

GENERAL CONDITIONS OF SALE CAMPING PARADIS

INTRODUCTION

These Terms and Conditions of Sale apply to all services offered on the website CAMPING PARADIS LES NOBIS D'ANJOU or any other means of communication.

The purpose of the website content is to inform clients. Some of the services offered may be subject to change depending on the occupancy rate and/or may only be available on certain dates during the season. Prices are provided for information purposes only and are subject to change and valid only for the current season. The service will be provided at the rate applicable on the date of the order. Prices include all taxes. Any change in the VAT rate will result in a change in the price. In accordance with the Tourism Code, CAMPING PARADIS LES NOBIS D'ANJOU reserves the right to make changes to the information on the website or any other means of communication. Major changes will be communicated on the website as erratum.

1* Booking conditions and prices:

The reservation is final upon receipt of the down payment and the information form thoroughly filled out and with the agreement of our reservation department.

The option period of a rental may vary depending on the period and availability. The campsite reserves the right to remove options that have not received any payment after the expiry date or if there are no more rentals available and demand is high.

- **For the hire of rental accommodation and pitches**, the request must be accompanied by a payment of 30% of the price, as well as 1 damage deposit by credit card for €300 (see 3*Prices).

The balance will DEFINITELY have to be paid 4 weeks prior to arrival.

- Reservation for 1 night only: full payment on booking.

- **Booking less than 4 weeks before arrival at the rental.**

Payment of the full amount for the stay will be required on booking. In this case payment by cheque will not be accepted.

- For lack of the whole payment 4 weeks before arrival, your reservation will be simply cancelled without refund of the down payment.

- **Method of payment:** Payment with cash, credit card or bank transfer (the campsite bank details on the contract) **or by credit card.**

- **The rental is personal:** It is forbidden to sublet or transfer the rental accommodation or pitch to a third party. Please note, for reasons of safety and insurance, it is forbidden to exceed the prescribed number of occupants in each rental.

In both rental accommodation and pitches, the number of occupants shall consist of adults, children and babies. In mobile home, chalet and canvas bungalow rentals, no tents will be permitted on the pitch. If numbers are exceeded in the rental properties or on camping pitches, your booking will be simply cancelled and in no event will a refund be made. Minors must be accompanied by their parents or legal guardians.

- **Particular request:** The Nobis d'Anjou Campsite cannot guarantee any particular request made at the time of booking. The number of your pitch will only be given to you on arrival.

- The maps and photos displayed in brochures and on our website are not contractually binding.

Any request for a change (dates, types of rental accommodation) must be confirmed in writing by the customer and is subject to agreement.

2* Cancellation:

The Nobis d'Anjou campsite offers you the chance to take out cancellation insurance which under certain conditions will provide either a full or partial refund for your stay.

Therefore, taking cancellation insurance is highly recommended.

For more information, please see the general terms and conditions of the contract: www.flixyassurances.com

If you have not taken out cancellation insurance and you need to cancel:

- more than one month before your arrival: the deposit will be retained in full by the campsite.

- less than one month before your arrival: the sums due and paid will be retained in full by the campsite as damages for any reason whatsoever. No credit note or refund will be issued.

3* Prices:

Deposits for the accommodation rental, caravanning pitch: deposits €100 for a Premium camping pitch or private bathroom. €300 is required to cover possible damage. Only CB.

For the location or pitch, before your arrival, it compulsory that the deposit be paid by CB or bank transfer.

If you don't paid before your arrival, it's don't sure have got a place. If you do not pay a damage deposit, your booking will not be confirmed.

These damage deposits will be returned on the day of your departure after a departure inventory has been carried out by us at a time arranged in advance between 8 am and 10 am. In the event of a departure outside reception opening hours, these damage deposits will be returned to you by post in the fortnight following your departure. We would remind you that the renter is responsible for cleaning and for leaving the interior and the area in the immediate vicinity of the plot being rented in a perfect state of cleanliness. On your arrival you will be given an inventory sheet so that you can check the property being rented and inform us of any errors you have noticed within 24 hours. After this period has elapsed this will no longer be accepted, and any objection raised at the end of the stay will be considered as null and void.

The toursit tax is 0.60€/ night/adult ans the eco participation tax is 0.40€/night/ person.

4* Information:

a) The accommodation rentals are from Saturday or from Sunday between 4pm the following Saturday or from Sunday 10 am at the latest. Pitches are rented from 2 pm to 12 (departure day). The cleaning of the property is the responsibility of the tenant. In the event of later arrival, please inform the campsite of simple phoned. Should inaccurate information be provided, the contract will be automatically terminated and all sums paid will be forfeited to the campsite. You must inform us of any possible delay in your arrival in order to keep your rental accommodation or pitch. The management reserves the right to relet the rental accommodation or the pitch if no news has been heard 24 hours after the date fixed.

b) Animals: Pets are accepted with the exception of first and second category dogs ranked as «dangerous». Dogs must be tattooed and vaccinated and evidence provided of this (only one animal per rental accommodation and per pitch), they must be kept on a lead and in no event may animals be left alone in the rental accommodation or the camping pitches in the absence of their owners, who are civilly responsible for them. You must also pick up after your pet. Similarly, the swimming pool area is forbidden to all animals.

If you forget personal effects and wish to have them returned, you will need to provide us with a «Mondial relay» voucher.

Return time: about 2 weeks

c) Only 1 vehicle is allowed to park on the campsite. In the event of a 2nd vehicle (car, trailer, motorbike) please contact reception for further information.

CAMPSITE REGULATIONS

Liability: The Nobis d'Anjou campsite may not be held liable in the case of theft, loss or damage of any nature whatsoever during or following a stay. The management is only responsible for items left at reception.

Insurance covering your civil liability is compulsory for a stay on the campsite grounds (please check the vacation clause in your insurance contract covering risks of fire and water damage).

1* **Visitors:** Any visitors from outside the campsite visiting holidaymakers may only be admitted to the campsite under the responsibility of their hosts. They must identify themselves and register at reception in order to pay the specific charge for visitors. For identification purposes a deposit of €10 per person will be requested for wristbands and vehicles must be parked in the car park outside the campsite. Departure before 11 pm. Visitors do not have access to the swimming pool.

2* **Swimming pool:** Opening of the pools from 05/04/2025 to 18/09/2025. The management reserves the right to alter opening hours or close the swimming pools for technical, hygienic or safety reasons. If for reasons outside our control (bad weather, water quality, etc.) the water park has to be closed, this shall not give rise to any refund.

It is forbidden to wear long shorts, Bermuda shorts, T-shirts and shoes in the water. Swim costume is obligatory, boxer swimming trunks are accepted. Young children must be dressed in a specialized diaper for swimming and may not be naked under any circumstances. For reasons of security and comfort, access to the waterpark is forbidden to any person from outside the campsite.

The SPA is a relaxation area, not a playground. Forbidden for children under 12. Priority to adults.

Maximum 10 people. Diving and ballooning are forbidden in the pool area.

3* **Wearing of the wristband:** (provided on your arrival) is COMPULSORY at all times until the end of your stay. It provides access to entertainment and swimming pools, helps to increase security within the campsite and identifies you as a customer.

4* **The campsite barriers** are open between 7.30 am and 11 pm. Traffic movement is forbidden between 11 pm and 7.30 am to ensure peace and quiet for campers. To access the interior of the campsite, you must be in possession of the access code which will be given to you on the day of your arrival (you will be asked to pay a deposit of €15).

5* **Charcoal barbecues** are allowed on the campsite under certain conditions (see reception). For your safety, it is preferable to use an electric plancha or a gas barbecue. Collective charcoal barbecues are at your disposal free of charge. They must be maintained and emptied at the end of each use. Never throw ashes without first soaking them with water and making sure there is no risk of combustion. A fire extinguisher is available in case of emergency.

Individual gas barbecues can be hired at reception. Cleaning is your responsibility.

6* **The Nobis d'Anjou campsite** reserves the right to use any types of video or photographic media on which you and your children may appear during your stay for the publicity requirements of the campsite (website, brochures). If you do not wish so, do please inform the campsite management in writing.

7* **The camp manager** has the duty to penalise any serious breaches of the regulations and if necessary to expel the perpetrators.

The lessee agrees to fully comply with and abide by the regulations posted inside the campsite; any violation or failure may result in sanctions and in some cases the termination of the contract.

8* **Rental accommodation and pitch prices** are given inclusive of tax with 10 % VAT at the rate applicable on the day when they were fixed. Any later change to the applicable VAT rate occurring between the time when the prices were fixed and invoicing for the stay will give rise to a corresponding change in the price inclusive of tax, which the customer shall accept unconditionally.

9* **Any disputes** shall fall under the sole jurisdiction of the District Court.

10* **Under the provisions of the consumers Code** regarding «the consumer dispute mediation process», the customer can enter a consumer ombudsman within a maximum time of 1 year, and only after entering the customer service campsite by recorded delivery.

The coordinates of the Ombudsman may be contacted by the customer are:

CM2C - 14 RUE ST JEAN - 75017 PARIS - TEL 0189470014

11* The campsite is a private area reserved for campers only, not a place for walks or other uses by non-residents.

Visitors: All persons from outside the campsite visiting campers may be admitted to the campsite under the responsibility of those receiving them. They must present themselves at reception with the guest and declare their identity to the management and pay the specific visitor fee.

12* The campsite management declines all responsibility for damage caused to a holidaymaker's personal property by another holidaymaker or their beneficiaries. Should this be the case, the holidaymaker must be held liable.

13* All drinks consumed in the bar or snack bar must be paid for when the order is placed. The establishment does not extend credit. It is forbidden to bring food or drinks from outside on to the restaurant area or its terraces.