

☆☆☆☆
Les Mielles

☆☆☆☆
La Crique

☆☆☆☆
Les 4 Vaulx

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Le Clos Tranquille

Les Conditions Générales de Vente

We are delighted to welcome you to St-Cast Le Guildo. We want your stay to be as pleasant as it is relaxing. Some information is provided below, as well as the House Rules, which we ask you to respect.

BOOKING CONDITIONS

Reservations only become effective with the agreement of the campsite, after receipt of the deposit and after receipt of either the duly completed and signed reservation contract, or after acceptance of the general terms and conditions of sale when booking online.

Reservations are only binding on the campsite if the latter has accepted them, which the campsite is free to do or to refuse, depending on availability and, more generally, on any circumstances likely to affect the execution of the reservation made. The campsite offers family-oriented holidays in the traditional sense. It reserves the right to refuse any booking that is contrary to this principle, or that seeks to divert from it.

Reservations are made on a strictly personal basis. Under no circumstances may you sublet or assign your reservation without the prior consent of the campsite.

Minors must be accompanied by their parents or legal guardians.

RATES, TOURIST TAX AND BOOKING FEES

The rental price includes water, electricity and gas. It does not include tourist tax, visitor charges or Internet access (WIFI tickets on sale at reception).

The tourist tax is €0.55 per night per person aged 18 and over for Les Mielles and La Crique campsites and €0.20 for Les 4 Vaulx and Le Clos Tranquille. It must be paid on arrival at the reception desk.

The booking fee is €20.

CONDITION OF PAYMENT

For **bookings made more than 30 days before the start of the holiday**, 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 holiday. In the event of non-payment of the balance by the customer no later than 30 days before the start of the holiday, the campsite reserves the right to cancel the reservation and relet the accommodation.

For **bookings made less than 30 days before the start of the holiday**, full payment must be made at the time of booking.

CANCELLATION

Cancellation by the tenant :

If you cancel **more than 30 days** before your arrival date, the deposit will be refunded minus the booking fee.

If you cancel **between 30 and 15 days** before your arrival date, only the 30% deposit and the booking fee will be retained.

If you cancel **less than 15 days** before your arrival date, the full amount of your stay will be retained.

If **you interrupt your stay**, you will not be entitled to any refund.

For added peace of mind, you can take out the Cancellation Insurance Option from our partner Gritchen (**which also covers you in the event of COVID-19**). Cancellation insurance costs 3.5% of the total cost of your stay at the time of booking.

NO RIGHT OF WITHDRAWAL

In accordance with article L.221-28 of the French Consumer Code, the campsite informs its customers that the sale of accommodation services provided on a specific date, or according to a specific

schedule, is not subject to the provisions relating to the 14-day cooling-off period.

YOUR STAY

1. Arrival :

When you pick up the keys, you will be asked to pay 2 deposits: €250 for any breakages in your accommodation and €80 for cleaning costs. The tourist tax must also be paid. The rental equipment is subject to an inventory. It is the responsibility of each tenant to check the inventory and inform reception on the same day of any anomalies. Campers must report to reception and complete the check-in formalities.

2. During your stay :

The tenant is responsible for the surveillance of his/her personal belongings. The campsite declines all responsibility in the event of an incident involving the tenant's civil liability. All customers must comply with the internal regulations. Each tenant is responsible for any disturbance or nuisance caused by persons staying with him or visiting him.

3. Departure :

On the day of departure indicated on your contract, the rental accommodation must be vacated before 10.00 am. Any keys returned after 10.00 a.m. will incur an additional night's charge. The accommodation must be left in a clean and tidy condition and the inventory may be checked. Any broken or damaged objects will be charged to you, as will the restoration of the premises if this proves necessary.

Deposits will be cancelled after a check by the campsite team in the accommodation within 48 hours of departure - subject to damage, missing items or unclean accommodation. These deposits do not constitute a limit of liability.

Campsite pitches must be vacated by 12 noon. Any departure after this time will result in an additional night being charged.

ANIMALS

Pets are welcome at the campsite, with the exception of category 1 and 2 dogs (attack or defence dogs), which are not allowed on site, subject to a fee of €3 per day payable at the time of booking. All animals must be kept on a lead inside the campsite. Their owners must take them outside the campsite to relieve themselves.

Dogs and other animals must not be left alone on the campsite, even locked up, in the absence of their owners, who are civilly responsible for them. Their owners will also be required to show their health record (vaccinations up to date + tattoo).

VISITORS

Visitors may be admitted to the campsite under the responsibility of the tenants receiving them, who are requested to inform the reception of their presence, specifying if possible the duration of their stay. **The campsite's services and facilities (swimming pools, playground, etc.) are not accessible to visitors.**

Guests whose behaviour is detrimental to the good atmosphere or the campsite may be excluded. Guests may also be excluded if they fail to comply with the campsite rules.

VEHICLES PARK

Only one car per pitch is permitted. A car park is available at the entrance to the campsite. Visitors must leave their vehicles in the outside car park.

IMAGE RIGHTS

By staying at our campsite, you expressly authorise the campsite to use, without compensation, any photos/videos of you or persons staying with you that may be taken during your stay, for the campsite's advertising purposes only. You also have the right to object to this: to do so, please inform reception in writing.

MEDIATION

In accordance with the provisions of article L 612-1 of the French Consumer Code, any campsite customer has the right to have recourse, free of charge, to a consumer mediator with a view to the amicable resolution of a dispute between him/her and the campsite operator. The details of the consumer ombudsman that the customer can contact are as follows: SAS Médiation Solution, 222 chemin de la Bergerie, 01800 SAINT JEAN DE NIOST - Tel: 04 82 53 93 06 - <https://www.sasmediationsolution-conso.fr>

The :

Customer signature :

(preceded by the mention Lu et approuvé)

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