

The following General Sales Conditions set out the terms and conditions of your booking for the campsite LA GRAND METAIRIE

1 - BOOKING CONDITIONS

Your booking is guaranteed once we have received your deposit together with all information requested to make your booking and following approval by our reservations service.

- **For pitch bookings:** Reservations must be accompanied by a 100€/£80 deposit. The balance of the stay must be paid no later than 30 days prior to arrival.
- **For accommodation bookings:** Reservations must be accompanied by a deposit equivalent to 30% of the total cost of the stay. The balance must be paid no later than 30 days prior to arrival. Balance payments may be made at any time from your personal customer area on our website.

• Reservations made less than 30 days before arrival

(for accommodation or pitches): full payment is required at the time of booking by credit or debit card.

• **Payment methods:** Payments may be made via credit card or debit card, money order or bank transfer (simply ask the booking service for the campsite's bank details).

• **No-fee instalment payments:** You may pay for your stay in several instalments with no additional fees as long as you provide an initial deposit upon reservation. Contact us on (33) 02 51 33 32 38 for further details.

If you book your holiday under the terms of one of our promotional offers, full payment for your stay will be required by credit or debit card at the time of booking.

• Accommodation may be occupied by the intended party

only. Additional or alternative party members, subletting or assignment to third parties is not permitted.

• **Minors** must be accompanied by their parents or legal guardians.

• **Special requests:** The campsite cannot guarantee to meet any special request made at the time of booking. Pitch numbers will only be advised on arrival.

• **Plans and photographs** featured in our brochures and on our website are non-binding.

2 - INFORMATION AND PRICES

• **Breakage and cleaning deposits:** A breakage deposit of 210€, a cleaning deposit of 90 € and a barrier token deposit of 20 € will be taken by credit card on arrival. This is a pre-authorisation and no debit is made. Our team will inspect your accommodation before and after your stay. A detailed inventory will be provided upon arrival and must be returned to Reception within 24 hours. For departure procedures, please carefully read and follow the instructions posted in your accommodation.

Our team will check your accommodation on departure and if left as it was on your arrival, your credit card will not be charged.

• **Additional persons:** For insurance and safety reasons, the total number of people occupying our accommodation cannot exceed the maximum occupancy stated in our brochures and on our website. A baby counts as one person. If the number of persons exceeds the stated maximum occupancy, the management reserves the right to deny you access to the campsite.

• **Tourist tax:** Is a tax imposed by local councils in France. The amount varies according to the council and the way each campsite is categorised.

It is collected by us on behalf of the council and is payable together with the balance payment for your stay. 2017 rates are provided as an indication only : 0.35€/day/person from 18 years old (1/7-31/8)

• **Any change to the number of persons** which may affect tourist tax charges must be advised upon arrival. If the person renting the accommodation provides incorrect information, this contract may be legally terminated with no refund of any payments made.

• **Pets:** Two pets per pitch/accommodation are permitted for a charge of 35€/£28/animal/week. Between 07/07 and 31/08/2018 included, just one pet is permitted. This must be advised at the time of booking. Vaccination records/Pet Passport must be presented on arrival.

Category 1 or 2 dogs (attack and guard dogs as defined by the French authorities) are not accepted.

• **Extra charges:** The prices quoted at the time of booking do not include services that are payable on site such as laundry, bike hire, wellness facilities, etc.

• **Calculation of special offers:** Where two special offers can be combined, the second is calculated based on the already reduced price.

3 - YOUR STAY

• **Bracelets** will be provided and must be worn to access the swimming-pool. Swimming shorts are not permitted.

• **Any modification request** (dates, type of accommodation ...) is subject to a payment of € 15 and must be confirmed in writing by the client and remains subject to acceptance. No change of stay whatsoever will be granted within 30 days of arrival. Without written confirmation from you, 30 days before the initial date of arrival, the stay will not be modifiable.

• **For reasons of safety and comfort,** visitors who are not party members of booked accommodation are not allowed to enter pool areas.

• **Electric barbecues are not permitted.**

• **All our rental accommodation** is strictly non-smoking.

• **Duration of stay and time of arrival/departure (pitches):** Bookings are made on a nightly basis. Pitches are available from 3 p.m. on the day of arrival and must be vacated by midday on the day of departure.

• **Durations of stay and time of arrival/departure (accommodation):** Bookings are made on a nightly basis (subject to a 2 night minimum stay). Accommodation is available from 3 p.m. on the day of arrival and must be vacated by 10 a.m. on the day of departure.

• **Late or delayed arrival:** You must advise the campsite of any delay to your arrival in order for your booking to be held. The site management reserves the right to release and re-book the reserved pitch or accommodation if no contact has been made within 24 hours of your expected arrival. Any payments already made will not be refunded in these circumstances.

• **Third party liability insurance is compulsory.** You are advised to take out appropriate travel insurance to include this cover.

• **Rental insurance :** the tenants are obliged to take out insurance with an insurance company against the risks associated with their stay, namely: theft, loss or damage to personal property, or damage that is caused to the rented accommodation and furniture or the campsite, whether done intentionally or through negligence, by the tenant or any companions. Guests must be able to provide proof of this insurance and produce this proof on demand. Personal items, luggage, furniture, securities and vehicles are not insured against theft, loss or damage from any cause. If a bike is rented or loaned, customers are required to take out an insurance against theft, loss or damage. A deposit will be requested for each bike.

• **In case of dispute:** The court with jurisdiction in the event of any dispute will be Les Sables d'Olonne. The coordinates of the mediator of the consumption whom the customer can seize : CMAP- cci de Paris

4 - CANCELLATION

• **No refunds will be made once you have paid the balance of your holiday.**

• **There will be no reduction in price or refund due** if you choose to reduce the length of your holiday once started.

• **There will be no reduction in price or refund due** in the event of late arrival or early departure.

It is a condition of booking that you take out comprehensive travel insurance for your party. This should cover medical costs/repatriation and also cover reimbursement of charges for your booked stay in qualifying circumstances (e.g. redundancy, serious illness of injury to the insured or close relatives etc).