

## 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 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 2026 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 2025 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 participant 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 honor 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 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 04 April to 4<sup>th</sup> of July and from 31st August to 12th September, two pets per pitch are allowed for a fee of 6€/night (42€ per week) per animal and must be declared at the time of booking.
- From 05 July to 30 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 authorize 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 authorize 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.

## 10. 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.

## 11. 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).

- 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:**

**12. 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.

**13. 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 personalize 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.

**14. 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.

## INFORMATION AND ADVICE PROVIDED PRIOR TO SIGNING THE POLICY "FLEX"

Information sheet generated by the campsite on behalf of the customer for possible adhesion to a "Flex" insurance policy.

This document is provided in accordance with Articles L112-2 et seq., L513-2 and L521-2 et seq. of the French Insurance Code. The information we collect from you is necessary for us to advise you on an insurance policy that meets your requirements and needs.

In accordance with article L. 521-6 of the French Insurance Code, you acknowledge that you have been informed that you may receive information and documents concerning the insurance policy on a durable medium other than paper.

**This information and advice sheet does not constitute a commitment on your part and is not binding on the insurer. To find out about your rights and obligations in respect of the contract, please refer to the contractual provisions sent to you prior to enrolment.**

### YOUR NEEDS

You are a campsite customer and are about to book a trip.

To protect yourself against the risk of your holiday being cancelled, you wish to take out insurance cover.

In view of your situation and the information you have provided about your insurance needs, we feel that the "Flex" insurance policy presented here is the right solution for you.

### INFORMATION ON THE INSURANCE POLICY

The FLEX contract is a group insurance policy with optional individual enrolments:

- **Taken out by NEAT** (hereinafter "the Broker Manager" or "Neat"), an insurance brokerage firm (simplified joint stock company) with a share capital of €58,462.00, whose registered office is at 117 Quai de Bacalan, 33300 BORDEAUX, registered with the Bordeaux Trade and Companies Register under number 913 676 581, and with ORIAS under number 22004644, Professional Liability and Financial Guarantee, in accordance with Articles L 512-6 and L 512-7 of the French Insurance Code.
- **With the Insurer Helvetia Global Solutions Ltd** (hereinafter "the Insurer" or "Helvetia"), a limited liability company incorporated under the laws of Liechtenstein, whose registered office is at Aeulestrasse 60, 9490 Vaduz, Principality of Liechtenstein, registered in the Trade Register of the Principality of Liechtenstein under number FL-0002.191.766- 9, licensed as an insurance company by the Financial Market Supervisory Authority of the Principality of Liechtenstein (FMA Liechtenstein). Helvetia is authorised to carry out insurance business in France in respect of the freedom to provide services, notified to the ACPR (REFASSU ID: 224324). Helvetia is supervised by FMA Liechtenstein, Landstrasse 109, Postfach 279, 9490 Vaduz, Principality of Liechtenstein.
- **Distributed by NEAT's partner distributor campsite.**

NEAT manages enrolments and claims on behalf of Helvetia.

The Contract is presented by the campsite and its duly authorised staff who have signed a distribution sub-delegation contract with NEAT.

The Contract is subject to applicable French regulations.

NEAT and Helvetia (as insurance companies operating in France in respect of the freedom to provide services) are subject to supervision by the Autorité de Contrôle Prudentiel et de Résolution (Prudential Supervision and Resolution Authority), 4 Place de Budapest CS 92549 75436 Paris Cedex 09.

Under this contract, NEAT is remunerated on a commission basis, i.e. a fee included in the insurance premium, calculated on the basis of qualitative criteria, so as not to prejudice customers' interests.

**TABLE OF BENEFITS**

INSURANCE COVER	CEILINGS AND DEDUCTIBLES
<p><b><u>"ALL RISKS (subject to named exclusions)" CANCELLATION</u></b></p>	<p>Maximum €5,000 per person and €30,000 per event.</p> <p>No deductible for medical reasons.</p> <p>Deductibles for other reasons: €15 per rental, except if holiday leave is cancelled or identity papers are stolen: 25% deductible.</p>
<p><b><u>CANCELLATION WITHOUT PROOF</u></b></p>	<p>Reimbursement of cancellation costs up to €5,000 per claim. Deductible of 30% of the total amount of the stay.</p>
<p><b><u>MODIFICATION COSTS</u></b></p>	<p>Maximum cover of €2,000 per person and €10,000 per event.</p>
<p><b><u>LATE ARRIVAL</u></b></p>	<p>Reimbursement of unused land-based services in proportion to the length of the rental period, up to a maximum of €4,000 per rental or pitch, capped at €25,000.</p> <p>Deductible: 1 day.</p>
<p><b><u>INTERRUPTED STAY COSTS</u></b></p>	<p>Reimbursement of unused land-based services on a prorata temporis basis, including any rental cleaning costs, in the event of early return.</p> <p>Coverage up to a maximum of €4,000 per person and €25,000 per event.</p> <p>Deductible: 1 day.</p>
<p><b><u>REPLACEMENT VEHICLE</u></b> following a breakdown, physical accident or theft during your stay.</p>	<p>Coverage of a replacement vehicle of an equivalent category to the immobilised vehicle for a maximum of 3 consecutive days</p>
<p><b><u>PERSONAL ITEMS FORGOTTEN IN THE RENTAL PROPERTY:</u></b> Reimbursement of shipping costs for personal items forgotten in the rental property</p>	<p>Payment for the return of a single item, up to a maximum of €150 per claim.</p>
<p><b><u>VETERINARY CARE AND ASSISTANCE FOR DOGS AND CATS, including:</u></b></p> <ul style="list-style-type: none"> <li>✓ Advice and reports to the appropriate agencies if a pet runs away or disappears</li> <li>✓ Recovery costs</li> <li>✓ Rabies testing (in the event of disappearance abroad).</li> </ul>	<p>Coverage of up to 2 veterinary appointments per stay, up to a maximum of €250 for all Medical Care and Assistance benefits.</p>

#### INFORMATION ON HANDLING CLAIMS CONCERNING YOUR INSURANCE POLICY

In the event of disagreement or dissatisfaction with the implementation of your insurance policy, we suggest that you inform NEAT by calling **05 54 54 25 22** (Service available from 10 am to 12 noon and 2 to 4 pm) or by writing to [reclamation@neat.eu](mailto:reclamation@neat.eu).

If you are not satisfied with the response you receive, you can send a letter (quoting the reference number of the claim concerned and enclosing copies of any supporting documents) to:

**partnerbusiness-nl@helvetia.ch**

Helvetia will acknowledge receipt of your letter within 10 working days. It will be processed within 2 months at the latest.

If the disagreement continues, you can contact La Médiation de l'Assurance (insurance mediation service) by post at:

**La Médiation de l'Assurance**  
**TSA 50110**  
**75441 Paris Cedex 09**  
<http://www.mediation-assurance.org>

The opinion of the Insurance Mediator is not binding on the parties, who are free to accept or reject the proposed solution and refer the matter to the court with jurisdiction.

The provisions of this paragraph are without prejudice to other legal action.

#### MULTI-INSURANCE WAIVER

Appendix to article A. 112-1 of the French Insurance Code:

You have the right to cancel this contract within thirty (calendar) days of its signature, without charge or penalty. However, if you benefit from one or more insurance premiums offered to you, so that you do not have to pay a premium for one or more months at the start of the contract, this period only runs from the payment of all or part of the first premium.

The exercise of the right to cancel is subject to the following four conditions:

- 1° You have taken out this policy for non-professional purposes;
- 2° This policy comes in addition to the purchase of a good or service sold by a service provider;
- 3° The policy you wish to cancel has not been fully executed;
- 4° You have not declared any losses covered by this policy.

In this case, you can exercise your right to cancel the contract by sending a letter or any other durable medium to the policy insurer. The insurer is obliged to refund the premium paid within thirty days of your cancellation.

In addition, to avoid the duplication of insurance cover, we recommend checking that you are not already insured by a policy covering one of the risks featured in the policy you have taken out.

Sample cancellation letter:

"I, the undersigned, (Surname, First name and Address), hereby cancel my adhesion to FLEX coverage. Executed on (Date and Place), Signature".

If you exercise your right to cancel, the Insurer is obliged to reimburse any premium paid within 30 days of the date on which you exercise your right to cancel.

However, the full premium remains payable to the Insurer if you exercise your right to cancel if a claim is made activating the cover provided by the policy during the 30-day period of consideration.

**Please note: The right to cancel does not apply to travel or luggage insurance policies or similar short-term insurance policies of less than one month's duration.**