

GENERAL SALES CONDITIONS 2019 :



GENERAL:

THE BOOKING WILL BE DEFINITIVE AFTER ONE HAS ACCEPTED THE GENERAL SALES CONDITIONS AND AFTER WE HAVE RECEIVED A FIRST PAYMENT OF 30% + BOOKING COSTS + (OPTIONAL) CANCELLATION INSURANCE.

- The definitive decision about the acceptance of a booking is taken by the campsite. You will receive your confirmation document and detailed bill as proof of your booking by email.
 - This confirmation is based on acknowledging and respecting the rules of the camping and the General Sales Conditions. Every guest needs to live up to these rules.
 - The guest will need to send a confirmation of reception as an answer to the confirmation they have received by e-mail. In this confirmation the guest will need to confirm that all of the details are right (dates of stay, number of people...). This needs to be done within 48 hours after receiving this e-mail.
 - **ATTENTION** : A booking is **FIXED**. No money can be refunded and it is not possible to change dates. Any change in dates of stay is considered as a cancellation of the booking. For a new booking (without guarantee of place number) no refunds can be given in any case. Therefore, the guest needs to be sure that the chosen dates are the right ones.
 - When, for any reason, the guest has to shorten or cancel their stay, refunds can only be given when the guest has booked a cancellation insurance. Depending on the reason of the cancellation, the paid amount will be partially or entirely refunded.
 - The prices are contractual (except for tourist taxes, which are determined by the community of St Julien des Landes. For this reason these are subject to change).
 - Only the information that has been exchanged when the booking was made can be considered binding.
 - **AFTER ACCEPTATION BY THE CAMP SITE**, when the number of people during the stay is different than the number mentioned initially, a supplementary cost is applied: €12 per supplementary person per night (+ tourist tax if necessary). We refuse access to the camp site to families who arrive with a party that exceeds the capacity of the booked accommodation (this also applies for children and babies).
 - Pitches and accommodations are rented according to the name of the guest and can, in no case, be subrented without permission by the board of the camp site.
 - The pitches and accommodations can only be rented to a party that only contains members of the same family.
 - We keep bookings during 24 hours following your expected arrival date. Passed this delay, and without any news from the client, the reservation will be automatically canceled and the amount (sum) paid remains to the campsite.
 - The definitive allocation is assigned by the campsite and will be known at your arrival.
- In order to optimize our schedule, we reserve the right to change your site number, keeping your preferences in mind.
- Some mistakes could be founded in our brochure (never know). Please verify prices when you book. Only prices on your detailed bill are contractual.

RENTALS:

- Our rentals are fully equipped, including: crockery, garden set (table and chairs), microwave, blankets, pillows etc.... Bed linen and towels are not included (you can rent them on spot), except for the : Safari Lodges, Zen PREMIUM, Cottages PREMIUM*****
- Are equipped with a TV: The Safari Lodge PREMIUM, Zen PREMIUM, Cottages PREMIUM***** 2 and 3 bedroom, and Chalets.
- Animals are not allowed in our rental accommodation.
- It is forbidden to connect your vehicle to the electricity connection of your mobile-home. A terminal is at your disposal on the car park, nearby the reception.
- During high season (July and August), a minimum of 7 nights must be booked ; 3 nights minimum during low season (May, June, September).
- For the mobile home, chalet or glamping accommodation, it's not necessary to pay a deposit. We assume that you will use the utensils in the accommodation correctly and that you will leave everything clean and in good state. Your key has to be left at the reception. We are counting on your honesty and cooperation, thank you for your comprehension.
- On the day of your arrival (agreed in your reservation), it is not possible to collect the key in before 4.00 pm. An early arrival (before 4.00pm) means that you probably won't be able to occupy your rental.
- In case of a late arrival, please inform us. Reception desk is open till 6.00 pm during low season and 8.00 pm during high season. Passed this time, you will get information at the bar. If you arrive later than 10 p.m., you cannot drive your vehicle on to the campsite.
- You will have to vacate your rental imperatively before 10.00 a.m. the day of your departure. Departure after 10.00 am will be charged as an extra night.

PITCHES :

- The cost base includes 2 persons, electricity 10A, 1 vehicle, 1 tent, caravan or motorhome. You can access your pitch from 2.00pm on the day of your arrival.

- In case of a late arrival, please inform us. The reception desk is open till 6.00 pm during low season and 8.00 pm during high season. Passed this time, you will get information at the bar. If you arrive later than 10 p.m., you cannot drive your vehicle on to the campsite and will have to spend the night on the car park (at your disposal, an electric hook up). The gate open at 8.00 am the next day.
- Dogs are allowed on pitches (if declared on the reservation) but MUST be kept on a leash. Their health record and certificate of vaccination must be provided.
- It is forbidden to connect your vehicle to the electricity connection of your spot. A terminal is at your disposal on the car park, nearby the reception.
- During high season (July and August), a minimum of seven nights on a pitch must be booked.
- We allow till 6 persons on the same pitch.
- The last day (agreed in your booking) if you depart after 12.00, we will charge you an additional night.

PAYMENT TERMS:

Your stay has to be paid as follow:

- **At the reservation**, We require a first payment corresponding to: 30% of the total amount of your stay as well as 20€ administration fees and the optional cancellation insurance.

• **Balance**

- For RENTALS: the balance of your stay has to be paid at least one month before your arrival. To do so, you will receive an automatic e-mail. You may proceed:

By Credit Card :

On our website: <http://thelisresa.webcamp.fr/?camping=guyonniere>, on the booking page, in the bloc : "Find your reservation" enter your Name and Reservation number O2014..., then you have to enter the amount and your credit card details.

By phone: +33 (0)2 51 46 62 59

By Bank transfer:

CIC Ouest: IBAN : FR7630047142750004160870157 , BIC : CMCIFRPP

- For PITCHES, the balance will have to be paid directly on spot, within 48 hours after your arrival. The tourist tax has to be paid to the campsite (0.61€/pers 18 and more/night) at arrival.

CANCELLATION INSURANCE

3€/night for rentals and 1.5€/night for pitches (optional)

Has to be paid with the deposit when booking.

GENERAL TERMS AND CONDITIONS OF THE "CANCELLATION GUARANTEE"

This guarantee will take effect as soon as the reservation is confirmed, and general terms and conditions are accepted. It ends at midnight the day before the first day of the holiday. Subject to compliance with contractual obligations, this guarantee allows you to be reimbursed for amounts paid if your holiday needs to be cancelled for one of the following reasons:

1. A serious illness, a bodily injury or the death of:

- you, your spouse or common-law partner, your parents or your children, your guardian
- your brothers, sisters, brothers-in-law, sisters-in-law, sons-in-law, daughters-in-law, fathers-in-law-, mothers-in-law,

By serious illness or serious bodily injury is meant any temporary or permanent damage to your physical state, which has been medically diagnosed and prevents you from carrying out any activity, professional or otherwise.

2. Pregnancy complications (with a medical certificate).

3. Serious prejudice requiring your presence on the planned departure date and following a burglary, a fire or damage caused by water or natural elements affecting your primary residence or your working premises, when 50% of said premises have been destroyed (Proof from insurer to be provided).

4. Redundancy of you or your partner, provided that the procedure had not already been initiated before the holiday was booked.

All these grounds for cancellation must be disclosed by registered mail, along with all the necessary documents establishing the facts (assessor's report, police report, summons, medical or death certificate...) as soon as it occurs and no later than 3 working days following the accident or occurrence.

THE MAIN EXCLUSIONS

- After-effects, consequences, complications or worsening of an illness or accident which happened before the signing of the contract.
- Pregnancy, abortion, childbirth and its normal consequences.
- Divorce
- Drug addiction, alcoholism and their consequences
- Psychological, mental or nervous illnesses which does not result in hospitalization for longer than 7 days.
- Your intentional deeds

- Accident resulting from the participation, in a professional capacity, in any sport or competition, as well as any training
- Accidents resulting from the practice, as an amateur and at any level, of the following sports:
 - motor sports (car, motorbike, any motor vehicle), aerial sports
- Epidemics, pollution, natural disasters covered by the Law N-82.600 of 13 July 1982
- War or civil war, riots, national movements, strikes, terrorist acts, exposure to radioactivity.

IMPORTANT :

The owners and employees of the Village de la Guyonniere cannot be held responsible for lost objects, accidents or damage.