

General terms and conditions of sale

CAMPING VILLAGE DE LA
GUYONNIERE

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village de
la **guyonnière**
CAMPING VENDÉE ★★★★★

Terms and conditions

FOR ALL BOOKINGS

The general terms and conditions of sale are freely available on the campsite's website: www.camping-guyonniere.com

They are automatically considered to be accepted by the customer as soon as a first payment of 30% of the total amount is registered by the campsite.

The definitive decision about the confirmation of a booking is taken by the campsite. You will receive your confirmation document and detailed bill by email after receipt of the deposit.

A reservation is firm: following the confirmation, **no modification can be made** (of date or type of rental, whether it is for a touring pitch or rental accommodation). Any modification would be considered as a cancellation of the reservation.

The booking confirmation is subject to the acceptance and respect of the campsite's rules and the General Sales Conditions. All guests must comply with them.

The pitches and accommodations are only rented to members of the same family unit (parents + children + grand-parents).

Minors must be accompanied by their parents or legal guardians.

Pitches and accommodations are rented by name and may not be sublet under any circumstances without the agreement of the campsite management.

Only the information given at the time of the booking is contractual (notably the number of people and their identity). We refuse access to families arriving with a number of people larger than the capacity of the rented pitch/accommodation (including babies and children). **Only the persons listed in the booking are allowed to stay at the campsite.**

Day and night visitors are forbidden during the months of July and August.

During the months of May, June and September, **AFTER THE MANAGEMENT AGREEMENT**, if the number of people is different from the one initially planned, at arrival or during the stay, an extra cost of €12/person/day or night will be applied, whatever the age (+ tourist tax if applicable). We refuse access to families arriving with a number of people larger than the capacity of the rented pitch/accommodation (including babies and children).

The final allocation is assigned by the campsite and will be known on arrival. The campsite takes into account your wishes and preferences, but is allowed to make changes in order to optimize the planning.

No brochure / website is free from error. Please verify the prices at the time of booking. Only the prices mentioned on your invoice are contractual.

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Reservations are held for 24 hours after the scheduled arrival date. After this period, and without any news from the customer, the reservation will be cancelled and the sum paid will be retained by the campsite.

If for any reason you should delay your arrival or shorten the length of your stay, the total amount of the stay remains due/acquired at the campsite.

The campsite offers its customers a **7-day withdrawal period** from the day of booking. After this period, no refund can be claimed, the amount paid remains due to the campsite.

- ➔ Special cases for last-minute bookings: made 4 weeks or less before arrival for rentals / made 2 weeks or less before arrival for pitches. In these two cases, the total amount of the stay is due as soon as the reservation is made. No withdrawal period can be applied.

The management and employees of the Village de la Guyonniere cannot be held responsible for lost objects, accidents, injuries or damage that may occur to holidaymakers or their property during their stay.

Liability insurance mandatory.

Each tenant in title is responsible for any disturbances and nuisances caused by persons staying with or visiting him (reminder: visitors are only allowed in low season, subject to acceptance by the campsite management). The management reserves the right to exclude from the campsite any family that does not respect the internal regulations. No refund can be claimed.

You authorize the campsite, as well as any person that the campsite would hire, **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 Internet pages - including social networks - on presentation and promotional material for the campsite and in travel or tourist guides). This authorization applies both to you and to the people staying with you. Its sole purpose is to ensure the promotion and entertainment of the campsite and may in no way damage your reputation. This authorization is granted free of charge, for all countries.

The information that you give us when you place your order will not be transmitted to any third party. This information will be considered as confidential and will be kept for 5 years. It will only be used by the campsite's internal services to process your current order and any future orders, and to strengthen and personalize communication and the offer of services reserved for customers. **In accordance with the GDPR law, you have the right to access, rectify and oppose any personal data.** To do so, send us a request by e-mail to info@laguyonniere.com, once your stay is over.

Guests will have to pay the tourist tax directly to the campsite (0.61 € per day and per person from 18 years old - base rate 2020) from July 1st to August 31st.

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IN CASE OF HEALTH CRISIS (such as Covid-19)

The general sales conditions apply. The French law does not enforce refund nor deferment of the stay. However:

Depending on the campsite's judgement on travel restrictions imposed by the government of the client's country of residence, or by the French government (lockdown and/or period of isolation), the following procedure may be applied:

No refund can be claimed.

However, the campsite gives its holidaymakers the opportunity to get a **voucher of 70%** of the amount already paid, **to use within 18 months (a deferment to the following season won't be possible)**. The request has to be made at least 14 days before the supposed arrival date.

Attention: clients who have subscribed to the cancellation option CANNOT claim a refund. However, they will be issued a voucher of the total amount already paid.

All clients with a voucher valid for 2022 will be able to book their future stay when the bookings will open (around mid-October 2021).

In the case of lockdown and/or a period of isolation imposed during the client's stay resulting in early departure: no refund or voucher can be claimed.

PAYMENT TERMS

At the reservation, we require a **first payment** to settle within 7 days, **corresponding to 30% of the total** amount of the stay, plus the cancellation option cost (when subscribed) and the booking fees of €20.

In case of booking with a voucher issued following the health crisis of 2020:

- This voucher is used as a **deposit for the 2021 reservation**. You may be asked to pay a supplement if the amount of the voucher does not cover the full amount of the deposit required (30% of the total cost of the stay).
- An **interim payment of 10%** of the total cost of the stay will be requested **by 15 April 2021** (a reminder will be sent to you by e-mail).

The balance of your stay has to be paid 4 weeks before arrival for accommodations / 2 weeks before arrival for camping pitches. 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 O2021..., 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

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FOR BOOKINGS OF ACCOMMODATIONS

Our rentals are fully equipped, including: crockery, garden set, microwave, blankets, pillows etc. Bed linen and towels are not included unless specified. You can rent them on site (subject to availability). Only the following accommodations are equipped with a TV: The Safari Lodge PREMIUM, Zen PREMIUM, Cottages PREMIUM***** 2 and 3 bedroom, and Chalets.

The holidaymakers will be given their key between 4.00 pm and 6.00 pm in low season / between 4.00 pm and 8.00 pm in high season. The reception team randomly receives the keys between these times. If the accommodation is not ready when you arrive, you can still be given the campsite wristbands. The reception team informs you by telephone when the rental is ready. If you choose to arrive before the arrival times, you may not be able to occupy the accommodation right away: you cannot, under any circumstances, claim the key before the arrival times.

No deposit will be required on arrival. However, on your departure, your rental property must be in perfect cleanliness and in very good general condition. **On the day of your departure, you must leave the property before 10am, or an extra night will be charged.** You must hand over the keys to the staff at reception or in the box provided for this purpose. Of course, we count on your understanding and honesty.

If our cleaning staff realizes that you have not cleaned the accommodation before leaving, a cleaning fee of at least €100 incl. VAT will be charged after your departure, to pay within 7 days.

If any damage is found in or around the rental property after your departure, quotes will be given to you, transmitted for settlement of repairs, with the support of the competent authorities.

In case of a late arrival, please contact us. Reception desk is open till 6.00 pm during low season and 8.00 pm during high season. Once the reception is closed, the key will be collected from that bar. If you arrive later than 10 pm, you are not able to enter the site with your vehicle.

Animals are not allowed in our rental accommodations.

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FOR BOOKINGS OF TOURING PITCHES

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

A maximum of 6 persons of the same family unit is allowed on a pitch.

In case of a late arrival, please contact us. Reception desk is open till 6.00 pm during low season and 8.00 pm during high season. Once the reception is closed, you can get information from the bar staff. If you arrive later than 10 pm, you are not able to enter the site with your vehicle so you have to spend the night on the car park (an electrical connection is available). The gates open at 8.00 am.

Any departure after noon will be charged 1 extra night.

Dogs are allowed on touring pitches (if declared on the reservation) but **MUST** be kept on a leash. They are not allowed by the swimming pools, neither in the indoor spaces. Their health record and certificate of vaccination must be provided and are mandatory. The extra cost is €4/night/animal.

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OF THE CANCELLATION OPTION

The cancellation option is **OPTIONAL**.

€17.00/night for rentals and €12.00/night for pitches.

It has to be paid with the deposit when booking. It is not possible to subscribe to it after the 7-day withdrawal period (from the day of booking).

The guarantee takes effect as soon as the cancellation option is taken out and ends the day before arrival.

The cancellation option covers the following cases:

- serious illness, serious accident or death affecting: yourself or a member of your family,
- medical complications (including pregnancy),
- significant material damage to your own property and imperatively requiring your presence,
- economic layoffs,
- cancellation or modification of holiday dates by the employer.

A proof will be requested.

Attention: the cancellation option does not cover health crisis (such as Covid-19). However the subscription exempts you from postponement fees in case you have to defer your stay (because of a pandemic). 100% of the amount already paid will be converted into a voucher.

The cancellation fees: the campsite always keeps the administration fees of €20 and the cancellation option cost (€12 to €17/night depending on your booking). Extra fees can be applied as follow:

- 20% of the deposit already paid when you cancel between 90 and 31 days before the arrival date ;
- 30% of the deposit already paid when you cancel between 30 and 21 days before the arrival date ;
- 50 % of the total amount of the stay when you cancel between 20 and 8 days before the arrival date ;
- 80 % of the total amount of the stay when you cancel between 7 and 2 days before the arrival date ;
- 100 % of the total amount of the stay when you cancel the day of the arrival date, or the day before, or in case of a no-show.

Example: you have paid a deposit of €350 + €20 of administration fees + €119 of cancellation option and you cancel your stay 45 days before the arrival dates:

The campsite keeps €20 of administration fees + €119 of cancellation option + 20% of the deposit already paid.

- *20% of €350 are €70; so €350 minus €70 => the campsite will refund you €280.*

IMPORTANT: you absolutely cannot claim any refund if you did not subscribe to the cancellation option at the time of booking. The total amount that you have paid remains to the campsite. Likewise, this money **CANNOT BY ANY CIRCUMSTANCE** be used for another booking, neither the current season nor the future seasons.

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FOR THE EARLY BOOKINGS

An early-booking is a reservation made directly on site, at the reception desk of the campsite, between the 1st of July and the 15th of September 2021, for July and August 2022.

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

Early-bookers enjoy **discounts** as follow:

- 5% off from 7 nights booked,
- 10% off from 14 nights booked,
- 15% off from 21 nights booked,
- 20% off from 28 nights booked.

The campsite strongly recommends the early-bookers to subscribe to the cancellation option: the early booking is firm and final, no amendment of date or of type of accommodation/pitch can be made.



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