



GENERAL TERMS AND CONDITIONS OF SALE

In order to be able to benefit from the services offered by our campsite, we ask you to read carefully the general conditions below. These conditions govern the sale of holidays and are valid at the time the order is placed. The fact of booking a stay implies full acceptance of our general conditions.

1 / Booking conditions

The reservation becomes effective only with the agreement of the campsite, after receipt of the deposit and after receipt of either the reservation contract duly completed and signed, or after acceptance of the general terms and conditions of sale when booking online.

The campsite offers family-oriented holidays, in the traditional sense, and the accommodation is specially designed for this purpose. The campsite reserves the right to refuse any reservation that is contrary to this principle, or that seeks to divert it.

The reservation of a camping pitch or a rental is made on a strictly personal basis. Under no circumstances may you sublet or transfer your reservation to a third party.

Minors must be accompanied by their parents or legal guardians.

Visitors are requested to leave their vehicle in the outside car park and to go to the reception to pay the entrance fee. The person staying on the campsite is responsible for the behaviour of his/her visitor(s). They are allowed access to the swimming pool.

Bare pitch

This is a bare pitch for your tent, caravan or motor home.

Your stay is calculated on the basis of a basic package which includes the pitch, the person or persons foreseen according to the package, your installation, your vehicle and access to the reception facilities, entertainment and sanitary facilities. Additional costs (extra person, extra vehicle, pets...) are not included in the package and will be added to it. It is forbidden to connect an electric vehicle to the campsite facilities.

Rental accommodation

Our prices include people (depending on the capacity of the accommodation), water, gas, electricity, a vehicle, access to the reception facilities, entertainment and sanitary facilities. We reserve the right to refuse access to the campsite to groups or families arriving with a number of participants greater than the capacity of the rented accommodation. The use of portable air conditioners is forbidden as well as the connection of an electric vehicle to the campsite facilities (contact the management if necessary).

Your accommodation must be left in the same condition as when you leave.

2 / Group reservations

Any booking of more than 3 accommodations or camping pitches by the same individual or by different individuals who know each other and are travelling together for the same reasons on the same dates of stay is considered as a group.

The accommodation offered on the website is intended exclusively for individual customers.

For any group reservation request, you must contact the campsite by telephone, by e-mail or via our "Contact" section. The campsite reserves the right to examine the reservation request before accepting or refusing it.

3 / Rates and tourist tax

Prices

The prices indicated on the website or in the brochure are valid for the 2023 season and are in euros, including VAT at the rate in force at the time of publication or printing. Any change or modification of this rate as well as any change in the taxes applicable to your stay, if any, at the date of invoicing, may be reflected in the price of the products or services offered to you under the terms of these conditions, and we reserve the right to pass on the cost of such changes in the rates presented in the brochure or on the website.

Additional services

Our prices do not include :

- food and drink for the participants in the stay
- Supplements rented on site according to availability on arrival (television, baby kit, etc.)
- Booking fees
- cancellation and interruption insurance
- tourist tax.

This tourist tax is collected by the campsite from the customers, then paid by the campsite to the local authorities, according to the provisions of the circular defining the tourist tax system. The amount of the tourist tax varies according to the commune.

We inform you that the free services cannot give rise to any reimbursement or reduction in the event of temporary or permanent impossibility.

4 / Payment of the stay

Accepted methods of payment

For the deposit as well as for the balance, you can honour your reservation or your stay by the following payment methods:

French bank or postal cheque, holiday cheque, cash, bank card (VISA, Mastercard), bank transfer.

Terms of payment

Any firm booking request from the buyer must be made in writing and accompanied by

- payment of a deposit including 30% of the cost of the stay,
- the booking fee
- and the contribution for the cancellation / interruption of stay insurance (if subscribed). This reservation is only contractually binding on receipt by the buyer of a confirmation of registration issued by the campsite.

The balance of the stay must be paid at the latest :

- For rental accommodation: 30 days before the start of your stay.
- For bare pitches: at the latest on the day of arrival.

If the balance is not paid within the time limit indicated, it is considered as cancelled and our cancellation conditions described below apply.

Last minute bookings

All bookings made less than 30 days before the departure date must be paid in full.

5 / Cancellation and modifications by the buyer

Modification of your booking

The Client may request a change to his stay (dates and/or type of accommodation) by written request to the campsite (by post or e-mail), subject to availability and possibilities. No postponement will be accepted for the following season. In the absence of a modification, the Client must make his stay under the initial booking conditions or cancel it according to the conditions of the cancellation insurance.

- Any request to increase the length of your stay will be carried out according to availability and the current rates.
- Any request to reduce the length of your stay is considered as a partial cancellation and will be subject to the cancellation and interruption of stay conditions.

Unused services

If your stay is interrupted or shortened (late arrival, early departure) in relation to the dates mentioned on your booking form, the total amount of the stay will remain due and you will not be entitled to any reimbursement for the part of the stay not taken.

Cancellation by the campsite

In the event of cancellation by the campsite, except in cases of force majeure, the stay will be fully refunded. However, this cancellation cannot give rise to the payment of damages and interest.

Cancellation due to the camper / no-show at the campsite

Cancellation costs can be covered by the cancellation guarantees offered by our partner "Campez couvert". No refunds will be made without taking out a cancellation guarantee or insurance.

If you do not show up at the campsite within 24 hours of the start of your stay and without proof and/or news of your arrival, we will dispose of your accommodation. We will retain the costs in accordance with our cancellation policy.

Covid 19

We recommend you to subscribe, at the time of your reservation, to the cancellation insurance with our partner " campez-couvert " (4.0% of the amount of the stay). In addition to the guarantees of cancellation and interruption, Campez Couvert covers, as from the season 2021, the disease COVID-19. Presenting symptoms of Covid-19

Confirmed by a medical opinion or having been in high risk contact with a contaminated person.

Cancellation insurance

Cancellation insurance with our partner "Campez couvert" can only be taken out at the time of the initial booking request. The client undertakes to take note of

The client is obliged to take note of the general conditions of insurance offered at the time of the initial reservation. The general conditions of cancellation insurance can be consulted at any time on our website https://www.camping-legue.com/wp-content/uploads/2022/06/211116-Notice-Campez-Couvert2022_7815_FR.pdf or on request. Since 01 April 2022, we offer a cancellation insurance with COVID-19 extension.

6 / Your stay

Arrival

- Depending on the period, the arrival days are variable for the rentals. They are free on the bare pitches.
- The rentals are available to the client between 4pm and 6.30pm in low season and in high season. A deposit of 300€ will be requested by credit card when you receive the keys to your accommodation.
- Bare pitches are available from midday until 6.30pm in low and high season.
- Your wishes for a specific pitch or accommodation on the campsite can only be fulfilled if we are able to accommodate you on arrival.

During your stay

It is the camper's responsibility to take out insurance: the camper is responsible for the surveillance of his personal belongings (bicycles, etc.). The campsite declines all responsibility in case of an incident for which the camper is liable. All guests must comply with the internal regulations. Each tenant is responsible for any disturbance or nuisance caused by persons staying with or visiting him/her.

Departure

- Rental accommodation : On the day of departure indicated on your contract, the rental accommodation must be vacated between 09:00 and 11:00 in the morning in low and high season. The accommodation will be returned in a clean and tidy

condition, and the inventory will be checked. Any broken or damaged objects will be charged to you, as well as the restoration of the premises if necessary. The deposit will be returned to you at the end of your stay, after deduction of the compensation deducted, on the basis of supporting invoices, for any damage noted in the inventory of fixtures on departure. The withholding of the deposit does not exclude additional compensation in the event that the costs exceed the amount of the deposit.

- Rental accommodation: If the accommodation has not been cleaned before your departure, you will be asked to pay a cleaning fee of €100 including tax.

- For any delayed departure, you may be charged an additional day at the current nightly rate.

- Bare pitches: On the day of departure, indicated on your contract, the pitch must be vacated before 12 noon. The pitch will be returned in a clean and tidy condition.

8 / Animals

Animals are allowed in the accommodation. It is strictly forbidden to leave them alone.

Dogs and cats, except category 1 and 2 dogs, are allowed on the camping pitch, for a fee payable at the time of booking. We require that dogs are kept on a lead on the campsite. Please respect the hygiene and environment of the campsite. Dogs are not allowed near the swimming pools, in the food shops or in the buildings. The health booklet must be presented on arrival at the campsite. Anti-rabies vaccinations and a tattoo certificate are compulsory.

9 / Image rights

You authorise the campsite, as well as any person that the campsite may wish to substitute, to photograph, record or film you during your stay and to use the said images, sounds, videos and recordings on all media (in particular on websites or pages - including Facebook -, on presentation and promotional media and in travel or tourist guides). This authorisation applies both to you and to the persons staying with you. Its sole purpose is to ensure the promotion and animation of the campsite and may not in any way damage your reputation. This authorisation is granted free of charge, for all countries without time limit. In the event of refusal, you must notify us by registered letter before your arrival.

10 / Complaints / Mediation

All complaints relating to the conditions of the stay must be made on the spot to the Management to enable it to find an immediate solution.

Mediation

"In the event of a dispute, and after having contacted the "customer" department of the establishment, any client of the campsite has the possibility of referring to a consumer mediator, within a maximum period of one year from the date of the written complaint, by registered letter, to the operator. The contact details of the mediator who can be contacted by the customer are as follows

CM2C (Centre de la Médiation de la Consommation de Conciliateurs de Justice)

- By filling in the form provided for this purpose: www.cm2c.net
- Contact by e-mail: cm2c@cm2c.net
- Application by post: 14 Rue Saint Jean, 75017 PARIS
- Telephone: 06.09.20.48.86

11 / Description of services

The general information given in the brochure and on the website (facilities, entertainment, local services, etc.) is given by the campsite as an indication and cannot be considered as contractual insofar as it may be modified during the season (for example by municipal decision). The campsite guarantees the authenticity of the information and that it is not misleading or deceptive. The photos are for illustration purposes only and are not contractually binding. It goes without saying that clients will be informed of any changes.

CAMPING LE GUE

SARL with a capital of 20 000€ - Siret 90878836700013 - RCS Blois - Code APE 5530Z
- Intra-community VAT FR81908788367 - Classification by Atout France on
18/10/2022 - 50 tourism pitches - 3 stars.

Dear customers, as these elements are necessary to avoid any misunderstanding, we thank you for your trust and wish you a pleasant stay.