEE:

For each rental, a deposit of 300€ (80€ + 220€ split into two cheques or by debit card) will be asked at your arrival ; it includes a deposit for cleaning which cover any additional cleaning costs at the end of the rental (housework, blankets...).

Animals are allowed in the rentals with an additional deposit of 100 euros.

The cleaning of the rental is the tenant's responsibility. The mobile home has to be as clean as the tenant found it at his arrival. At the end of the stay, the rental must be return in perfect condition, otherwise, the 80€ deposit is kept.

The 220€ caution covers any damages in the rental. This caution is returned on your departure day, after an outgoing investor of fixtures by appointment, depending on the availability of the campsite's schedule and while the reception is open (after deduction of missing items and damage during the outgoing investor of fixtures).

The retention of the deposit does not preclude additional compensation in the event of the expenses being greater than the amount of the deposit. Upon arrival you will be given an inventory. You must check it and report any discrepancies the same day. Every location is fitted with a complete kitchen, dining and sleeping equipment, sheets and pillowcases excepted (possibility to rent on site).

• CANCELLATION:

Any cancellation of the stay cannot give rise to any refund. For any cancelled stay before the date of arrival, all amounts paid will be kept by the campsite. When the stay has started, for any interruption, the whole price of the stay is kept by the campsite. Refunds will not be given, whatever the reason.

• CANCELLATION INSURANCE AND INTERRUPTION OF THE STAY (recommended option)

It's 15€ for pitches and 25€ for rents. Repayment of penalties in case of cancellation or modification of the stay for a medical reason, after deduction of the 30€ deductible. Repayment of the costs of the stay settled and disused in case of early departure ; the sum is payable completely and only during the booking. It's added with the deposit and concern the persons who are registered on the stay. Any refund will be made without the subscription of this insurance (see the terms and conditions on our website www.camping-peupliers.com). The tenant must have a civil liability insurance.

• PREFERENCE :

Throughout your reservation, you will receive a pitch number. Nevertheless, this pitch number isn't subject to contract, and thus it won't be share with you before your arrival.

Except if you chose the Preferential rental / pitch option (subject to availability). Refer to applicable rate when you are booking.

• GUESTS :

Guests are allowed in the campsite under the responsibility of the contracting who receive them, after being authorized by the



manager and after being declared at the reception.

Warning : the maximum capacity of occupation on the pitch or on the rental must be respected, guests included.

• **PETS :**

Two pets (maximum) are accepted (except first and second category dogs are not allowed on the site) per pitch or rental which incurs an additional cost payable during your booking. Pets must be kept on a leash. It's forbidden to let them alone in mobile homes. They are prohibited from swimming-pool areas, in food shops, and in the buildings. Dogs' and cats' vaccination certificates must be up to date.

• **NOISES:**

People in charge of noises will be evicted without refund.

• **COMPLEX AQUATIC :**

The access to the campsite is regulated by the compulsory wearing of the campsite's wristband. Anyone who isn't registered at the contract will not be able to go to the swimming pools. Children have to be accompanied by a responsible adult (see pools' regulation). The lifeguard (during the high season) doesn't replace the parental supervision. Following strict health rules imposed by the Regional Hospitalization Agency, swimming trunks and underpants are currently forbidden in our pools.

• **IMAGE REPRODUCTION RIGHT**

By agreeing to the terms in place, you authorize the campsite to use videos and / or photos of yourself and all participants of the stay who could be taken during your holidays, for the campsite's publicity needs (booklet, website, ad insert...) and for an unlimited period. The purpose of this authorization is to insure promotion and it cannot prejudice your privacy or your reputation.

• **IT AND FREEDOM :**

The information that you provide us at the time of your booking will not be transmitted to any third party. These informations will be regarded as confidential by « Les Peupliers » campsite. This data is used exclusively by our internal services, for the processing of your order. According to the Data Protection Act of January 6th, 1978, you are entitled to consult, correct or erase the data on you. To do so, just send us a request by letter with your name, first name and address to :

CAMPING LES PEUPLIERS

Allée des Pins

14810 MERVILLE FRANCEVILLE PLAG

• **LITIGATION :**

Any potential complaint concerning noncompliance of facilities with regard to contractual obligations must be notified by letter or email to the manager.

Mediation of consumers disputes : in accordance with the provisions of the French Consumer Code regarding to the mediation of consumers disputes process, the customer has the right to use freely the mediation service suggested by « les PEUPLIERS » campsite. The mediators « consumer rights » is MEDYCIS. The mediation system can be contacted by electronic means at www.medycis.fr or by postal service :

MEDYCIS - Centre de médiation et règlement amiable des huissiers de justice - 73, blvd de Clichy, 75009 PARIS

Each camper, tenant or visitor has to respect the intern rules of LES PEUPLIERS campsite posted up at the reception.

SIGNATURE :

I hereby confirm that I have taken note of the above-mentioned conditions and general information and I will respect them.

