

GENERAL CONDITIONS OF SALE

Camping de la Plage

1. SCOPE OF THE GENERAL TERMS AND CONDITIONS OF SALE

These General Conditions of Sale apply, without restriction or reservation, to any purchase of stays or services, by email or through the website of Camping de la Plage camping-de-la-plage.co.uk to consumers and non-professional customers.

They specify, in particular, the conditions of use of the Campsite, how orders are placed, and payment and provision of Services ordered by Customers.

The main characteristics of the services, which include all the substantial information required by the applicable regulations, are presented on the website camping-de-la-plage.co.uk.

The Customer is obliged to read it before placing an order.

The General Terms and Conditions of Sale are systematically communicated to any Customer prior to the conclusion of the booking contract.

They are accessible at any time on the camping-de-la-plage.co.uk website and will prevail, where appropriate, over any other version or any other contradictory document.

These conditions apply to the exclusion of all other conditions.

They may be supplemented by special conditions set out on the website camping-de-la-plage.co.uk before any transaction with the Customer.

Unless proven otherwise, the data recorded in the computer system camping-de-la-plage.co.uk constitutes proof of all the transactions concluded with the Customer.

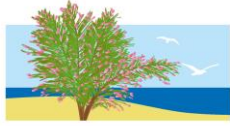
Under the Data Protection Act of 6 January 1978, completed and supplemented by the GDPR (General Data Protection Regulation), which entered into force on 25 May 2018, the Customer has, at any time, a right of access, rectification, opposition, erasure and portability of all of his/her personal data by writing, by mail and communicating his/her identity, to

Camping de la Plage
2226 Route du Littoral
83310 GRIMAUD

The Customer declares to have read these General Terms and Conditions of Sale and to have accepted them by ticking the box provided for this purpose before the implementation of the online booking procedure as well as the general conditions of use of the website camping-de-la-plage.co.uk.

The validation of the Order of Services by the Customer constitutes acceptance without restriction or reservation of these General Terms and Conditions of Sale.

These General Terms and Conditions of Sale may be subject to subsequent amendments. The version applicable to the Customer's purchase is the one in force on the day of the conclusion of the Agreement.



2. BOOKING

Clients may book by email or on the website camping-de-la-plage.co.uk.

All bookings must be accompanied by a payment including:

- A deposit corresponding to 30% of the total price of your rental and any additional services.
- Booking fees: set at forty (40) euros per booking, non-refundable.

For rentals: The balance of the stay is to be paid 30 days before the date of arrival. No deduction shall be granted in case of delayed arrival or early departure.

For pitches: The balance of the stay is to be paid at the reception before the departure of the client.

Under Article L.221-28 of the Consumer Code, we inform you that the provision of accommodation services, which must be provided on a specific date or period, is not subject to the right of withdrawal of 14 days.

Online booking:

The contractual information is presented in French. It is also available in English, German, Dutch and Italian and subject to confirmation at the latest at the time of validation of the order by the Customer.

The registration of a booking on the Campsite's website is complete when the Customer accepts these General Conditions of Sale by ticking the box provided for this purpose, thereby confirming his/her booking.

The Customer has the opportunity to check the details of his/her order and its total price and correct any errors before confirming his/her acceptance.

This confirmation implies acceptance of all these General Terms and Conditions of Sale and constitutes proof of the sales contract.

It is the Customer's responsibility to check the accuracy of the booking and immediately report any errors.

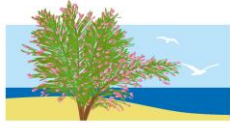
The sale shall be considered final only when the order's acceptance confirmation is sent to the Customer by the Campsite by e-mail and after receipt by the latter of the full deposit.

Any order placed on the website camping-de-la-plage.co.uk constitutes a contract concluded remotely between the Customer and the Seller.

The Seller reserves the right to cancel or refuse any order from a Customer who is a party to a lawsuit involving the Campsite.

3. CANCELLATION OF STAYS

To request to cancel your stay, contact the Campsite or request the cancellation of your booking.



It is recalled that in application of the provisions of Article L221-28 et seq. of the Consumer Code, none of the services offered by the Campsite is subject to the right of withdrawal. Consequently, should the Customer cancel after booking and before departure:

- The Campsite shall withhold the deposit paid by the Customer if he/she cancels up to 30 days before the scheduled arrival date;
- The Customer must pay the full price of the stay in the event he/she cancels within 29 days of the scheduled arrival date.

A flat-rate compensation of 40 euros shall be charged by the Campsite as recovery costs.

If the payment was made in whole or in part with a voucher, the amount refunded shall not apply to that voucher. Nevertheless, the latter can be refunded on request 18 months after its issuance or used for a future booking.

The deadlines shall be calculated on the date of receipt of the cancellation request form.

If you have taken out cancellation insurance, you are subject to the cancellation conditions received by your insurer. We shall study your file according to the cancellation conditions agreed upon with the latter.

Services not used

Any stay that is interrupted or cut short (late arrival, early departure) for reasons owing to you shall not constitute grounds for a refund.

4. RATES

The rates or information published on our website www.camping-de-la-plage.fr are basic rates and do not include optional services (non-contractual texts and photos). The price appearing when booking includes the applicable VAT. The contractual price may be subject to change within legal and regulatory limits, where changes in the applicable VAT rates occur between the booking date and the date of payment of the balance.

Promotions cannot be applied to a booking already paid in whole or in part.

Tourist tax (Taxe de séjour):

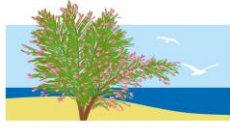
The tourist tax appears clearly on the invoice. Tourist taxes vary according to the municipality and region. The tourist tax is collected on behalf of the municipalities and an additional departmental or regional tax may be added thereto.

The cost of the tourist tax will be likely to change during the year and may, as a result, have an upward or downward impact on the total amount of your stay.

5. SECURITY DEPOSIT

For rental stays, a security deposit shall be required upon arrival.

This deposit is made by simple credit card pre-authorisation and is therefore not debited from your account.



The full deposit shall not be debited if the accommodation is left clean, minus the compensation withheld for any damage caused, unpaid services and loss of the keys delivered upon arrival.

6. ACCOMMODATION CAPACITY

Accommodation is provided for a specified number of occupants. Under no circumstances may it be occupied by a greater number of people (including children and babies). In the latter case, the head of the Campsite shall be entitled to refuse any additional person.

Minors who are not accompanied by their parents or a legal guardian may not be admitted. Parents must be present for the entire duration of the stay.

7. CHARACTERISTICS OF THE ACCOMMODATION

The plans and photos of the accommodation are provided for information purposes only. The layout and characteristics of rooms and furniture may vary depending on the model.

It is advisable to refer to the written description of the layout available under the headings "Our rentals" (*Nos locations*) and "Our pitches" (*Nos emplacements*) on the Campsite's website in order to become familiar with the composition of each accommodation.

8. ARRIVAL AND DEPARTURE

Customers shall arrive at the rentals after 3pm and depart before 9am.

They shall arrive at the pitches after 2pm and depart before 12pm.

Any day that begins will be charged.

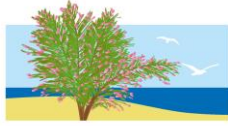
Each rental contains all kitchen and table equipment as well as bedding (except linen: sheets and towels). The inventory shall be distributed upon arrival. The tenant must review it and report any anomaly on the same day.

Any dissatisfaction regarding the state of cleanliness, or the general condition of the rental must be notified no later than 24 hours after arrival in order that the situation may be remedied. No complaint will be registered when more than 24 hours have elapsed since the arrival date.

Each camper is required to comply with the internal regulations of the campsite, posted at the reception, and he/she shall be responsible for any disturbance caused by those staying with him/her. Violations of the internal rules may lead to the expulsion of the camper.

9. PETS

Pets shall be admitted, provided that they possess up-to-date vaccination certificates and a tattoo or chip, and an additional charge has been paid when booking. Note that pets must have been vaccinated against rabies. Information concerning pets is available and must be consulted directly at the campsite. Pets must be kept on a leash and supervised by their owners. They should not be left alone at the rentals.



Dogs in Categories 1 and 2 shall not be admitted.

10. LIABILITY

The Campsite shall not be held liable for the communication by its partners or third parties of photographs that include false, misleading or erroneous information concerning which these partners or third parties claimed to have the rights, and which were included in the catalogues or on the websites of the partners, in particular presentation photos, qualifiers, activities, hobbies, services and operating dates.

The Campsite declines all liability in the event of theft, fire, bad weather or damage to property or vehicles, as well as in the event of an accident falling under the civil liability of the Customer or another Customer.

11. LITIGATION

If, despite our desire to meet your expectations, you have a complaint during your stay, we ask you to immediately inform the person in charge of the reception on site who will endeavour to provide you with an answer.

In the event of an unresolved dispute, Campsite customers have the right to refer the matter to a consumer mediator within a maximum deadline of one year.

The contact details of the mediator that may be used by the Customer are as follows:

CM2C - 14 rue Saint Jean - 75017 Paris

In the event of non-resolution of the dispute, the consumer may, under the provisions of Article R.631-3 of the Consumer Code, bring a claim before one of the courts territorially competent under the Code of Civil Procedure: the court of the place where he/she was residing when the contract was concluded or that of the place where the harmful event occurred.

12. IMAGE

By accepting these General Terms and Conditions of Sale, the Customer authorises the Campsite, expressly and free of charge, to photograph or film him/her during his/her stay and to use the photos, videos or sounds in any media for a period of 5 years. This authorisation also applies to all persons hosted with the Customer. The purpose hereof is to promote the Campsite nationally and internationally on its website, Facebook and Instagram, and in its brochures, commercial presentations and tourist guides.