

GENERAL SALES CONDITIONS 2020 :



UPDATE COVID-19 :

For all bookings made from 20th May 2020 and for a still undetermined duration, please find the exceptional modalities:

- * Payment of a symbolic deposit of €1;
- * Payment of the balance of the stay 14 days before arrival.

As the intra-European borders are officially reopened since June 15th, from this date, the cancellation conditions are those described on page 2. A customer who has not subscribed to the cancellation option cannot claim for any refund, nor deferment.

GENERAL:

THE BOOKING WILL BE DEFINITIVE AFTER ACCEPTING THE GENERAL SALES CONDITIONS AND AFTER WE HAVE RECEIVED A FIRST PAYMENT OF €1.

- The definitive decision about the confirmation 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 guests need to confirm their stay by answering the mail they receive from the reception during the booking process. 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 no refunds can be given in any circumstances. Therefore, the guest needs to be sure that the chosen dates are the right ones.
- 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 THE RESERVATION;** If the amount of people does not correspond with the initial amount of people mentioned, there is a added cost: €12 per extra 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 on the name of the guest or host of the family 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 can hold onto booking for 24 hours after the mentioned arrival date. Might this 24 hour threshold be surpassed without any news from the client, the reservation will be automatically cancelled and the amount (sum) of the booking is owed to the campsite by the terms and conditions.
- The definitive allocation is assigned by the campsite and will be shared during the arrival..
 - Except in case of an Early-Booking (see page 2).

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. Please verify the 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). Bed linen are only included in : 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 p.m. An early arrival (before 4.00 p.m.) 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 p.m. 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 a.m. will be charged as an extra night.

PITCHES:

- The base price 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 p.m. during low season and 8.00 p.m. 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 and are mandatory.
- 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.
- A maximum of 6 persons is allowed 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: €1, and the optional cancellation insurance (when subscribed).

• **Balance**

• The balance of your stay has to be paid at least 2 weeks 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 block: "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

CANCELLATION OPTION

Rates in effect as of 13/03/2020: €17.00/night for rentals and €12.00/night for pitches (optional)

Has to be paid with the deposit when booking. It is possible to consider the cancellation option for 7 days after making a reservation before making final decision.

The cancellation fees are as follow:

- 50 % of the total amount of the stay when you cancel between 15 and 8 days before the arrival date ;
- 75 % of the total amount of the stay when you cancel between 7 and 2 days before the arrival date ;
- 90 % of the total amount of the stay when you cancel the day before the arrival date ;
- 100 % of the total amount of the stay when you cancel the day of the arrival date, or in case of a no-show.

IMPORTANT: you absolutely cannot claim any refund if you did not subscribe to the cancellation option when you booked.

The total amount that you have paid remains to the campsite. The amount you have paid **CAN NOT BY ANY CIRCUMSTANCE** be used for another booking, be it in the current season or the following ones.

EARLY-BOOKINGS:

• **An early-booking is a booking that is made directly on site, at the reception desk of the campsite, between the 1st of July and the 15th of September 2019, for season 2020.**

• An early-booking allows you to choose a specific spot, according to the availability.

• Early-bookers enjoy discounts as follow: 5% off of every 7 night stay, 10% off of every 14 nights stay, 15% off of every 21 night stay, and 20% off of every 28 night stay.

• **The campsite strongly recommends the early-bookers to subscribe to the cancellation option:** NO date or rental/pitch type amendment will be accepted after the legal withdrawal period of 7 days (from the day you book).

IMPORTANT:

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