

GENERAL CONDITIONS OF SALE CAMPING PARADIS

1*INTRODUCTION

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

The content of the website is intended to inform customers. 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. The prices are given as an indication and are subject to change and valid only for the current season. The service will be provided at the rate in force on the date the order is placed. All prices include VAT. Any change in the rate of any change in the VAT rate will result in a change in the price. In accordance with the French Tourism Code, CAMPING PARADIS LES NOBIS D'ANJOU reserves the right to make changes to the information on the website or any other communication media. In the event of significant modifications, these will be communicated on the campsite's website by means of a Erratum.

2* The booking becomes definitive on receipt of the deposit and all the information requested, duly completed and after approval by our reservations department.

The length of the rental option may vary depending on the period and availability (by default 1 week). The campsite reserves the right to cancel any options that have not received a response to a reminder, have not been paid for after the due date, or if the campsite has not received a reply or if there are no more rentals available and demand is high.

- **For accommodation rentals**, the request must be accompanied by a payment corresponding to 30% of the price of the stay + booking fees + cancellation insurance and a deposit of €300 (see 4*Deposits). The balance of the stay must be 4 weeks before arrival at the latest. In the absence of full payment 4 weeks before arrival, the campsite reserves the right to consider that the reservation is cancelled.

The sums paid as a deposit remain the property of the hirer.

- **Reservations made less than 4 weeks before arrival:**

The full amount of the stay must be paid at the time of booking. In this case payments by cheque are not accepted.

- **Method of payment:** 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 (RIB on the booking contract).

- **For pitch rentals**, the request must be accompanied by a payment corresponding to 30% + booking fees.

30% of the total amount must be paid 15 days before your arrival. The balance must be paid on arrival.

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

- **The rental is personal:** It is forbidden to sublet or transfer the rental or pitch to a third party. Please note for safety and insurance reasons, it is forbidden to exceed the number of occupants allowed in each rental. At pitch, adults, children and babies make up the number of occupants. For rental of a mobile home, chalet, coco sweet, no tent will be allowed on the pitch for additional people.

If there are too many people in the mobile homes or on the pitches, additional accommodation will have to be rented.

If you wish to cancel your booking at the campsite, your booking will be cancelled outright and your stay will be terminated.

Under no circumstances will a refund under any circumstances. Minors must be accompanied by their parents or legal guardians.

- **Special requests:** Camping les Nobis d'Anjou cannot guarantee any special requests made at the time of booking, but will do its utmost to satisfy you. Your pitch number will only be given to you on arrival during the on arrival.

All requests for changes (dates, types of accommodation) must be confirmed in writing by the customer and are subject to acceptance.

- The plans and photos shown in the brochure and on our website are non-contractual.

- Tourist tax and eco-participation :

Tourist tax is €0.60/night/adult.

Eco-participation is €0.40/night/person.

3* Cancellation: Les Nobis d'Anjou campsite offers you the option of taking out cancellation insurance which, under certain conditions, will reimburse all or part of your stay under certain conditions. We strongly recommend that you take out cancellation strongly recommended.

- FLIXY-ASSURANCES («Comfort» or «Premium» cancellation insurance)

- See the conditions on the website in the downloadable documents.

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 and interest for any reason whatsoever. No credit note or refund will be issued.

For more information on cancellation insurance: www.getflicxy.fr. In the event of cancellation, you must send us a letter, together with proof. Under no circumstances will weather conditions be accepted as a reason for cancellation.

No refunds will be made for early departure for any reason whatsoever.

The campsite management reserves the right to re-let the accommodation or pitch.

4*Deposits: €300 is required for the rental of accommodation, €100 for a Premium campsite pitch, to cover any damage, theft and/or cleaning costs, and €15 for the recycling bin loaned to each pitch.

Any loan of equipment or on-site hire will be accompanied by a request for a deposit. Please note that in order to facilitate

It is imperative that these deposits are paid by credit card before your arrival. Cheques are not accepted. These deposits will be destroyed in the 3 days following your departure after the inventory of fixtures carried out by us after your departure (10 am maximum). Any departure after 10 a.m. will be charged €20 per 30-minute delay.

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In the event of departure outside reception opening hours, these deposits will be returned to you by post or destroyed within a fortnight of your departure. **As a reminder, the cleaning of the accommodation is the responsibility of the tenant.**

In a perfectly clean condition inside and in the immediate vicinity of the rented plot (unless a cleaning package was subscribed to at the time of reservation). On your arrival, you will be given an inventory form to check the rented property and inform us of any anomalies found. (to be returned to reception no later than the morning after your arrival). Once this period has elapsed, it can no longer be taken into account. Any complaint made at the end of the stay will be considered null and void.

5* Informations : Accommodation is rented on a weekly basis from Saturday to Saturday or Wednesday to Wednesday from Wednesday from 4pm to 10am in July and August. During other periods, daily arrival is possible with a minimum of 2, 3, 4 nights on bank holiday weekends. If you plan to leave before 10am, please let reception know.

Pitches are rented from 2 p.m. every day until 12 p.m. on the day of departure. In the event of arrival outside please inform the campsite. In the event of an inaccurate declaration, the contract will be terminated automatically and all sums paid will be retained by the campsite.

You must notify us of any delay in your arrival in order to keep your rental or camping pitch. The management reserves the right to dispose of the rental or pitch. If there is no news 24 hours after the scheduled date.

If you have forgotten your personal belongings and wish to return them, you must send us a Mondial Relais return voucher, paid for by you.

Return time: approximately 2 weeks

Pets: Pets are allowed, with the exception of 1st and 2nd category «dangerous» dogs, subject to a fee (see rates). Dogs must be tattooed and vaccinated on presentation of proof (only one animal per rental and per pitch).

They must be kept on a lead and under no circumstances may animals be left alone in the accommodation or on the campsite pitch in the absence of their owners, who are civilly liable.

You must also pick up after your pet. The swimming pool area is also off-limits to all pets. Rules and regulations

Liability: Camping les Nobis d'Anjou is not liable for theft.

6* Swimming pool: Open from 13/04/2024 to 18/09/2024.

The management reserves the right to change the opening times or to close the swimming pool for technical, hygiene or safety reasons (particularly in view of the weather conditions). If for reasons beyond our control our will (bad weather, water quality, etc.) the water park has to be closed, this will not give rise to any refund.

For reasons of hygiene and respect, it is forbidden to wear shorts, Bermuda shorts, T-shirts and long clothing in the water and shoes are prohibited. Swimming costumes are compulsory and boxer shorts are accepted. Young children must wear a special swimming nappy when swimming and may not be naked under any circumstances. The aquatic is forbidden to anyone from outside the campsite, including visitors. Children under the age of 10 must be accompanied by a responsible person. **The SPA is a relaxation area, not a playground. Under-12s are not permitted. Diving and ballooning are prohibited in the pool area.**

7* Wearing a wristband: (given to you on arrival) is MANDATORY until the end of your stay. It gives access to entertainment, swimming pools. It also helps to improve security on site and to identify you as a holidaymaker.

8* the campsite gates are open from 7.30am to 11.00pm. Traffic is prohibited from 11.00 p.m. to 7.30 a.m. for the peace and quiet of our fellow campers.

To access the interior of the campsite you must have the access code which will be given to you on the day of your arrival.

The security guard watches over the entrances.

9* Charcoal barbecues are permitted on the campsite under certain conditions (see reception). For your use an electric griddle or gas barbecue. A communal charcoal barbecue is available free of charge. It must be cleaned and emptied at the end of each use. Never dispose of ashes without first soaking them in water and ensuring that there is no risk of combustion. A fire extinguisher is available in case of an emergency.

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

10* Les Nobis d'Anjou campsite reserves the right to use any video or photographic material in which you or your children may appear during your stay for the campsite's publicity purposes (website, press releases, etc.).

The management of your personal data (RGPD) is subject to procedures. These are available from reception on request.

11* For safety reasons: owners or hirers of electric vehicles are not authorised to recharge their vehicle on their pitch or in their accommodation. These electrical installations were not designed for this purpose. Any intervention on our part in this regard will be penalised. A vehicle charging point is located on the campsite.

12* The camp manager has the duty to penalise serious breaches of the rules or at least a significant nuisance reported by other customers and, if necessary, to expel the perpetrators without refunding the sums paid. The gendarmerie may also intervene.

13* Rental and pitch prices include VAT at a rate of 10% applicable on the day of loss or damage of any kind during or following a stay. Insurance covering your civil liability is compulsory for (check the holiday travel clause covering fire and water damage in your insurance policy).

14* Visitors: All persons from outside the campsite visiting campers may be admitted to the campsite under the responsibility of those receiving them. They must declare their identity and register with the management in order to pay a fee.

Visitors MUST leave the campsite at 23.00 and do not have access to the swimming pool.

Any subsequent change in the applicable rate of VAT or tourist tax between the time when the rates were determined and the time when the stay was invoiced will result in a change in the rate of VAT or tourist tax.

This is accepted without reservation by the customer.

15*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 period of one year from the date of the written complaint by registered letter, to the operator and within 30 days of the end of the holiday. The contact details of the mediator who may be contacted by the customer are as follows:

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

16*The bar and snack bar - All drinks consumed in the bar and snack bar must be paid for when ordering. The establishment does not credit. It is forbidden to bring outside food or drinks into the restaurant.