

Contact details of the Service Provider:

Campsite du Lac du Jaunay

La Servantière, 85220 Landevieille

E-mail : contact@camping-du-lac-du-jaunay.com

Phone : [02 51 22 91 61](tel:0251229161)

URL: <https://www.camping-du-lac-du-jaunay.com/>

- **Scope of application:**

These General Terms and Conditions of Sale apply, without restrictions or reservations, to any campsite accommodation or pitch rental on Camping Lac du Jaunay, to non-professional customers, on its website <https://www.camping-du-lac-du-jaunay.com/>, by telephone at: [02 51 22 91 61](tel:0251229161), mail: Camping du Lac du Jaunay

La Servantière, 85220 Landevieille or by e-mail: contact@camping-du-lac-du-jaunay.com or when the service provider markets its services. These do not apply to campsite rentals intended for mobile homes, which require a long-term rental contract.

The main features of the services are presented on the website: <https://www.camping-du-lac-du-jaunay.com/> or in written form - paper or electronic - if the booking is not made online.

The Customer is required to read them before finalizing their reservation. The choice and purchase of a service is the sole responsibility of the customer.

The Client declares that they have read these General Terms and Conditions of Sale and have accepted them before making the online booking, as well as the general terms and conditions of use of the website <https://www.camping-du-lac-du-jaunay.com/> or, if the booking has not been made on the internet, by any other appropriate means.

- **Reservations:**

The Client selects on the website, or provides information, especially in the form of a document made available by the service provider, the services he wishes to book, under the following terms and conditions:

The Client is responsible for verifying the accuracy of the Booking and immediately reporting any errors to the Service Provider. The Booking will only be considered as a

confirmed only after the Supplier has sent the Client a confirmation of acceptance of the Booking by email or post.

Any reservation made on the site: <https://www.camping-du-lac-du-jaunay.com/> constitutes a contract concluded at a distance between the Customer and the Service Provider.

All Bookings are nominative and cannot be transferred under any circumstances.

- **Booking conditions:**

Booking a stay implies **acceptance of our terms and conditions of sale as well as the campsite's internal rules**. The reservation request is **nominative**. It must be carried out by an adult who must be present for the entire duration of the stay.

Minors must be accompanied by their parents or legal guardians. The surnames, first names and ages of the participants must be communicated no later than the day of arrival. Any changes to the booking must be notified in writing.

The reservation becomes effective only after receipt of the payment of the deposit and administrative fees and after receipt; or after acceptance of the general terms and conditions of sale when booking online and of course validation of the booking by our services (confirmation email).

Bookings are only binding on us, if we have accepted them, which we are free to do or refuse, depending on availability.

We offer **family-oriented stays**, in the traditional sense, the accommodations are specially designed for this purpose. We reserve the right to refuse any booking that is contrary to this principle, or that seeks to circumvent it. This is why the reservation of a camping pitch or a rental is made on a strictly personal basis. You may not sublet or transfer your booking without our prior consent. Only one family (same name, same address) will be allowed per pitch. If several families follow one another on the same pitch, a reservation must be made for each family.

The camper is responsible for the supervision of his personal belongings (bicycles, etc.). The campsite declines all responsibility in the event of an incident under the civil responsibility of the camper. All guests must comply with the provisions of the house rules. **Each tenant in title is responsible for disturbances and nuisances caused** by people who stay with him or visit him.

- **Arrivals and departures:**

In low season, arrival and departure days are free.

In high season: arrivals and departures are possible on **Saturdays** for a minimum of **7 nights in individual rentals and sanitary facilities.**

In camping pitches, arrival and departure days are free.

For camping pitches: arrivals are possible from 12 noon and departures must take place before 12 noon.

For rentals: arrivals are from 5 p.m. and departures before 10 a.m.

- **Delays:**

In the event of a late arrival or early departure, in relation to the dates mentioned on your booking voucher, the entire stay will remain due.

You will not be able to claim any refund for the part of the stay not completed.

In the event of a no-show on the site and in the absence of a message and/or proof, the rental becomes available the next day, at 12 noon after the arrival date provided for in the rental contract; Full payment of benefits remains required.

- **Campsite:**

The basic package includes:

The pitch for tents, caravans or motorhomes with electricity.

2 Guests

The space for 1 vehicle (to be parked on the pitch)

Access to sanitary facilities and sewage disposal

Access to entertainment, services and leisure facilities.

A maximum of 6 people are allowed on the pitch.

On the day of your departure, the pitches must be vacated by **12 noon** at the latest. Exceeding the hours will result in the billing of an additional night. Your pitch must be returned clean and free of rubbish.

- **Accommodation:**

The basic package includes:

The rental accommodation is fully equipped with kitchen utensils, crockery, furniture, blankets, pillows.

2 to 8 people (**including babies and children**), depending on the capacity of the rented accommodation.

We reserve the right to refuse access to the campsite to groups or families arriving with a number of participants greater than the capacity of the rented accommodation.

Access to entertainment, services and leisure facilities.

Bed linen is not provided, you can rent them at the reception, by reservation.

You can also rent a cot and a high chair at an additional cost.

- **Smokers:**

All rentals are strictly non-smoking.

- **Deposit:**

A deposit of **€200** will be requested upon arrival, so it is imperative to check the inventory and report any anomaly within 24 hours.

After this period, no complaints will be taken into consideration.

The accommodation will be returned in a perfect state of cleanliness, and the inventory can be checked, any broken or damaged object will be at your expense as well as the restoration of the premises if necessary.

The deposit will be destroyed by us at the end of your stay, minus the compensation withheld, on supporting invoices, for any damage noted by the inventory of fixtures at the end of the stay. The withholding of the deposit does not exclude additional compensation in the event that the costs are higher than the amount of the deposit.

In the event that the accommodation has not been cleaned before your departure, a cleaning fee of a minimum value **of €70 including VAT** (depending on the accommodation) will be requested.

For any delayed departure, you may be charged an additional day at the applicable nightly rate.

- **Group booking:**

Any booking of more than 4 accommodations by the same natural person or by different natural persons but who know each other and travel together for the same reasons on the same dates of stay is considered a group.

For any group booking request, you must contact us by phone or email to study the booking request before accepting or refusing it.

- **Rates and payment terms:**

Price:

The Services offered by the Service Provider are provided at the rates in force on the <https://www.camping-du-lac-du-jaunay.com/> website or on any information medium provided by the Service Provider at the time of the booking made by the Customer. Prices are in Euros, with and without value added tax.

The prices take into account any discounts that may be granted by the Service Provider on the <https://www.camping-du-lac-du-jaunay.com/> website or on any information or communication medium.

These prices are final and not subject to revision during their period of validity, as provided on the website <https://www.camping-du-lac-du-jaunay.com/> in the email or in the written proposal sent to the Client. **Beyond this period of validity, the offer expires and the Provider is no longer bound by the prices.**

They do not include processing and management fees, which are invoiced separately, under the conditions provided on the <https://www.camping-du-lac-du-jaunay.com/> website or in the information (mail, etc.) communicated to the Client in advance and calculated before the Booking is made.

The Client must pay the full price, including these fees.

An invoice is drawn up by the Seller and given to the Client at the latest on the due date for payment of the balance.

- **Tourist tax / Eco-participation:**

The tourist tax, collected on behalf of the municipality/council, is not included in the prices. The amount is determined per person per day and varies depending on the destination.

- **Payment terms:**

For bookings made **more than 30 days** before the start of the stay, a deposit of **35%** of the price of the booked services must be paid at the time of booking (within 10 days). **The balance must be paid no later than 30 days before the start date of the stay at the campsite.**

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

In the event of non-payment of the deposit at the time of booking (within 10 days) or the balance no later than 30 days before the date of the start of the stay by the customer, we reserve the right to cancel the reservation and reoffer the accommodation for rent.

The accepted methods of payment are credit card, cash, cheques (payable to Camping Lac du Jaunay), bank transfers and holiday vouchers (ANCV).

- **Promotions and discounts:**

Any discount that may be applicable cannot be combined with other promotional offers. It will only be applicable for a consecutive stay on the same pitch or in the same rental and only for those present for the entire duration of the stay.

Current discounts and promotions cannot be combined with those generated by ACSI / ANWB / ADAC cards.

- **Cancellations and Amendments:**

Changing your booking:

1. Booking made directly with the campsite without a Cancellation Guarantee

(On site, by phone or via the campsite's website)

In the absence of a Cancellation Guarantee, any cancellation entails the application of the following conditions:

- Up to 60 days (D-60) before the start date of the stay: the cancellation of the stay gives rise to a refund of the deposit paid, minus the administrative fees *(if invoiced at the time of booking according to the price conditions in force)*
- Between D-60 and D-15 before the start date of the stay: cancellation results in the total loss of the deposit paid. The balance of the stay is not due.
- Less than 15 days (D-15) before the start date of the stay: the total amount of the stay remains due. No refunds can be made regardless of the reason for the cancellation.

Any cancellation must be notified in writing to the campsite (letter with acknowledgement of receipt or email). The date of receipt of the application is authentic.

Depending on the situation and the cause of the cancellation, the campsite may, on a purely commercial basis and without being compulsory, offer an alternative solution, subject to availability, such as:

- the postponement of the stay to the same calendar year,
- the issuance of a credit note valid for a subsequent stay in the following year.

In this case, the customer may be asked for supporting documents. No alternative solution is guaranteed and this does not constitute a right for the customer

2. Booking made directly with the campsite with the Cancellation Guarantee

(On site, by phone or via the campsite's website)

The Cancellation Guarantee is a paid service corresponding to 5% of the total amount of the stay. It must be taken out at the time of booking and cannot be added at a later date.

With the Cancellation Guarantee, the customer can cancel their stay at any time, including after the start of the stay, according to the following terms:

- Up to 60 days before the start date of the stay: refund by bank transfer on the basis of the following calculation => *Total amount of the stay + supplements + tourist taxes paid – administration fees – amount of the Cancellation Guarantee.*
No proof is required.
- From D-60 until the end of the stay Reimbursement is granted only in the event of the occurrence of one of the following events, upon presentation of supporting documents:
 - Serious illness, bodily injury or death of the client, his or her spouse (de jure or de facto), ascendants or descendants, guardian, brothers and sisters, brothers-in-law and sisters-in-law, sons-in-law and daughters-in-law, parents-in-law.
 - Medical complications related to pregnancy.
 - Serious damage affecting more than 50% of the main residence or business premises (theft, fire, water damage, natural hazards), with a certificate from the insurer.
 - Redundancy of the customer or their spouse, where the redundancy takes place after the booking.
 - Refusal or modification of leave by the employer, on presentation of an official certificate.

Any claim for compensation must be sent by registered letter with acknowledgement of receipt, accompanied by supporting documents, as soon as the event occurs and at the latest within 3 working days.

When the cancellation occurs after the start of the stay, the refund is calculated in proportion to the nights not consumed, according to the same calculation basis.

3. Booking made through a business partner or tour operator

For all bookings made with a partner (Sunêlia, Campings.com, Maeva.com, Select Holidays, Pitchup, etc.), the general terms and conditions of the respective provider apply exclusively. The campsite can in no way replace the service provider.

- **No right of withdrawal:**

In accordance with Article L.221-28 of the French Consumer Code, we inform you that the sale of accommodation services provided on a specific date, or at a specific interval, is not subject to the provisions relating to the 14-day withdrawal period.

- **Barbecue :**

Only electric or gas barbecues are allowed on the campsite.

- **Visitors:**

Visitors are allowed under the responsibility of their hosts after having reported their identity to the reception upon arrival, regardless of the time spent on the campsite.

Parking is ONLY allowed in the reception car park at the entrance to the campsite. Any person not declared at the reception will be immediately evicted as well as their host, without notice or refund of the stay.

Visitors have access to the campsite's facilities except for the aquatic areas and lagoon.

- **Animals:**

We accept pets for an additional fee, **as long as they respect the basic rules of hygiene.** Pets must be kept on a leash and **do not have access to swimming pools, sports fields and various playgrounds.** They must be **vaccinated** (with an up-to-date vaccination record) **and must not be left alone in the rental or on the pitch.**

Category 1 and 2 dogs are not allowed in the campsite.

- **Children's play area – multi-sports:**

Children remain under the supervision of their parents at the various play and sports facilities on the campsite.

- **Aquatic area regulations:**

Please note that the aquatic areas are NOT SUPERVISED (swimming pools and lagoon)

It is strictly forbidden to dive in the pools.

The aquatic area is strictly reserved for campers. Minor **children must be accompanied by** an adult in the pool area, and cannot swim alone under any circumstances. Showering is mandatory. People who do not comply with the instructions will be expelled from the pool, and from the campsite if they refuse to comply with the established rules posted at the entrance to each swimming area.

- **Bracelets :**

Wearing **an identification bracelet is mandatory** throughout your stay on the entire campsite and the campsite's facilities. Without a bracelet, access to our various services will be refused.

- **Traffic – Noise:**

The speed limit is 10 km/h. Priority for pedestrians and cyclists throughout the campsite. Parking is forbidden in the alleys and access roads: it must be on the plot rented by the camper, and not on neighboring plots even if they are free. The barriers are closed from **11:30 p.m. to 7 a.m.**, during which time all motorized vehicle traffic is prohibited. In the event of late arrival, Parking must be done in the car park at the entrance to the campsite. Any use of sound equipment must not disturb the neighbourhood. The noise must not disturb the peace and quiet of the campers. **It is strictly forbidden to honk your horn.**

- **Termination:**

In the absence of the performance of any of the clauses of this contract, the latter may be terminated by operation of law by the manager.

- **Insurance / Civil liability:**

It is the responsibility of caravan campers to take out insurance for their caravan, tent, equipment to cover the risks of theft, fire, water damage, civil liability, third party recourse. The management declines all responsibility in the event of theft, loss and damage due to bad weather or accidents that may occur inside the campsite, in the car parks, pitches or common areas. No liability can be held against the campsite in

the practice of sports or other activities, in the event of injury, illness or death suffered by customers.

- **The campsite's internal rules:**

All campers are required to comply with the provisions of the house rules. **Any person staying at the campsite must be mentioned at the time of booking. The management reserves the right to evict without notice or refund people who fail to comply with the internal rules, or who have not declared all the occupants or given false information about the occupants of the pitch or the chalet rental.**

- **Image rights:**

You authorise Camping Le Lac du Jaunay, as well as any person we wish to replace, to photograph, record or film you during your stay and to use the said images, sounds, videos and recordings on any medium (in particular on the website and social networks), as well as on all the means of presentation and promotion of the campsite. This authorisation applies both to you and to the people staying with you. Its sole purpose is to ensure the promotion and animation of the establishment and may not damage your reputation in any way. This authorisation is granted free of charge for all countries and for a period of 5 years.

- **Mediation of consumer disputes:**

In accordance with the provisions of Article L 1612-1 of the Consumer Code, any customer of the campsite 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 and the operator of the campsite. The contact details of the consumer mediator that the customer can contact are as follows:

- NAME: CM2C

- Entry via the Internet by filling in the form provided for this purpose:
<https://cm2c.net/contact.php>

- Entry by post: CM2C 14 rue Saint Jean - 75017 Paris

- Phone : 01 89 47 00 14