CAMPING PARADIS GENERAL TERMS AND CONDITIONS OF SALE

1*PREAMBLE

These General Terms and Conditions of Sale apply to all services offered by Camping Paradis Les Nobis d'Anjou, whether on its website or via any other means of communication. The information, availability and prices shown are subject to change during the season. The applicable rate is that in force on the date of booking. Prices shown include VAT. In the event of any significant change to the information provided, the campsite will inform its customers by appropriate means.

2* Booking and payment terms

- Booking : a booking becomes final upon receipt of the deposit and all the requested information, duly completed, and following confirmation by our booking department.

The duration of a booking option may vary depending on the period and availability (by default, 1 week). The campsite reserves the right to cancel booking options for which no response has been received following a reminder, for which no payment has been made by the due date, or if there are no longer any rentals available and demand is high.

- For accommodation bookings : the booking request must be accompanied by a payment equivalent to 30 per cent of the total cost of the stay, plus the cost of cancellation insurance, as well as a deposit of €300 (see 4*Deposits). The balance must be paid no later than 4 weeks before arrival. If full payment has not been received 4 weeks before the arrival date, the campsite reserves the right to treat the booking as cancelled. Any sums paid as a deposit will be retained by the letter.
- Bookings made less than 4 weeks before arrival: The full amount for the stay must be paid at the time of booking. In this case, payment by cheque is not accepted.
- Payment methods : ANCV cheques, e-connect holiday vouchers, bank cheques made payable to the campsite (not accepted less than 4 weeks before arrival), credit card or bank transfer (bank details on the booking contract)
- For pitch hire, the booking request must be accompanied by a payment equivalent to 30 per cent of the total amount, as well as the cost of cancellation insurance. The balance must be paid no later than 15 days before the arrival date.
- Bookings for a single night: full payment is required at the time of booking.
- Terms of stay: It is forbidden to sublet or transfer the rental or pitch to a third party. For rentals of mobile homes, chalets or Coco Sweets, no tents will be permitted on the pitch for additional guests.
- Number of occupants: The number of occupants specified at the time of booking must be adhered to, including adults, children and babies. If the authorized number of occupants is exceeded, additional accommodation must be booked. Failing this, the campsite reserves the right to cancel the booking and terminate the stay, without refund. Minors must be accompanied by their parents or legal guardian.
- Special requests: We do our utmost to accommodate your special requests, though we cannot guarantee them. Your pitch number will be provided on arrival. Any requests to change dates or the type of accommodation must be made in writing and are subject to the campsite's approval.
- The maps and photographs shown in the brochure and on our website are not contractually binding.
- Tourist tax and eco-contribution :

Tourist taxes are €0.66 per night per adult aged 18 and over

The eco-contribution is €0.80 per night per person

3* Cancellation : Cancellation insurance is offered at the time of booking. Subject to certain conditions, this allows for a full or partial refund of the stay. We strongly recommend taking out this cover. The terms and conditions of the insurance are available in the documents available for download on our website. *See the terms and conditions on the website in the documents available for download.

If you have not taken out cancellation insurance and you 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 : all sums due and paid will be retained in full by the campsite as damages, regardless of the reason. No credit note or refund will be issued.

For further information on cancellation insurance: https://bit.ly/3VC8ROh. In the event of cancellation, you must send us a letter, accompanied by supporting evidence; under no circumstances will weather conditions be accepted as a valid reason.

- Early departure: Any stay that has commence dis payable in full. No refund will be made in the event of early departure, for whatever reason.

4* Deposits and condition of accommodation:

- Security deposit: A security deposit of €350 by credit card is required for accommodation, and €100 for Premium pitches or those with en-suite facilities. A security deposit may also be required for certain items of hire equipment. This must be provided at the time of booking; otherwise, the booking will not be considered confirmed. The deposit will be processed via our partner Swikly. This is a credit card pre-authorisation; no funds will be debited or frozen.After your departure, and subject to our team inspecting the accommodation, the deposit will be released by Swikly within a few days of your departure. It may be used to cover any damage, theft or additional cleaning costs.
- Cleaning: You are responsible for cleaning the accommodation, unless you have booked a cleaning package. On arrival, please carry out a quick check of the condition of the accommodation and its inventory. Any issues or missing items must be reported to reception as soon as possible and no later than the day after your arrival. After this deadline, no claims regarding the condition or inventory will be accepted

5* Information

- Check-in and check-out times: Accommodation is let on a weekly basis from Saturday to Saturday or from Sunday to Sunday, from 4.00 pm to 10.00 am in July and August. At other times of the year, check-in is possible any day, with a minimum stay of 2,3 or 4 nights at weekends and on public holidays. If you plan to leave before 9.00 am, please inform reception.

Pitch hire is available from 2.00 pm every day until 12.00 noon on the day of departure.

- Late arrival: if you are arriving outside opening hours, please notify the campsite. In the event of a false declaration, the contract will be automatically terminated and all sums paid will be retained by the campsite. You must notify us of any potential delay in your arrival in order to

retain your holiday let or camping pitch. The management reserves the right to reallocate the holiday let or pitch if there is no news 24 hours after the scheduled arrival late.
- Non-smoking accommodation: All our accommodation is strictly non-smoking. Smoking or vaping is not permitted inside mobil-homes, chalets or Coco Sweet units.
- Lost property: if you have left any personal belongings behind and wish to have them returned, you must send us a Mondial Relais return label, paid for by yourself. Return time: approximately 2 weeks.
- Pets: Pets are permitted, with the exception of so-called 'dangerous' dogs in the 1st and 2nd categories, subject to a fee (see: rates). Dogs must be microchipped and vaccinated, with proof of this to be provides (one pet per holiday accommodation and per pitch); they must be kept on a lead and must not under any circumstances be left unattended; owners must also clear up after their pets. Furthermore, pets are not permitted in the swimming pool area. Owners must provide a suitable cage or carrier for their pet, so that they can place it there when they are away from their accommodation.
- Vehicles: only one vehicle is permitted per pitch or accommodation unit. If you wish to bring a second vehicle (car, trailer or motorbike), please contact reception before making a booking to find out about the conditions and availability.

RULES AND REGULATIONS

6* Swimming pool and aquatic area: The swimming pool is open from 10 April 2027 to 26 September 2027. The management reserves the right to alter opening hours or close the aquatic area for technical, hygiene or safety reasons, or in the event of adverse weather conditions. No closure beyond our control shall give rise to a refund.
Swimwear is compulsory. Shorts, Bermuda shorts, T-shirts, long garments and shoes are not permitted in the water. The aquatic area is reserved for campsite guests. Children under the age of 10 must be accompanied by an adult.
The spa is off-limits to children under 12. It is reserved for relaxation and limited to 20 people. Diving and inflatable balls are prohibited.
7* Wristband: You MUST wear your wristband at all times until the end of your stay. It grants access to entertainment and the swimming pools, helps to enhance security guard monitors the entrances.
8* Traffic and access to the campsite: The campsite gates are open from 7.00 am to 11.00 pm. Vehicle traffic is prohibited between 11.00 pm and 7.00 am to ensure peace and quiet for our fellow campers. To enter the campsite, you must have the access code, which will be provided to you on the day of your arrival. The security guard monitors the entrances.
9* Barbecue: Charcoal barbecues are permitted on the campsite subject to certain conditions (see reception). For your safety, it is preferable to use an electric griddle or a gas barbecue. A communal charcoal barbecue is provided free of charge. It must be cleaned and emptied after each use. Never dispose of ashes without first dousing them with water and ensuring there is no longer any risk of fire. A fire extinguisher is available in case of emergency. Individual gas barbecue can be hired from reception. You are responsible for cleaning them.
10* Image rights and personal data: Les Nobis d'Anjou campsite reserves the right to use any video footage or photographs in which you or your children may appear during your stay for the campsite's adverting purposes (website, brochures, etc). The processing of your personal data (GDPR) is subject to specific procedures. These are available at reception on request.
11* Charging electric vehicles: For safety reasons, it is strictly forbidden to charge an electric or hybrid vehicle on a pitch or near accommodation. The campsite' electrical installations are not designed for this purpose. A dedicated charging point for electric vehicles is available on the campsite.
12* Compliance with the rules and penalties: The campsite manager is obliged to impose penalties for breaches of the rules or, at the very least, for significant disruption reported by other guest and, if necessary, to expel the offenders without refunding any sums paid. The police may also intervene.
13* Liability and insurance: Rental and pitch rates are quoted inclusive of VAT at a rate of 10 per cent, applicable to any loss or damage of any kind occurring during or following a stay. Civil liability insurance is compulsory for staying on the site (please check the 'holiday travel' clause in your insurance policy covering the risks of fire and water damage)
14* Visitors and access to the campsite: The campsite is a private area reserved exclusively for campers; under no circumstances is it a place for walking or other uses by non-guests. Any persons not staying at the campsite who are visiting campers may be admitted to the campsite under the responsibility of those hosting them. They must provide proof of identity and register with the management in order to pay the specific visitors free. Visitors MUST leave the campsite by 11.00 pm and are permitted access to the swimming pool.
Any subsequent change to the applicable VAT rate or tourist tax occurring between the time the amount or rates were determined and the invoicing of the stay will result in a corresponding adjustment to the price including VAT ; the customer accepts this without reservation.
15* Changes to rates and taxes : In the event of a dispute and after having referred the matter to the campsite management, any customer may refer the matter to a consumer ombudsman within a maximum of one year from the date of the written complaint, sent by registered post with acknowledgement of receipt to the operator, and within 30 days of the end of the stay. The contact details of the ombudsman to whom the customer may refer the matter are as follows: CM2C – 14 RUE ST JEAN – 75017 – TEL 0189470014
16* Disputes and mediation: The campsite management accepts no liability for damage caused to a holidaymaker's personal property by another holidaymaker or their dependants. Should this occur, the holidaymaker shall be held civilly liable. Les Nobis d'Anjou campsite shall not be held liable in the event of theft.
17* Bar and snack bar: All purchases made at the bar must be paid for at the time of ordering. The establishment does not offer credit. It is forbidden to bring food or drink from outside into the dining area or onto the terraces.