

General sales terms and conditions

CAMPING VILLAGE DE LA GUYONNIÈRE *****

2024



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

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1 BOOKING sales conditions:

The general sales terms and conditions are freely available on our website: www.camping-guyonniere.com and also sent by e-mail as soon as the booking has been made.

They are automatically considered to be accepted by the guest as soon as the down payment of **30%** of the total amount has been paid and 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.

The booking confirmation is nominative; however, it can be transferred to a family member or friends with the authorization of the campsite. You can make your request by writing to the following address: info@laguyonniere.com.

The pitches and accommodations are only rented to members of the same family unit.

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.**

The final allocation of the pitch is assigned by the campsite and will be known on the day of arrival. The campsite, under no circumstances, guarantees a requested pitch number for bookings made after 10/09/2023. However, the campsite takes into account your wishes and preferences (e.g. close to the swimming pool, shady pitch, away from the entertainment, etc.), but reserves the right to make changes in order to optimize the planning.

The indicated rates are subject to change. The campsite reserves the right to modify the rates at any time. Stays will be invoiced based on of the active rates of the day you make the reservation. And under the conditions of availability. We recommend that you contact the campsite directly for the current prices.

Discounts are only applicable during the promotional period and cannot be accumulated.

The estimates sent are valid for 10 days from the date indicated on the estimate.

2 Your stay in an ACCOMMODATION

2.1 Conditions

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 8 persons, Zen SPA, Cottage Premium 4 - 6 persons, Chalets 36m² and 60m².

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 upon arrival. However, on your departure, your rental property must be in perfect cleanliness and in good condition, this includes not leaving any food in the cupboards nor fridge, to throw away your rubbish bags, and to leave the rented linen on a pile on the floor. **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 mail box in front of the reception. 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 € 150 incl. VAT will be charged after your departure, to pay within 7 days from the day of your departure.

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 by phone at +33 (0)2 51 46 62 59. The reception desk is open until 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.

2.2 Terms of payment for a stay in an ACCOMMODATION

At the reservation, we require a **first payment of 30% of the total amount**, and the booking fees of € 20 plus the cancellation option (when subscribed). You have 7 days to proceed.

The balance of your stay has to be paid 4 weeks before arrival. To do so, you will receive an automatic e-mail.

You may proceed:

By Credit Card: on our website through “My account” enter your email address and password, there you will be able to fill in the information needed and make your payment securely.

By phone: you may call us at +33 (0)2 51 46 62 59

By Bank transfer: CIC Ouest: IBAN: FR7630047142750004160870157, BIC: CMCIFRPP

Please indicate your reference number obtained through mail.

2.3 Noncompliance with payment terms

In the event of non-payment of the balance by the guest, at the latest 4 weeks before the start of the stay, the campsite reserves the right to cancel the reservation and to offer the accommodation for rent again.

3 Your stay on a PITCH

3.1 Conditions

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 household is allowed on a pitch.

In case of a late arrival, please contact us. The reception desk is open until 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 12pm will be charged an extra night.

3.2 Terms of payment for a stay on a PITCH

At the reservation, we require **a deposit of 30% of the total amount**, plus the cancellation option cost (when subscribed) and the booking fees of €20. You have 7 days to proceed.

The balance of your stay has to be paid 4 weeks before arrival. To do so, you will receive an automatic e-mail.

You may proceed:

By Credit Card:

On our website: In "My account" enter your email address and password, there you will be able to fill in the information needed and make your payment securely.

By phone: you may call us at +33 (0)2 51 46 62 59

By Bank transfer: CIC Ouest: IBAN: FR7630047142750004160870157, BIC: CMCIFRPP
Please indicate your reference number obtained through mail.

3.3 Non-compliance with the payment terms

In the event of non-payment of the balance by the guest, at the latest 4 weeks before the start of the stay, the campsite reserves the right to cancel the reservation and to offer the accommodation for rent again.

4 Prices and Tourist taxes

The prices indicated are valid for the 2024 season. They are in euros and include VAT. The prices take into account any discounts that may be granted on the website www.camping-guyonniere.com. Dayrates may vary depending on offer and demand.

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.

The tourist tax, collected on behalf of the municipality of Saint Julien des Landes, is not included in our rates. This amount is calculated per night and is determined per person from 18 years and older. Guests must pay the tourist tax directly to the campsite (€ 0.66 per night and per person from 18 years and older - rate based on 2024) from May 1st to September 30th.

5 Delay of stay

No reductions or refunds will be agreed for late arrivals, early departures or changes in the number of people (either for all or part of the planned stay).

NO SHOW: If you do not show up on the day of your arrival, and without any news from you, after 24 hours, your stay will be cancelled and the amount already paid will be retained by the campsite.

6 Interruption of stay

If for any reason you have to interrupt your stay, the total amount already paid remains due to the campsite. Early departure will not give rise to any reimbursement from the campsite.

7 Modification of stay

7.1 Dates or number of people

In the event of a change of dates or number of persons WITHOUT CHANGING THE DURATION OF THE STAY. The guest can make their request by writing to the following address: info@laguyonniere.com. The guest will be charged the day rates at the time of request and € 100 modification fee.

7.2 Duration of stay

7.2.1 Increase of the duration of stay

When a guest wishes to increase the duration of his stay, their request must be made by e-mail to the following address: info@laguyonniere.com. It will be possible in accordance to availability and the day rates at the time of the modification request.

7.2.2 Decrease of the duration of stay before your arrival

In the event of a request to reduce the length of stay, the guest must make their request in writing to the following address: info@laguyonniere.com. The campsite will do its best to accommodate the guest's request. No refund will be made after the requested change, the amount of the initial reservation will remain the same except for the options taken.

7.2.1 Decrease of the duration of stay on site

Early departures are permitted and must be reported to reception at the time of departure. However, no refund will be made.

7.3 Type of pitch or accommodation

In the event of a change in the type of pitch, the campsite will do its best to accept requests for changes depending on availability:

If the pitch or accommodation is of a higher standard, the guest will have to pay the additional cost (i.e. the difference between the two rates).

If the pitch or accommodation is of a lower range, no refund can be claimed, the guest will have to pay the price of the range initially booked.

8 Cancellation of the stay :

8.1 By the guest :

8.1.1 WITHOUT Cancellation option

In case of cancellation of the booking by the guest, this must be done by e-mail to the following address: info@laguyonniere.com.

After its acceptance by the campsite, for any reason whatsoever except force majeure (= as defined in the paragraph CONDITIONS OF CANCELLATION OF STAY BY THE CAMPSITE), the amount paid will be automatically acquired by the campsite and will not give the opportunity to any refund.

8.1.2 WITH Cancellation option

The cancellation option is OPTIONAL

This option costs € 17 per night for accommodations and € 12 per night for pitches.

It has to be paid with the down payment when booking your stay. It is not possible to subscribe to it after the 7-day withdrawal period.

It takes effect as soon as the cancellation option is taken and ends the day before arrival.

The cancellation option covers all cancellation reasons/cases.

A written proof might be required.

The amount already paid (excluding booking fees and the total cost of the cancellation option) will be fully refunded up to 30 days before the arrival date.

From the 30th day before arrival, there will be a **cancellation fee charged**. In addition to the € 20 booking fee and the total amount of the cancellation option (€ 12 or € 17 per night depending on your booking), the following will be charged :

- 30% of the amount 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 days and 1 day before the arrival date ;
- 100 % of the total amount of the stay on the day of arrival.

Example: you have paid your entire stay : € 1100 + € 20 booking fee + € 119 cancellation option and you wish to cancel your stay 28 days before the planned arrival date:

The campsite retains € 20 of booking fees + € 119 of cancellation option + 30% of the total amount of the stay (excluding options, insurance and booking fees).

- 30% of € 1100 is € 330; therefore € 1100 minus € 330 => You will be refunded € 770.

8.2 From the campsite

8.2.1 Excluding force majeure

In the event of cancellation by the campsite, the guest's stay will be fully refunded of the amount paid at the time of cancellation. However, this cancellation cannot give opportunity to the payment of damage compensation.

8.2.2 In case of force majeure

Force majeure is defined as an unforeseeable, irresistible event external to the persons concerned, such as:

- Natural disasters
- Fire

The campsite will refer to and apply the requirements of the French authorities. Under no circumstances may this cancellation give opportunity to the payment of damage compensation.

9 Minors

Minors must be accompanied by their parents or legal guardians.

10 Visitors

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

During the months of May, June and September, AFTER AGREEMENT OF THE MANAGEMENT, if the number of people is different from the one initially planned, at arrival or during the stay, an extra cost of € 12 per person per day or night will be applied, no matter 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). All visitors of any age do not have access to our pool area.

11 Guest responsibility

The guest accommodated on a pitch or in an accommodation must be insured for civil liability. A certificate of insurance may be requested from the guest before the start of the stay.

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

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's management). The management reserves the right to exclude any family from the campsite that does not respect the internal regulations. No refund can be claimed.

12 Pets

Dogs, cats and other pets are allowed on pitches (only if declared on the reservation) and MUST be kept on a leash at all time on the campsite. It is strictly forbidden to leave your pets alone, even on a leash. They are not allowed in any of our rental accommodations, by the swimming pools, neither in the indoor spaces. Upon arrival, you must provide us all the information needed such as a tattoo or chip number, and valid anti-rabies vaccination.

Category 1 and 2 dogs are not allowed. This includes tozas, terriers, pit bulls and rottweilers.

13 Campsite rules

The booking confirmation is subject to the acceptance and respect of the campsite's rules and the general sales conditions. Every guest staying at the campsite must abide by these rules and conditions.

The campsite rules are displayed at the entrance of the campsite and are communicated to the guest on the day of arrival in the welcome booklet. The guest has to read them and to respect them.

14 No right of withdrawal

The campsite offers its guests 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.

→ Exception for last-minute bookings made 4 weeks or less before arrival (for rentals and pitches). The total amount of the stay is due as soon as the reservation is made. No withdrawal period can be applied.

15 Data protection

The information that you give us when you place your booking 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 booking and any future bookings, and to strengthen and personalize communication and the offer of services reserved for guests. **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.

16 Intellectual property

The content of the website www.camping-guyonniere.com is the property of the campsite and is protected by French and international laws relating to intellectual property. Any total or partial reproduction of this content is strictly forbidden and is likely to constitute an infringement of copyright. In addition, the campsite retains ownership of all intellectual property rights to the photographs, presentations, studies, drawings, models, prototypes, etc., produced (even at the request of the guest) with a view to providing the services to the guest. The guest is therefore prohibited from reproducing or exploiting the said studies, drawings, models and prototypes, etc., without the express, written and prior authorization of the campsite, which may make it conditional on a financial consideration.

17 Image right

You authorize the campsite, as well as any person that the campsite would hire, **to photograph, record or film you during his 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 guest is informed that it is up to him/her to inform the campsite in writing, upon arrival at the reception, of any opposition to this practice.

18 Law application - language

The present general terms and conditions of sale and the operations arising from them are governed by and subject to French law. The present general terms and conditions of sale are written in French. In the event that they are translated into one or more foreign languages, only the French text shall be deemed authentic in the event of a dispute.

19 Litigation - mediation

Any complaint concerning the non-conformity of the services in relation to the contractual commitments may be reported by post or e-mail to Camping Village de la Guyonnière: info@laguyonniere.com

In accordance with the provisions of the consumer code concerning "the mediation process for consumer disputes", the customer has the right to have recourse free of charge to the mediation service offered by SARL Camping Village de la Guyonnière. The "consumer law" mediator thus proposed is:

CM2C
14 rue Saint Jean
75017 PARIS