

GENERAL CONDITIONS OF SALE

In order to become eligible to use the services provided by campsite Les Chouans, we request that you read the following general conditions carefully. These conditions govern the sale of holidays, and take effect from the moment the order is made. By reserving a holiday, you agree to comply fully with our general conditions.

BOOKING CONDITIONS

- The reservation becomes effective solely with the agreement of the campsite Les Chouans, upon receipt of the deposit and either upon receipt of the booking form duly completed and signed, or upon your agreeing to the general conditions of sale when booking on line.
- Campsite Les Chouans is not bound by bookings unless it has accepted them. Campsite Les Chouans is free to accept or refuse bookings, depending on availability, and, in general, depending on any circumstance that is likely to be prejudicial to the execution of the booking made. The campsite Les Chouans offers family holidays, in the traditional sense, and the accommodation has been specially designed to this effect. The campsite Les Chouans reserves the right to refuse any booking that might contravene or attempt to pervert this principle.
- Booking of camping pitches or rented accommodation is made strictly on a personal basis. You may not under any circumstances sub-let or transfer your reservation without the prior consent of the campsite.
- Minors must be accompanied by their parents or legal guardians.

Camping pitches

- The basic package includes the pitch for the tent, caravan or motor home for 1 or 2 or 3 people, access to the toilet blocks and to the residential facilities.

Renting

- The rental accommodation includes equipment. The basic package is from 4 to 6 places, depending on the type of accommodation.
- The campsite Les Chouans reserves the right to deny access to the campsite to groups or families whose number exceeds the capacity of the accommodation rented.

CONDITIONS OF PAYMENT

- For bookings made over 30 days before the start of the holiday, a deposit and booking fees must be paid to the campsite at the time of booking. The balance must be paid to the campsite, at the latest, by 30 days before the start of the holiday.
- For bookings made less than 30 days before the start of the holiday, payment must be made in full at the time of booking with the campsite.

CANCELLATION AND ALTERATION

1_Booking alterations

- Alterations to your booking may be made at no cost, subject to availability in the same campsite.
- In absence of any notification from you regarding a change of arrival date, the accommodation may be made available for sale again 48 hours after the arrival date specified on the contract, and you will consequently forfeit your booking.

2_Unused facilities

Any stay that is interrupted or cut short (late arrival, early departure) by you shall not give rise to reimbursement.

3_Cancellation by the campsite Les Chouans

In the event of cancellation, by the campsite Les Chouans, except in the case of absolute necessity, the stay will be reimbursed in full. This cancellation shall nevertheless not incur the payment of damages and interest.

4_Cancellation by the camper

Any cancellation of a booking must be made in writing (recorded delivery) to the campsite. Reimbursement of sums paid shall take place after deduction of the amounts specified below:

If the cancellation occurs:

- Over 30 days before the start of the stay: the prepaid deposit shall be retained by the campsite
- Less than 30 days before the start of the stay: the total cost of the stay shall be retained by the campsite.

5_Cancellation guarantee

The campsite Les Chouans will offer you the cancellation guarantee for a fee of 4% of the cost of the stay, which reimburses in full the sums paid, without the booking fees and cancellation fees. Cancellation fees must be paid to the campsite at the time of booking. You have to advise the campsite in writing (recorded delivery)

within 48 hours, as soon as you know on any eventuality that will prevent your departure.

- Death, serious accident of a member of your family,
- Redundancy,
- Extensive material damage to your own property rendering your presence absolutely necessary.

YOUR STAY

1_Arrival

On the day of your arrival:

- Camping pitch will be accessible from 12.00 am and you will be required to pay a deposit of 10 € for the access badge.
- Rental accommodation will be accessible from 2.00 pm and you will be required to pay a deposit of 200 € on being handed the keys to your accommodation.

2_During your stay

It is the camper's responsibility to take out insurance: the campsite accepts no responsibility in the event of theft, fire, bad weather, etc, or in the event of any incident concerning the civil responsibility of the camper.

All clients must comply with the provisions of the internal regulations.

Each named tenant is responsible for disturbances and nuisance caused by persons staying with or visiting him.

3_Departure

On the day of your departure:

The accommodation must be vacated before 10.00 am. You must have made an appointment the day before you go at the reception of the campsite to specify the exact hour of departure. The accommodation shall be left perfectly clean, and the inventory may be checked. Any breakage or damage shall be payable by you, along with any repairs to the premises, if that should prove necessary. At the end of your stay, the deposit shall be refunded to you after deduction of compensation retained, on production of supporting invoices, against possible damage ascertained during the departure inventory. The retention of the deposit does not preclude additional compensation in the event of expenses being greater than the amount of the deposit.

PETS

- Pets are not admitted in rental accommodations.
- Pets are admitted in camping pitches, for a supplement payable at the time of booking, apart from Category 1 and 2 dogs (dangerous). When admitted, they must be kept on a lead at all times. They are prohibited from swimming pools areas. Dogs' and cats' vaccination certificates must be up to date.

LAWSUITS

In the event of any dispute, competence is assigned to court of Les Sables d'Olonne. Any potential complaint concerning non-compliance of facilities with regard to contractual obligations must be notified in writing (recorded delivery) to the management of the campsite within 30 days of the end of the stay.

CAMPSITE RESPONSIBILITY

All photographs and texts used in the brochure or on the website are not contractual. They are for information purposes only.

Some activities and facilities offered by the campsite and specified in the brochure description may be cancelled, particularly when due to adverse weather conditions or in case of absolute necessity, as defined by French law.

DATA PROCESSING AND LIBERTIES

The information that you provide us with at the time of your booking will not be transmitted to any third party. Campsite Les Chouans shall treat this information as confidential. It shall be used solely by the campsite Les Chouans, for processing your order and to reinforce and personalise communication and the services offered to clients concerning your centres of interest.

In accordance with the law of January 6, 1978 «Data processing and liberties», you profit from a right of access, of correction and suppression of the personal data concerning you. If you wish to exert this right, you simply need to write to us at the following address, indicating your surname, first name, and address:

CAMPING LES CHOUANS
108 AVENUE DE LA FAYE
85270 ST HILAIRE DE RIEZ