

- **PITCH OR RENTAL RESERVATIONS:** The campsite accepts pitch and rental reservations to guarantee our customers a spot on the day of their arrival. Reservations are subject to certain conditions: all reservation contracts must be accompanied by a deposit. All bookings are effective and definitive only after the contract has been duly completed, dated, and signed, accompanied by a deposit, and returned to the campsite manager for confirmation.

NB: Reservations are personal. It is forbidden to sublet or transfer to a third party. Any change in the number of people that could affect the cost of your stay must be notified to reception before your arrival. The number of people indicated for each rental is a maximum number per pitch (including children and babies). Any change to the contract must be notified in advance and will only be possible with the agreement of the campsite. In the event of an inaccurate declaration by the lessee, the present contract will be canceled automatically, and the sums paid will be retained by the campsite. On arrival, all guests must present their booking contract at the reception desk and complete the check-in formalities. The keys will then be handed over. To enter the campsite, you must wear a permanent wristband.

"Low season" refers to the period from April 1 to July 6, 2024, and from August 25 to September 30, 2024. "High season" refers to the period from July 7, 2024, to August 24, 2024.

- **ACCEPTANCE OF THESE GENERAL RENTAL CONDITIONS - CONTRACT:** By booking accommodation or a pitch, the customer acknowledges having fully understood these general rental conditions, which are also accessible to the customer via the website. The customer acknowledges having definitively and unreservedly accepted the terms and conditions defined herein. Acceptance of these terms and conditions can only be full and complete. Any conditional acceptance is considered null and void. In the event of reservation via our website, acceptance of the General Terms and Conditions is to return the duly completed contract and payment of the deposit. In the event of booking by any other means (telephone, email, on-site), the customer acknowledges that he/she has had access to a copy of the applicable General Terms and Conditions with his/her booking documents and accepts them unreservedly. Confirmation of booking sent after payment by the customer, including partial payment (such as a deposit), will be considered as acceptance by the campsite. However, the campsite reserves the right to refuse any booking request that does not comply with the offers made.

The campsite reserves the right to modify the G.L.C. at any time.

- **RESERVATION:** To make a reservation, the customer must be of legal age. The campsite reserves the right to cancel the reservation without notice and to make the corresponding refund if the participants in the stay are minors not accompanied by their parent(s). The campsite reserves the right to refuse any person not registered at the time of booking. The customer holding the reservation must be one of the participants in the holiday, i.e., he/she must be registered as a participant in the holiday and take part in the holiday. The customer agrees to be solely responsible to the campsite, particularly regarding financial liability and any event likely to affect his or her stay. For safety and insurance reasons, the number of participants may not be exceeded. The campsite reserves the right to refuse any person in excess of the number initially booked. Please note that a baby is considered a child.

In order to guarantee an atmosphere conducive to rest and relaxation in a friendly, family atmosphere, the campsite reserves the right to refuse group bookings.

For all day visitors, the campsite will require immediate payment of a visitor fee per person upon arrival. The campsite may no longer accept visitors or grant access to all campsite services, particularly the aquatic areas. Any visitor who is allowed on the campsite undertakes to respect the campsite's internal regulations and remains under the responsibility of the customer who receives him or her.

- **STAY:** It is the customer's responsibility to make an inventory of the rental accommodation (inventory of equipment, condition of equipment, and state of cleanliness) within 24 hours of arrival. Any complaint must be presented to a campsite representative. If the customer does not return within 24 hours, the inventory will be presumed to be in good general condition and cleanliness, and the customer will not be entitled to make any claim. On rental accommodation pitches (mobile homes, lodges), it is strictly forbidden to set up a tent or any other installation. Upon request, customers may ask for their stay to be modified, subject to availability and accommodation possibilities. An administrative charge of 25 euros will be applied to modify the stay. If the amount is higher between the 2 bookings, the difference is payable by the customer. If the amount of the stay is lower, the difference is likely to be refunded, and the administrative fee of 25 euros applies.

No carry-over will be accepted for the following season.

- **DEPOSIT:** The deposit is 30% of the total rental price of the mobile home or pitch.
- **BALANCE OF STAY:** The balance of the stay must be paid 30 days before the date of arrival; if no payment is received by the campsite, the campsite will consider the reservation canceled, and all sums paid will be retained by the campsite. For rental accommodation booked less than 30 days before arrival, the full amount must be paid at the time of booking. For pitch rentals, the balance of the stay and the municipal tourist tax are payable 30 days before arrival.

The pitch is available from the day of arrival stipulated in the contract (between 2 pm and 6 pm in low season and 7 pm in high season) until the day of departure stipulated in the same contract (before 11:30 am).

For rental accommodation, the balance of the stay and the municipal tourist tax are payable 30 days before arrival. Rentals are available from the contracted arrival date (between 3 pm and 6 pm in low season and between 4 pm and 7:30 pm in high season) to the contracted departure date (before 10 am, by appointment, subject to availability).

- **PAYMENT METHODS ACCEPTED:** Credit card, vacation vouchers (sent by recorded delivery with acknowledgment of receipt), bank cheque, bank transfer. Bank cheques payable to Camping Les Peupliers are accepted only for payment of the deposit. Foreign cheques are not accepted. Payment of the balance by bank cheque is not permitted on the day of arrival. Please note: vacation vouchers may not be reimbursed in cash. In this case, only a credit note for the amount paid in vacation vouchers can be issued.

- **DELAYED ARRIVAL OR EARLY DEPARTURE:** Arrival and departure days and times are indicated on our booking documents, website, and notice boards. No arrivals will be accepted outside reception opening hours. No refund, even partial, will be given by the campsite in the event of arrival outside the authorized times or early departure of the customer. Should the customer fail to arrive the day after the scheduled departure date, without having notified the campsite representative, the reservation may be canceled without refund. The campsite reserves the right to hand over the accommodation or the rental pitch within 48 hours, without the customer being able to object.
- **DEPOSIT:** For each rental, a total deposit of €400 (€90 + €310) in the form of a bank cheque or credit card is required on arrival to cover any damage to the rental property; this includes a €90 cleaning deposit to cover any cleaning costs at the end of the rental period (cleaning, blankets, etc.) Pets are allowed in the rental properties with an additional deposit of €100.

Please note that the campsite reserves the right to withhold all or part of the deposit in the event of damage to the accommodation or the campsite.

The tenant is responsible for cleaning the property. They must return it as clean as they found it on the day of arrival. At the end of the stay, the rental must be returned in a perfectly clean condition inside and in the immediate surroundings; otherwise, the deposit is retained. The equipment in each rental unit is subject to a detailed inventory. It is the tenant's responsibility to check it on arrival and report any anomalies. Each rental includes all table and kitchen equipment, bed linen, pillows, and comforters. Sheets and pillowcases are not provided (can be rented on-site). No complaint will be accepted from the customer in the event of departure without an inventory of fixtures if the customer has not given a campsite representative a declarative inventory of fixtures on arrival or if he has left the campsite without carrying out an inventory of fixtures on departure verified by the campsite representative. If the rental is returned in good condition, the deposit will be refunded on the day of departure (after inventory of fixtures by appointment, subject to schedule availability, during reception opening hours). In the event of departure outside normal hours, the campsite staff will be the sole judge of the general state and cleanliness of the mobile home, which the customer accepts. The deposit will be returned by post (at the customer's expense) as soon as possible, after deduction of any damage and/or shortcomings noted during the inventory of fixtures.

A deposit of 20 euros is required for bare pitches.

- **CANCELLATION:** No refunds will be made for cancellations. For any stay canceled before the arrival date, the total amount paid will be retained by the campsite. Once the stay has begun, the full price of the stay is retained by the campsite. No refunds are possible for any reason whatsoever.
- **HOLIDAY CANCELLATION AND INTERRUPTION INSURANCE (Recommended option):** The amounts are: €15 for pitches and €25 for rentals. Reimbursement of penalties in the event of cancellation or modification of the stay for a guaranteed reason. Reimbursement of paid and unused accommodation fees in the event of early return. The amount of the insurance is payable in full and only at the time of booking. It is in addition to the deposit and applies to people registered for the holiday. No refunds will be made without subscribing to this insurance (see general conditions on our website www.camping-peupliers.com). An excess of €30 is retained whatever the reason. **THE TENANT MUST BE INSURED FOR CIVIL LIABILITY.**
- **PREFERENCE:** At the time of booking, you will be allocated a pitch number; however, this number is not binding and will not be communicated to you before your arrival. Unless you have chosen the option: Preferential rental/pitch (subject to availability). See rates in effect at the time of booking.
- **ELECTRIC VEHICLE:** Customers are not permitted to recharge their electric vehicle by plugging into the mobile home's electrical outlet or any other **electrical** outlet. Recharging may only be carried out at the electric vehicle charging points installed in the parking lot at the entrance to the campsite.
- **IMAGE RIGHTS:** By accepting the general terms and conditions, you authorize the campsite to use videos and/or photographs of you and all participants in this vacation, which may be taken during your vacation, for the campsite's publicity purposes (brochures, website, inserts, etc.) for an unlimited period of time.
- **NOISE OR NUISANCE:** Those responsible will be evicted without a refund.
- **AQUATIC COMPLEX ACCESS:** To enter the campsite, you must wear a permanent wristband. Anyone not registered on the contract will be refused access to the pools. Children must be accompanied by a responsible adult (see pool rules). Due to strict hygiene regulations imposed by the ARS, access to the aquatic areas is reserved for people dressed in bathing suits (briefs or one- or two-piece swimsuits), to the exclusion of all other clothing, including thongs, Bermuda shorts, overalls, burkinis, and long garments.
- **LIABILITY:** The open-air hotel industry does not fall within the scope of the liability of hoteliers under article 1952 of the French Civil Code. Consequently, the campsite cannot be held liable for the loss, theft, or damage to personal belongings in the campsite parking lot or in our communal areas (entertainment room, sanitary facilities, etc.).

Mediation of consumer disputes: In accordance with the provisions of the French Consumer Code concerning the process of mediation of consumer disputes, the customer has the right to have free recourse to the mediation service offered by Les PEUPLIERS campsite. The "consumer law" mediator thus proposed is MEDYCIS. This mediation service can be contacted electronically at www.medycis.fr or by post: Medycis - center de médiation et règlement amiable des huissiers de justice - 73, Blvd de Clichy, 75009 PARIS. Every camper, tenant, or visitor must respect the LES PEUPLIERS campsite RULES posted at the campsite reception.