

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 the campers:** the booking is to be accompanied by a 100€ deposit + 25€ booking fee (or 10€ if the payment of the deposit and the balance of the booking are paid by C.C) + cancellation insurance (if taken, it's 4% of the amount of the pitch + additional people). The balance of the booking must be paid at least 30 days before arrival.

- **For accommodation bookings:** reservations must be accompanied by a deposit equivalent to 30% of the total cost of the stay + 25€ booking fee (or 10€ if the payment of the deposit and the balance of the booking are paid by C.C) + cancellation insurance (if taken, its amount is 4% of that of the accommodation). The balance of the booking must be paid at least 30 days before arrival.

- **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).

- **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.

- **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 (0)2 51 33 32 38 for further details.

- **Accommodation may be occupied by the intended party only.** Additional or alternative party members, subletting or assignment to third parties is not permitted.

- **The prices are inclusive of VAT** with a rate of VAT of 10% applicable on the day they are realised. All ulterior modification of the level of VAT applicable, occurring between the moment when the prices are fixed and the invoicing of the reservation, will incur a modification correlating to the price including VAT, which the client accepts without reserve. The price of extra equipment and services (TV, barbecue...) are fixed at a VAT level of 20%.

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

- **Special requests:** The campsite La Grand'Métairie 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

- **The deposits:** they will be demanded on arrival by bank card to cover breakages and cleaning costs.

- for accommodation: 320€. 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 checks your accommodation on your departure; 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 establishment is categorised. It is collected by us on behalf of the council and is payable together with the balance payment for your stay. Rates 2019 :0.40€/day/pers from 18 years old (01/07-31/08)

- **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 between the 4th april and the 4th july for a charge of 35€/E28/animal/week. And between the 5th july and the 28th august, 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.

- **Right of retraction:** The campsite La Grand'Métairie reminds you that in virtue of the article « L. 121-20-4 - 2 du "Code de la consommation" the code of consumption, the right of retraction is not applicable to the services of accommodation, of transport, of catering and activities provided at a date or according to a specific period. A summary of your booking will be communicated for all bookings made by telephone or on our website before any definitive payment, to avoid the booking becoming the object of a retraction.

3 - YOUR STAY

- **Modifying your booking** (dates, type of accommodation...) will incur a 15€ fee and be subject to approval. No modification of the booking will be accepted less than 30 days before arrival.

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

- **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 forbidden.**

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

- **Length of booking and hours for the camping pitches :** Bookings are made on a nightly basis. Pitches are available from 3 p.m. and must be vacated by midday on the day of departure.

- **Length of booking and hours for the accommodation:** Reservations are offered per night (subject to a minimum of 2 consecutive nights). The campsite reserves the right to interrupt, modify or limit these restrictions at any time by including or excluding dates or typologies. Rentals are available from 4pm and must be vacated before 10am.

- **Late or delayed arrival:** You must advise the establishment of any delay to your arrival in order for your booking to be held. The establishment 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 establishment, 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.

- **Image rights :** During the client's stay, the client or his or her beneficiaries may be photographed or filmed for the service provider's advertising needs. The client is informed that it is his responsibility to inform the service provider in writing, as soon as he arrives at the reception desk, of his possible opposition to this practice, both in respect of himself and his beneficiaries. Failing this, the acceptance of these general conditions implies unequivocal acceptance by the client, on his own behalf or on behalf of his successors in title, of the disclosure of his image on the advertising media of the service provider

- **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

- **Camping la Grand'métairie propose you subscribe to a cancellation insurance** which includes, under certain conditions, the reimbursement of all or part of your booking. Without subscribing to the cancellation insurance, no reimbursement will be possible for any reason.

- **Subscribing to the cancellation insurance** is highly recommended. Its amount, corresponding to 4% of the accommodation amount (rental or camping pitch with additional persons) is payable in full and only at the time of booking.

- **All booking cancellations must be notified** to the reservation service at the latest by the day after the arrival date. Without this, the nights used will be invoiced by the establishment.

- **Camping La Grand'métairie will affect no reimbursement** for cancellation for any reason.

- **All started bookings are due in totality.**

- **No reduction** is applied for late arrival or anticipated departure.

- **The cancellation insurance includes** the cost of booking, after deduction of the booking fee and the amount for this guarantee, on presentation of proof of cancellation.

For more information, all the conditions can be consulted on our website or on request from the reservations service

4 - WHAT TO DO IN CASE OF ACCIDENT?

- **Within 24 hours,** it is imperative to alert the reservations service to the event restricting your departure.

- **Report your claim on www.declare.fr**

- **You must send your supporting documents.**