

GENERAL TERMS AND CONDITIONS OF SALE 2020

BOOKING CONDITIONS

Renting an accommodation or an open air camping pitch implies that the customer should respect the general booking conditions and that he approves all the rules without reservation. Each family should be registered through a booking contract, the rights of which are not transferrable. The rental is a "temporary" rental.

The information and prices published in this brochure are provided subject to printing errors or omissions (texts and photographs are not contractual and may differ). Only the prices indicated on your invoice are contractual. The prices mentioned in this brochure are indicated in Euros, including VAT (following the valid rate on 28/09/19). The price set during the booking includes the valid VAT rate.

The contractual price is subject to change within the legal limits and rules, "in case variations in the valid VAT rate occur between the date of booking and the date of payment of the balance".

Children under the age of majority who are not with their parents, shall not be accepted on Campsite La Yole.

Group bookings : All bookings, whether made by a legal person or a legal entity, that include over 3 accommodation units or camping pitches for the same dates of stay, are considered as group bookings. All online-marketed accommodation units and camping pitches are intended to individual customers only. All group booking requests must be sent by email to infocamping@layolewineresort.com.

After receipt of your down payment, you will be sent a booking confirmation.

➤ **BOOKING** :

Your reservation will only be effective subject to our agreement and upon receipt of the completed contract, the relevant deposit, and the €39 reservation fees, which will not be refunded to customers in the event of cancellation.

Payments sent to us without the completed contract shall in no way guarantee a reservation.

- The reservation of a camping pitch or rental is done on a strictly personal basis. It is forbidden to sublet or transfer your booking to someone else without prior agreement from the campsite.

- The pitches and rentals are allocated without distinction, and according to the order in which reservations are made, and to availability. In case of specific requests, taking into account your preferences, we will do our utmost to meet your demands (additional charge of €15/stay), according to availability. Should this request not be met, this additional charge would be refunded in full.

Pitches and rentals: you will receive a confirmation of your reservation. Pitch and accommodation numbers will **only** be communicated upon arrival.

✓ Down payment:

30% of the total cost of your stay + €39 reservation fees, for all bookings made more than 30 days before the arrival date specified in the contract.

Accepted means of payment for the down payment: credit card and bank transfer.

100% of the total cost of your stay for bookings made less than 30 days before the arrival date specified in the contract.
Accepted means of payment: credit card and bank transfer.

✓ Balance payment:

The stay must have been fully paid 30 days before arrival date.

If we do not receive your payment within this deadline, your reservation will be cancelled and your deposit will not be refunded to you.

➤ **CANCELLATION AND BOOKING CHANGES**

BOOKING CHANGES

The customer can formulate booking change requests (dates/accommodation type) in writing (letter or email) to the campsite, which shall be subject to our availabilities and our possibilities. Deferrals onto the next season will not be permitted. Should the change request not be met, the client shall sojourn according to the initial booking conditions or cancel the stay according to the cancellation conditions. The withdrawal period of 14 days doesn't apply for the outdoor hospitality. However, SA Camping La Yole accords her guests a withdrawal period of 48 hours*.

* These conditions don't apply on special tariffs named: non cancellable-non refundable

Each modification request (dates of the stay, guests, pitches, etc.) may also result in a change to the initial pitch number and shall be charged 10€/change.

Any stay extension request will take place according to availability and to the applicable rates. Any request to shorten the length of the stay is considered as a partial cancellation and shall be subject to our cancellation and stay interruption conditions.

✓ Unused services

If the stay is interrupted or shortened (late arrival or early departure) by the customer, the customer shall in no way be entitled to a refund.

CANCELLATIONS:

✓ Cancellation due to Campsite La Yole

If cancellation occurs due to Campsite La Yole, the stay shall be totally refunded except in cases of force majeure. This cancellation shall however not entitle you to receive any damages.

✓ Cancellation due to the customer

- Cancellation without insurance

If your cancellation (cancellation receipt date taken into account) occurs between 1 October 2019 and 1 March 2020 : Refunded down payment, after deduction of booking fees.

From 1 March 2020 onwards:

More than 30 days before your arrival: you will be charged the down payment and the booking fees by Campsite La Yole

> between the 29th and 16th day before your arrival : the booking fees will be charged to you as well as 50% of the amount of your stay.

> between the 15th and 8th day before your arrival : the booking fees will be charged to you as well as 80% of the total amount of your stay.

> less than 7 days before your arrival, failure to turn up, late arrival, or early departure : Neither the booking fees nor the cost of your stay will be refunded.

These conditions do not apply to special tariffs such as: non cancellable-non refundable.

- Cancellation insurance

With Campsite La Yole you're given the possibility to subscribe to a cancellation and stay interruption insurance with your booking contract. Our partner, Gritchen Affinity, undertakes to refund part or the entire cost of our customers' stays.

In the event of cancellation, the campsite must be informed of your withdrawal in writing (email, postal letter) immediately after occurrence of the event causing the cancellation. If the event inducing your cancellation is foreseen in the general terms and conditions (more info on www.campez-couvert.com or directly through the campsite), your request must be communicated to the insurance company within 48 hours after the event has occurred along with the necessary documents and information justifying the cancellation.

The cancellation insurance amounts to 2.7% of the total cost of your stay.

NO SHOW

In the absence of a written document by the person making the booking, stating that he/she has had to delay the date of his/her arrival, the booked accommodation or pitch will remain available until midday the following day. After that period of time, the accommodation or pitch will be at the campsite's disposal again. In the event of late arrival or early departure, the customer shall in no way be entitled to a reduction or compensation, no matter why.

➤ **YOUR STAY:**

The names of all customers staying on the campsite must be mentioned in the contract. Management reserves the right to deny families entry to the campsite if they arrive with a number of persons that exceeds the maximum capacity of the rented accommodation (maximum of 2, 4, 5, 6 or 8 guests including children and babies, depending on the type of rental property) or camping pitch (maximum 6 guests, including children and babies). The same conditions apply to families who provide false information when making their reservation. Groups or the reunification of several families are not allowed in our rentals.

We will also refuse entry to the campsite to customers whose behaviour causes a nuisance disturbing the peace and calm of the campsite, and whose behaviour conflicts with the campsite's regulations.

STAY PERIOD

MINIMUM :

Pitches : minimum 7 night stay from 11/07/2020 to 29/08/2020, with the possibility of choosing your days of arrival and departure (depending on availability).

The pitches are available for rental from 2:00 pm onwards. Checking-out takes place between 08:00 am and 11:00 am. Each pitch is intended for 1 family only (parents and children) and 1 basic set up. Extra installations are allowed as long as they fit onto the pitch (total set up must not exceed 4 elements/pitch), and they will be charged.

Rentals : From 11/07/2020 to 05/09/2020: weekly stays : from Saturday to Saturday, from Sunday to Sunday, or from Wednesday to Wednesday (depending on availability).

Other periods: minimum 2 night stay, with daily arrivals and departures.

ARRIVALS :

Keys will be handed over from 4:00 pm to 8:00 pm.

All cottages and mobile homes are equipped with the necessary cooking dishes and material, and bed linen (except for sheets and towels). The inventory is displayed in the rental. The tenant needs to check the inventory list and notify within 24 hours after the arrival any faults or remarks regarding the cleanliness or the general state of the rental accommodation for us to be able to react and to remedy the problem immediately.

Complaints made after that period will not be taken into consideration.

You must inform the reception about visitors, and elements inducing additional charges. Your visitors are not permitted to participate in the site's activities or use its facilities (water park, tennis courts, etc.)

✓ Security deposit:

For Comfort to Prestige rentals, a €270 security deposit, and for Premium and Tree House: 350€ (**credit card only**) per rental must be paid by the tenant, on the day of arrival. This deposit will be returned within one week after departure* after deducting any compensation costs based upon supporting invoices and linked to any damage observed during the final inventory inspection and after deducting any unpaid sums. The fact of retaining the security deposit does not exclude any further compensation costs if the restoration costs were to be superior to the security deposit itself.

A fixed sum of €110 will be deducted from the security deposit if the material has not been cleaned on the day of departure.

In the case of a final cleaning booked at forehand, the accommodation must be left in normal used conditions. If this is not the case, an extra 50€ will be charged.

For Comfort pitches the security deposit is 50€ and for the Comfort + to Premium it is €100 (**credit card only**).

DEPARTURES :

- Rental accommodations: On the day of departure indicated on your contract, your accommodation must be freed before 10am.

The accommodation must be left perfectly cleaned and the inventory list will be checked. Any broken or damaged object will be charged as well as any required restoration costs. * See security deposit

In the event of late departure, an extra day may be charged at the corresponding nightly rate.

DURING THE STAY :

All persons staying on the campsite, including visitors (visitor bracelet), must wear their bracelet. Bracelet loss will be charged.

Each camper must comply with the campsite regulations displayed on the campsite. The camper is legally responsible for disturbance caused by the persons staying with him. Management reserves the right to evict any client who does not abide by the campsite regulations, causes a nuisance, behaves aggressively, or provides false information about the persons accompanying him, without prior notice or reimbursement.

Noise : Absolute silence from 11.30pm. Two warnings for noise disturbance may lead to expulsion from the campsite. In case of complaints or violence, you will be asked to leave the campsite immediately. Cars are not allowed into the campsite after 11.30pm. Vehicles are prohibited from driving between 11.30 pm and 7am.

There will be no refund if you leave before the end of your stay.

There will be no refund or compensation in case of temporary or seasonal closing of one or more facilities due to a technical problem, weather circumstances, administrative or legal events.

All customers must have a third-party liability insurance policy, as well as a 'holiday rental insurance extension' for accommodation rentals. The campsite will not accept any liability or responsibility in case of theft, fire, bad weather...and in case of accidents for which the camper is liable.

VISITORS

You can receive visitors. They must present themselves at the reception with you, and will then receive special "visitors" bracelets. The visitors are limited to one family, maximum 5 persons (2 parents and 3 children). However, they will not be able to access the campsite facilities (swimming pools, tennis courts, etc.) or participate in the activities. They must leave the campsite by 11.30 pm at the latest.

PETS

DOGS are accepted on our campsite (except for French Category 1 and 2 classified dogs breeds – dangerous dogs), and are subject to an additional charge, to be paid upon reservation. When authorized, they must be kept on a lead at all times and the owners are required to remove any soiling caused by them. They are not allowed into the pool area, into the food shops, and inside buildings and premises. The dog vaccination booklet must be up-to-date.

It is prohibited to leave a pet on its own on a camping pitch, attached to a lead, inside a car, or inside a rental accommodation.

➤ CONSUMER DISPUTE MEDIATION PROCESS :

Complaints will only be taken into consideration when they are done in writing and during your stay.

In case of a dispute and after having contacted the customer service department, customers can make use of an ombudsman, within maximum one year of the date of the written claim by registered letter.

In accordance with the provisions of the French Consumer Code concerning consumer dispute mediation processes, customers have the right to use the ombudsman services suggested by SA Camping de la Yole free of charge. Proposed Consumer Law ombudsman service is MEDICYS.

Contact:

- website : www.medicys.fr

- By post : MEDICYS – Centre de Médiation et Règlement amiable des huissiers de justice

73 Boulevard de Clichy

75009 PARIS

➤ **IMAGE**

You give permission to Campsite La Yole and any person commissioned by the campsite to take photographs of you, to record you or to film you during your stay at Campsite La Yole and to use the resulting images, sounds, videos and recordings on any media (especially on Camping La Yole's websites and web pages, - including Facebook –, as well as on Campsite La Yole information and promotion media and on travel and tourism guides). This permission applies for you as well as for people staying with you. Its sole purpose is to promote and to provide information about Campsite La Yole establishments and network, and it shall in no way damage your reputation. This permission is provided free of charge for all countries and for a period of 5 years.

➤ **CAMPSITE LA YOLE'S OBLIGATIONS AND RESPONSIBILITY**

All photographs and texts used in the brochure or on Campsite La Yole's website are not contractual and may differ. They are only indicative. Certain activities and facilities offered by Campsite La Yole and mentioned in the brochure description may be cancelled, particularly as a result of weather conditions or force majeure events, as defined by French law.

Management reserves the right to suspend certain services without notice.

➤ **DATA PROCESSING AND LIBERTIES:**

PROTECTION OF PERSONAL DATA: The personal information collected on our website or in the booking contracts is intended exclusively for the internal use of Camping La Yole and its commercial partners. They are mandatory in the creation of a contract and are necessary to best answer your requests for information of any kind (online booking platforms, execution and follow-up of booking contracts, pre-booking by telephone or e-mail, communication of information, invoicing, payments, claims management, commercial statistics and satisfaction survey). In accordance with the Data Protection Act No. 78-17, and the General Data Protection Regulation (GDPR), the customer has the right to access, modify, rectify and delete the data collected on this site at any time. You can exercise your rights by sending a letter or email to the following address: Camping La Yole, CS 10715, 34350 VENDRES or infocamping@layolewineresort.com. For more information you can consult our website <https://www.campinglayole.com/general-data-protection-regulation/> In accordance with the computer law.