

GENERAL TERMS AND CONDITIONS OF SALE



PREAMBLE

These General Terms and Conditions of Sale apply to all the services offered on the website of Camping Paradis La Grand'Métairie but also to any other communication medium.

The content of the website must inform the customers. Depending on the rate of occupancy and/or according to certain dates during the season only, some of the services offered may be subject to modification. The rates indicated are given as an indication, valid only for the current season and may be subject to change. The service will take place at the rate in force at the date of the order. The prices are indicated inclusive of tax. Any change in the VAT rate will lead to a change in the price. In accordance with the Tourism Code, Camping Paradis La Grand'Métairie reserves the right to make changes to the information on the website or any other communication medium. In the event of significant changes, these will be communicated on the campsite's website through Erratum.

The plans and photos presented on our communication media are non-binding.

1. BOOKING CONDITIONS

- All contracting parties must be at least 18 years of age. The contracting party must be present during the entire duration of the stay.
- The reservation is effective only with the agreement of the campsite, after receipt of the deposit and after receipt either of the reservation contract duly completed and signed, or after acceptance of the general terms and conditions of sale when booking online.
- The reservation of a campsite pitch or rental is made on a strictly personal basis. It will therefore be impossible to sublet or even transfer your reservation without the prior consent of the campsite.
- Minors must be accompanied by their parents or legal guardians.
- For reasons of conformity and safety, the number of persons indicated may not be exceeded, bearing in mind that a baby counts as one person. If the number of people exceeds the maximum capacity of the accommodation, the management reserves the right to refuse access to the campsite and the sums paid will not be refunded.

Booking fees

- The application fee is 25€.

Special request

- The campsite cannot guarantee any particular request made at the time of booking. The pitch number and the map of the campsite will only be given to you on arrival.

2. PRICES, TOURIST TAX, HOUSEHOLD WASTE CHARGE

- The prices indicated are valid for the 2024 season. Prices are in euros, VAT included and correspond to the chosen accommodation, number of people and duration.
- The tourist tax is collected on behalf of the municipality and is payable with the balance of the stay or on site. Price base 2023 as an indication: 0.40€/day/person over 18 years old from 1st July to 31st August.
- A household waste charge will be invoiced to each participants at the rate of 0.35€/day/person to finance the collection of your waste during your stay.

3. TERMS OF PAYMENT

- In rental accommodation, for reservations made more than 30 days before the start of the stay, a deposit of 30% of the price of the services booked must be paid at the time of booking. The balance must be paid no later than 30 days before the start of the stay at the campsite.
- On camping pitches, for reservations made more than 30 days before the start of the stay, a deposit of 100€ must be paid at the time of reservation. The balance must be paid no later than 30 days before the start of the stay at the campsite.
- For bookings made less than 30 days before the start of the stay, full payment must be made at the time of booking, whether for a rental or a pitch.

4. NO RIGHT OF RETRACTION

Camping Paradis La Grand'Métairie hereby informs you that in accordance with article L.221-28 of the Consumer Code, the right of withdrawal is not applicable to accommodation, transport, restaurant and leisure services provided on a specific date or at a specific time. A summary of your stay is communicated to you for any reservation by telephone or on our website before any final payment is made, so that all orders made cannot be subject to a right of withdrawal.

5. RULES OF THE STAY

Accepted methods of payment

Whether it is for the deposit or for the balance, you can honour your reservation or your stay by different methods of payment :

Bank cheque (not accepted less than 30 days before arrival), holiday vouchers, credit card (secure site), national or international bank transfer.

Methods of payment

Either on the campsite's website or by mail,

Any firm reservation request is made in 2 stages as follows:

- Deposit of 30% of the amount of the stay (or 100€ for pitches) + booking fees + cancellation insurance (optional)
- Balance of the stay at the latest 30 days before arrival for stays in rental accommodation and pitches. In the event that the balance is not paid within the time limit, it will be considered as cancelled and the cancellation conditions described below will apply.

ATTENTION: the reservation request by post only has contractual value on receipt by the purchaser of a registration confirmation sent by the campsite.

- Possibility of payment in several instalments free of charge on condition that the deposit is paid at the time of booking and the balance is paid no later than one month before arrival.

6. YOUR STAY

Deposit

- For rental accommodation, a deposit of 320€ will be requested on arrival by credit card imprint to cover possible damage, loss of the barrier badge and cleaning costs. The campsite team checks each accommodation after departure. Deposits are returned to you within 8 days.
- For pitches, this deposit will be 20€ for the barrier badge.
- Any broken or damaged object will be charged to the tenant. Likewise, the tenant is responsible for repairing the premises if necessary. The deposit will therefore only be returned at the end of the stay after deduction of any compensation deducted, on a supporting invoice, for any damage noted. The retention of the deposit does not exclude additional compensation in the event that the costs exceed the amount of the deposit.
- It is possible to subscribe to a cleaning package worth 100€.

Arrival and departure

- Campsite pitches: arrivals are from 15:00 and departures until 12:00.

- Rental accommodation: arrivals are from 4pm and departures by 10am at the latest. The accommodation will be returned in a perfectly clean state.

- The campsite must be notified of any possible delay in your arrival in order to keep your rental accommodation. The manager reserves the right to use the pitch if there is still no news 24 hours after the planned date.

During your stay

- Wearing of the bracelet is MANDATORY during the whole stay.
- All our rentals are non-smoking and electric barbecues are forbidden.

The campsite declines all responsibility in the event of any incident falling within the camper's civil liability. All clients must comply with the provisions of the internal regulations. Each tenant in title is responsible for any disturbances and nuisances caused by persons staying with or visiting him/her.

7. VISITORS

- Visitors are admitted to the campsite after presenting themselves at the campsite reception.
- Visitors will have access to the campsite's facilities, **with the exception of the aquatic areas.**

8. ANIMALS

- From 06 April to 30 June and from 01 September to 14 September, two pets per pitch are allowed for a fee of 5€/night (35€ per week) per animal and must be declared at the time of booking.
- From 01 July to 31 August, only one animal will be allowed under the same conditions. Vaccination book to be presented on site.
- 1st and 2nd category dogs are not allowed.

9. IMAGE

Knowing the reputation of your "Camping Paradis", you may be asked to appear in photo or video shots and you therefore expressly authorise Camping Paradis La Grand'Métairie to use photographs and/or films that may be taken during your stay for the communication needs of the Camping Paradis group, without compensation. Similarly, you authorise their distribution, publication and marketing on all types of media likely to be used.

Any holidaymaker refusing to be photographed or filmed during his stay must inform Camping Paradis La Grand'Métairie in advance and in writing.

| Price of stay | Price of insurance |
|----------------|--------------------|
| < 250€ | 29€ |
| 251 à 399€ | 39€ |
| 400 à 599€ | 49€ |
| 600 à 799€ | 59€ |
| 800 à 999€ | 79€ |
| 1 000 à 1 399€ | 99€ |
| >1400€ | 99€ |

10. CANCELLATION AND MODIFICATIONS

Modification of your reservation

- Any request for modification (dates, type of rental...) is subject to a payment of 15€ and must be confirmed in writing by the client and remains subject to acceptance. No modification of the stay of any kind will be accepted less than 15 days before arrival. Without written confirmation from you, 15 days before the initial date of arrival, the stay cannot be modified.
- In the event that the contractor wishes to extend his stay, the current rate will be applied. On the other hand, any change from a higher to a lower range will not give rise to any refund.
- Any request to reduce the length of your stay is considered as a partial cancellation and will be subject to the terms and conditions of cancellation and interruption of stay.

Unused services

- In the event of the customer's non-arrival at the campsite when accommodation was booked or in the event of an interrupted or shortened stay (late arrival, early departure) there will be no refund.
- In case of cancellation by Camping Paradis La Grand'Métairie, except in case of force majeure, the stay will be fully refunded. However, this cancellation will not give rise to the payment of damages.

Cancellation insurance

We invite you to take out cancellation or interruption of stay insurance when you make your reservation.

We offer you two options:

- Premium** cancellation insurance

Covered Event: Your inability or unwillingness to leave for any reason.

Examples of events : Broken leg, fear of a new wave of the Covid-19, change of heart, etc. Any reason is valid.

Refund : Refund of the cancellation fee with deduction of an excess of 30% with a minimum of 50€.

Conditions : No documents or proof to be provided, no minimum, refund by credit card, cancellation possible up to and including the day of departure.

Proof to be provided: No proof.

Find out more about the [General Terms and Conditions of our Premium Insurance](#).

Do you wish to declare a claim ?

Please send us your cancellation request by email to info@camping-grandmetairie.com

After confirmation of your cancellation with our agency, a reply from your insurer will be sent to you within 48 hours.

- The **Comfort** cancellation insurance

Covered event: Any unforeseeable event beyond your control that prevents you from leaving.

Example of events : Illness, obtaining paid employment, death of a relative, economic redundancy, judicial summons, etc...

Refund : Refund of cancellation costs with a deductible of €30 for medical reasons, 20% with a minimum of €50 for all other reasons.

Terms and conditions : Proof to be provided, refund by credit card, cancellation possible up to and including the day of departure.

Proof to be provided: List of documents to be provided to justify the cancellation of the stay.

| Price of stay | Price of insurance |
|----------------|--------------------|
| <250€ | 17€ |
| 251 à 399€ | 25€ |
| 400 à 599€ | 35€ |
| 600 à 799€ | 45€ |
| 800 à 999€ | 59€ |
| 1 000 à 1 399€ | 79€ |
| >1 400€ | 89€ |

Discover in detail the [General Conditions of our Comfort Insurance](#).

Do you wish to declare a claim?

Please send us your cancellation request by email to info@camping-grandmetairie.com.

You must then declare your claim to Valeurs Assurances, within five working days of the event giving rise to the cover, at the following address: VALURS ASSURANCES ASSURANCES - 152 boulevard Haussmann - 75008 PARIS.

11. DISPUTE

- Any possible complaint concerning the non-conformity of the services in relation to the contractual commitments can be reported by mail or e-mail to Camping Paradis La Grand'Métairie.

12. MEDIA

In the event of a dispute, you may contact us as follows:

- Sending a letter by registered letter with acknowledgement of receipt to Camping Paradis La Grand'Métairie.
- The competent court in the event of a dispute is the district court of Les Sables d'Olonne. In accordance with article L.152-1 of the French Consumer Code, the contact details of the consumer mediator that the customer can contact are as follows: CMAP (Paris Mediation and Arbitration Centre - ICC of Paris).

13. RESPONSIBILITY CAMPING PARADIS LA GRAND'MÉTAIRIE

The customer expressly acknowledges that Camping Paradis La Grand'Métairie cannot be held responsible for communication by its partners. All photos and texts used on the website of Camping Paradis La Grand'Métairie are non-contractual. They are for information purposes only.

14. INFORMATION TECHNOLOGY AND FREEDOM

The information you provide us with when you place your order will not be passed on to any third party. This information will be considered by Camping Paradis La Grand'Métairie as confidential. It will only be used by Camping Paradis La Grand'Métairie, to process your order and to strengthen and personalise the communication and the offer of services reserved for customers of Camping Paradis La Grand'Métairie according to your interests. In accordance with the French Data Protection Act of 6 January 1978, you have the right to access, rectify and oppose any personal data concerning you. To do so, simply send us a request by post to the following address:

Camping Paradis La Grand'Métairie, 8 rue de la Vineuse en Plaine, 85440 St Hilaire la Forêt, indicating your name, first name and address.