

General Terms and Conditions of Sale

Article 1: Booking your stay and conclusion of the contract

Booking one of our stays implies acceptance of our Terms and Conditions of Sale and GDPR policy, as well as our internal rules and regulations and swimming pool rules. Only the rental agreement confirming the booking shall constitute the contractual document.

1.1 - Booking procedures:

Your booking may be made:

By telephone: +33 (0) 2 51 22 91 61

By email: contact@camping-du-lac-du-jaunay.com

Online: www.camping-du-lac-du-jaunay.com

Any booking for a stay at Camping Le La du Jaunay, whether for rental accommodation or a camping pitch, is made in the name of the person booking and may under no circumstances be assigned, transferred or sublet.

The booking is considered firm and final only after receipt of the deposit amounting to 30% of the total cost of the stay, payment of the booking/service fees and, where applicable, the Cancellation Guarantee. The balance of the stay, including taxes and the environmental contribution, must be paid no later than 30 days before the arrival date. For any booking made less than 30 days before the start of the stay, full payment is required at the time of booking.

The booking contract only becomes effective after validation by Camping Le Sequoia, subject to availability and the booking file complying with the internal rules and regulations. The campsite reserves the right to refuse or cancel any booking in the event of unavailability or if the booking is likely not to comply with the provisions of the internal rules and regulations, particularly with regard to accommodation capacity, group composition, the presence of unaccompanied minors, or any behaviour contrary to the safety and conduct rules in force at the establishment. Providing several pitch preferences does not guarantee the allocation of any particular accommodation or pitch and may not give rise to a complaint. Only the paid pitch selection option can guarantee a pitch number after validation by Camping Le Lac du Jaunay. The surnames, first names and ages of all participants must be provided no later than on arrival. Any amendment to the booking file or booking must be notified in writing and is subject to prior approval by the campsite, subject to availability.

An individual police registration form is required from foreign guests upon arrival.

1.1.1 Rental accommodation

For bookings in rental accommodation: for reasons of safety and comfort, the number of occupants may not exceed the capacity specified for the type of accommodation concerned (including newborn babies). Otherwise, upon arrival, the campsite reserves the right to refuse access to the accommodation without refund or financial compensation. One vehicle is included in the booking. Tents or other installations are prohibited on the plot of your rental accommodation.

Rental accommodation is available for stays of at least 2 nights during low season and at least 7 nights during high season.

In the event of last-minute availability, the campsite reserves the right to open short-stay bookings during high season for a minimum stay of 2 nights.

Arrival for rental accommodation is from 4:00 p.m.

In the event of a late arrival, please contact reception for the procedure to follow.

1.1.2 Camping pitches

The basic package includes:

- 2 people
- one installation: a motorhome, caravan or tent.

(The vehicle must be parked on the pitch.)

- Access to the sanitary facilities and wastewater disposal facilities
- Access to entertainment, services and leisure facilities

Maximum number of people per pitch:

- Maximum 6 people, including children and babies.

Equipment dimensions:

To enable us to allocate a pitch suitable for your set-up, please provide us by email with the exact dimensions of all your equipment: motorhome, caravan (including the drawbar), tent, awning, additional tent and any other vehicle or equipment present on the pitch.

This information is essential in order for us to offer you a suitable pitch. If information is missing or incorrect, we cannot guarantee that the allocated pitch will be compatible with your set-up. Any complaint relating to incorrect equipment dimensions will not entitle you to any refund on site.

Guests connect to the electrical hook-up using their own equipment. European adapters are available for sale/rental at reception.

1.2 - Payment conditions:

1.2.1 - Payment for your stay

At the time of booking, the guest agrees to pay a deposit of 30% of the total cost of the stay, together with the booking/service fees and, where applicable, the cost of the Cancellation Guarantee (see price list). The balance of your stay must be paid no later than 30 days before your arrival date for both rental and camping stays. For bookings made less than 30 days before the start of the stay, the full cost of the stay must be paid at the time of booking. If the balance is not paid within the specified period, the campsite reserves the right to terminate the booking automatically. In this case, the accommodation will be made available for booking again and any amounts already paid will be retained by the establishment, with no possibility of a refund or postponement.

An early departure or late arrival will not give rise to a refund, and the full cost of the stay will remain payable.

1.2.2 - Payment methods

Payment for your stay may be made:

by bank card (Visa or Mastercard) on our website

CONNECT holiday vouchers

by bank transfer*

ANCV holiday vouchers*

bank cheque* (French)

*These payment methods are accepted up to 30 days before the start of the stay.

1.2.3 - Taxes and environmental contributions

Tourist taxes and environmental contributions are compulsory. They are added to the cost of the stay and must be paid according to the rates in force at the time of the stay.

Any subsequent change to the applicable VAT rate or tourist taxes occurring between the date on which the prices were determined and the invoicing of the stay will result in a change to the total cost of the stay.

1.2.4 - Additional services

Additional services (supplements ordered at the time of booking or before arrival) must be paid for in accordance with the price list in force at the time of the stay. Any service not used due to the guest will not give rise to any refund.

Any subsequent change to the applicable VAT rate or tourist taxes occurring between the date on which the prices were determined and the invoicing of the stay will result in a change to the total cost of the stay.

1.3 – Minors

Minors who are not accompanied by an adult are not permitted. The ages of participants will be checked on the day of arrival. Failure to comply with this rule will result in cancellation of the booking; the cost of the stay will remain payable and no refund will be made. No exceptions will be made.

1.4 – Groups

For any group booking request, you must contact us by email at - contact@camping-du-lac-du-jaunay.com

After reviewing the request, Camping Le Lac du Jaunay reserves the right to accept or refuse it.

1.5 – Pets

Dogs are permitted within the campsite, subject to a supplement payable at the time of booking. They must be **kept on a lead** and you must present their up-to-date vaccination record on the day of your arrival. **You are responsible for picking up after your dog.**

- In rental accommodation, where pets are permitted, a maximum of 2 pets per rental accommodation is allowed. They must not sleep on the bedding and must not cause any property damage.

Pets must under no circumstances be left ALONE in the accommodation.

- On camping pitches, a maximum of 3 pets is permitted.

French Category 1 and Category 2 dogs are strictly prohibited within the campsite. Failure to comply with this rule will result in cancellation of the booking or refusal of entry to the campsite on the day of arrival. The cost of the stay will remain payable and no refund will be made. No exceptions will be made. In the event of doubt, the guest must provide proof that their dog does not fall within one of these categories.

Other animals, such as cats and other non-traditional pets (NAC), are permitted subject to the same supplement payable at the time of booking.

1.6 - Right of withdrawal

The statutory provisions relating to the right of withdrawal in the case of distance selling, as provided for by the French Consumer Code, do not apply to tourist services (Article L.221-28 of the French Consumer Code). Consequently, any booking made at Camping Le Sequoia is firm and final.

Article 2: Prices

The prices shown on the campsite website are inclusive of all taxes. The VAT rate currently applicable is 10%.

2.1 - Booking fees/Service fees

Each booking is subject to a booking fee or service fee (see price list), regardless of the length of the stay.

2.2 - Promotional discounts

Camping Le Lac du Jaunay reserves the right to organise promotional offers in compliance with the regulations in force. Prices applied as part of such promotions are valid only under the specific terms and conditions of sale relating to those promotions and cannot be applied to sales made outside them. Under no circumstances are these promotions retroactive or valid after the offer expiry date.

2.3 PreBook 2027 Offer

The PreBook 2027 offer is valid exclusively for bookings made during the PreBook sales period, up to 15/10/2026, for stays taking place in 2027. It is subject to these specific conditions, which supplement the campsite's General Terms and Conditions of Sale. In the event of any conflict, these PreBook conditions shall prevail.

Best price guaranteed

By booking during the PreBook period, the campsite guarantees that the guest will benefit from the best price for their 2027 stay. If, at any time after the PreBook booking and before the start of the stay, the guest finds a lower price on the campsite's official website than the price paid at the time of the PreBook booking, for a strictly identical stay (same accommodation, same stay dates, same conditions), the campsite undertakes to refund the difference by bank transfer. The refund request must be submitted to the campsite in writing, together with the necessary supporting evidence.

No booking fees

For any booking made as part of the PreBook 2027 offer, booking fees are waived.

Cancellation and amendment conditions

PreBook 2027 bookings benefit from full flexibility up to 30 days (D-30) before the start date of the stay.

- Up to D-30: cancellation or amendment free of charge and without supporting evidence. Refund by bank transfer of all amounts paid (except cancellation insurance if taken out).
- Between D-30 and D-15: cancellation results in the total loss of the deposit paid (30% of the total cost of the stay). The balance of the stay is not payable.
- Less than 15 days (D-15) before the start date of the stay: the full cost of the stay remains payable. No refund can be made, regardless of the reason for cancellation.

The stay may be amended up to D-30. In the event of an amendment within this period, the guest retains the PreBook price structure and the best price guarantee for the new stay, including if the PreBook offer is no longer being sold on the date of the amendment. Any cancellation or amendment must be notified to the campsite in writing (registered letter with acknowledgement of receipt or email). The date on which the request is received shall be taken as the official date.

Payment conditions – reduced initial deposit

To confirm your PreBook 2027 booking, an initial deposit of €50 is required at the time of booking. The remaining amount of the deposit, bringing the total deposit to 30% of the total cost of the stay, must be paid no later than 31 January 2027. If this additional deposit is not paid by this date, or if the balance is not paid by the specified due dates:

- the booking will be automatically cancelled;
- the benefits associated with the PreBook offer will be permanently lost;
- the initial €50 deposit will be refunded.

Exclusive benefits associated with the PreBook 2027 offer

Guests who have booked as part of the PreBook 2027 offer benefit from the following advantages during their stay:

- Priority check-in: on the day of arrival, PreBook guests benefit from priority reception, reducing waiting time.
- Guaranteed key handover before 2:00 p.m.: the keys to the accommodation will be handed over no later than 2:00 p.m. on the day of arrival.
- These benefits are strictly personal, non-transferable and may not give rise to any financial compensation if they cannot be provided for reasons beyond the campsite's control (force majeure, exceptional technical constraints).

Article 3: Cancellation and amendment of the stay

In the event of cancellation of a stay, Camping Le Lac du Jaunay will apply the following conditions:

Any booking that has not been paid in full 30 days before the guest's arrival is considered automatically cancelled, without any further reminder from us and without refund of deposits or compensation to the guest.

If the cheque used to pay the balance is rejected by the bank and payment is not regularised by you within 48 hours, the booking will be automatically cancelled, without refund of deposits or compensation to the guest.

In the event of a no-show, and if we have received no information from you, your accommodation will no longer be held for you after midnight. In this case, we will retain 100% of the cost of your stay.

If the stay is shortened for any reason whatsoever, Camping Le Lac du Jaunay shall under no circumstances be required to refund the guest any amounts corresponding to the unused part of the stay.

These provisions shall not apply if the guest demonstrates that they are in a case of force majeure within the meaning of Article 1218 of the French Civil Code.

3.1. Booking made directly with the campsite without the Cancellation Guarantee

In the absence of the Cancellation Guarantee, any cancellation will be subject to the following conditions:

- Up to 60 days (D-60) before the start date of the stay: cancellation of the stay gives rise to a refund of the deposit paid, less the booking fees (if charged at the time of booking in accordance with the applicable pricing conditions) and ANCV commission charges (2.5%) if payment was made using this payment method.
- Between D-60 and D-30 before the start date of the stay: cancellation results in the total loss of the deposit paid, i.e. 30%. The balance of the stay is not payable.
- Less than 30 days (D-30) before the start date of the stay: the full cost of the stay remains payable. No refund can be made, regardless of the reason for cancellation.

Any cancellation must be notified to the campsite in writing (registered letter with acknowledgement of receipt or email). The date on which the request is received shall be taken as the official date.

Depending on the circumstances and the reason for cancellation, the campsite may, purely as a commercial gesture and without any obligation to do so, offer an alternative solution, subject to availability, such as:

- postponement of the stay within the same calendar year,
- issue of a credit voucher valid for a later stay during the following year.

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

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

The Cancellation Guarantee is a paid service corresponding to 5% of the total cost of the stay. It must be taken out at the time of booking and may under no circumstances be added at a later date.

With the Cancellation Guarantee, the guest may cancel their stay at any time, including after the stay has begun, under the following conditions:

- Up to D-60 before the start date of the stay: refund by bank transfer calculated as follows => Total cost of the stay + supplements + tourist taxes paid – booking fees – cost of the Cancellation Guarantee – ANCV commission charges (2.5%) if payment was made using this payment method.

No supporting evidence is required.

- From D-60 until the end of the stay

A refund is granted in the event of cancellation only if one of the following events occurs, upon presentation of supporting documents:

- o Serious illness, bodily injury or death of the guest, their spouse or partner (legal or de facto), ascendants or descendants, brothers and sisters, brothers-in-law and sisters-in-law, sons-in-law and daughters-in-law, parents-in-law.

- o Medical complications related to pregnancy.

- o Serious damage affecting more than 50% of the main residence or business premises (theft, fire, water damage, natural events), upon presentation of a certificate from the insurer.

- o Redundancy of the guest or their spouse/partner, where the redundancy procedure began after the booking was made.

- o Refusal or amendment of leave by the employer, upon presentation of an official certificate.

- o An administrative, judicial or military summons, or summons to serve as a juror at a criminal court.

Any claim for compensation must be sent by registered letter with acknowledgement of receipt, accompanied by the supporting documents, as soon as the event occurs and no later than within 3 working days.

Where cancellation occurs after the start of the stay, the refund is calculated pro rata based on the unused nights, using the same calculation basis.

The refund will be made within one month of receipt of valid supporting documents for the cancellation.

3.3. Booking made through a commercial partner or tour operator

For any booking made through a partner (Campings.com, Maeva.com, Vacances Select, Pitchup, etc.), the General Terms and Conditions of Sale of the relevant provider shall apply exclusively. Under no circumstances can the campsite act in place of the provider.

3.4. Amendment of the stay

Any request to amend a stay must be made in writing (email or registered letter with acknowledgement of receipt).

Amendments are possible up to D-60 before the start date of the stay, subject to availability.

- The amended stay must comply with the pricing rules and restrictions applicable to the newly selected dates (minimum length of stay, high or very high season period, etc.).

The price of the new stay is recalculated based on the prices in force on the date of the amendment request:

- If the new stay is more expensive, the guest must pay the difference.
- If the new stay is less expensive, the campsite will refund the difference.

If the amendment is made between D-60 and the day of arrival:

Subject to availability,

The amended stay must comply with the pricing rules and restrictions applicable to the newly selected dates (minimum length of stay, high or very high season period, etc.).

The price of the new stay is recalculated based on the prices in force on the date of the amendment request:

- If the new stay is more expensive, the guest must pay the difference.
- If the new stay is less expensive, the campsite will not refund the difference.

However, supplements or extras may be refunded if they are not used on site.

3.5.1 Unavailability of the accommodation

If the accommodation is unavailable, equivalent or higher-category accommodation must be offered to you. Lower-category accommodation with a price adjustment may also be considered, or any other solution accepted by the guest. A refund of your stay is provided for if no acceptable solution is available.

3.5.2 Unavailability of equipment or a service

Certain facilities/services may be temporarily unavailable due to maintenance, safety, weather conditions, administrative decisions or exceptional circumstances, **without this necessarily constituting a substantial failure to provide the stay.**

Article 4 - During your stay

As required by law, all guests agree to comply with our internal rules and regulations, which are filed with the Prefecture, displayed at reception and available in copy form upon request.

4.1 - Arrivals and departures

For rental accommodation: arrivals are from 5:00 p.m. and departures must take place before 10:00 a.m.

For pitches with private sanitary facilities: arrivals are from 3:00 p.m. and departures must take place before 11:00 a.m.

For standard camping pitches: arrivals are from midday and departures must take place before midday.

If your accommodation or pitch has not been vacated by the stated time, an additional night at the current rate will be charged against your security deposit, without entitling you to stay for that additional night.

4.2 – Security deposit

Handover of the keys or access to the pitch is conditional upon provision of a security deposit by bank card, to be arranged on arrival or before arrival, particularly in the event of a late arrival. Cheques will not be accepted. This security deposit covers any damage, loss of equipment, or cleaning charges where the required end-of-stay cleaning has not been carried out. No keys will be handed over without a validated security deposit.

€100 for pitches with private sanitary facilities

€300 for rental accommodation

The security deposit will be released within 48 to 72 hours after your departure, once the accommodation has been checked to ensure that it has been left perfectly clean and that no damage has occurred (breakages other than crockery, theft, rubbish not disposed of, etc.). If damage is found or the cleaning has not been carried out correctly, charges will be applied against your security deposit. Before any amount is charged, we will notify you by email and will then charge the amounts necessary to restore the rental accommodation to its proper condition.

It will be necessary to make an appointment with reception for an inspection on the day of your departure if the security deposit is paid in cash.

An additional security deposit may be required for any other specific service.

4.3 – Accommodation inspections

Camping Le L c du Jaunay makes every effort to welcome its guests in the best possible conditions. However, upon arrival, we ask you to check the inventory and the general condition of your accommodation. If you notice any issues, you must notify the campsite reception within 24 hours by email or via the app, attaching photos if necessary.

After this period, guests acknowledge that the inventory and accommodation are compliant. This allows reception to intervene as soon as possible if necessary, while also helping to avoid any dispute regarding the release of your security deposit after your departure.

4.4 – Visitors

Visitors are permitted to enter the campsite after registering at reception and paying a fee (see current price list).

They must comply with the visiting hours set out in the internal rules and regulations, as well as the maximum number of visitors authorised per day and per pitch.

Visitors must always park outside the campsite.

Visitors do not have access to the aquatic areas.

4.5 – Our accommodation

Due to the developments carried out and the variety of accommodation offered, there may be some differences in the layout, age and decoration of the rental accommodation. We remind you that any request concerning a specific orientation or location is a paid additional service: the “pitch/accommodation selection option” (see price list). When booking, if you do not choose this option, you may specify a location that meets your preferences and we will genuinely do everything possible to satisfy your request. However, this does not constitute a contractual guarantee.

4.6 – Cleaning

End-of-stay cleaning must be carried out by guests, except for accommodation for which cleaning is included. The procedure is explained in your accommodation or on the app. If you do not wish to carry out the cleaning yourself, you may choose the additional “cleaning package” option. The price of the cleaning package depends on the type of accommodation rented; see the price list. If the cleaning package is purchased on the day of your departure, a surcharge will apply.

The end-of-stay cleaning package does not include cleaning the kitchen and you are still required to empty the bins in your accommodation and wash the dishes used, as well as the barbecues/griddles. If the cleanliness/cleaning procedure stated in your accommodation or on the app is not followed, an increased cleaning fee will be charged and deducted from your security deposit (see price list).

4.7 – Noise and quiet hours

In order to ensure everyone’s well-being, all guests must behave respectfully and take care not to disturb others. Campsite users must avoid any excessive noise or conversation likely to disturb their neighbours. Complete silence is required between 11:30 p.m. and 7:00 a.m. Audio devices must be kept at a reasonable volume, and the use of portable speakers is prohibited in communal areas (swimming pool,

sanitary facilities, pathways, etc.). Any disrespectful behaviour towards staff or other guests, such as **serious or repeated breaches of the internal rules and regulations**, including violent, threatening or dangerous behaviour, serious disturbances, etc., may result in immediate removal from the campsite, without refund or compensation.

4.8 - Holiday accommodation insurance

The guest must check with their insurer that their home insurance policy includes holiday accommodation cover and that this is covered under the terms of their policy. If this is not the case, the guest is required to obtain insurance against the risks inherent in their stay, namely: accident, theft, loss, damage to personal belongings (luggage, objects, furniture, valuables, vehicles, bicycles, etc.) or weather events. They must also be insured against any damage that they or the persons accompanying them may cause to the rented accommodation or within the campsite. Guests must provide proof of their insurance upon first request. When bicycles or water sports equipment are rented or loaned, guests are required to insure themselves against theft, loss or damage.

4.9 Electric vehicles

There is no recharge on the campsite, you can check on internet for the nearest place for charging.

4.10 Barbecues, fires and fire risks

The campsite's internal rules and regulations specify which equipment or practices are permitted or prohibited.

Restrictions may be adapted depending on Prefectural Orders and the level of fire risk.

Article 5 - Aquatic area

Access to the aquatic areas, is reserved exclusively for campsite residents wearing their wristband. External visitors are not permitted.

The opening hours of the aquatic areas are displayed at the entrance to the facilities. For hygiene and safety reasons:

- The rules and regulations for the aquatic areas must be complied with.
- Minors under the age of 10 must be accompanied by a responsible adult.
- Children remain under the sole supervision of their parents, even when campsite staff are present.

campsite accepts no liability in the event of failure to comply with the rules of use.

Article 6: Liability of the campsite

Camping Le Lac du Jaunay cannot be held liable for theft, loss or damage to personal belongings where this does not result from a fault attributable to the campsite, whether such events occur in the accommodation, on pitches, in communal facilities or in car parks; civil liability insurance covering equipment is compulsory. We also remind you that personal belongings left behind inside your rental accommodation when you vacate it cannot engage the liability of Camping Le La du Jaunay.

Article 7 – Safety and prevention

The campsite makes emergency numbers available to guests, provides a first-aid kit for each department and has a defibrillator at Reception. Guests are asked to behave with appropriate care, particularly around the swimming pool, play areas and traffic areas. Children remain under the responsibility of their parents or accompanying adults at all times.

Article 8 - Image rights

During your stay at our campsite, you may be photographed or filmed for the design and production of our advertising brochures, our website and various promotional media, including Facebook, Instagram, etc.

This authorisation is granted free of charge, for all countries and for a period of 5 years, unless you notify reception in writing upon arrival that you object to this practice.

Article 9: Complaints and dispute resolution

Any complaint relating to the stay must be reported to campsite management within 24 hours in order to allow a rapid and appropriate resolution of the issue encountered. The guest is invited to submit their complaint by email or to report to reception before making any request for compensation. The campsite undertakes to review each request carefully and to provide a response within 30 days.

In order to favour a constructive process in which both sides have an opportunity to address complaints, the guest acknowledges the importance of allowing the establishment to examine and, where possible, resolve the reported issue before any public comments or reviews relating to the ongoing dispute are published.

Consequently, where a public review is published before the complaint has been brought to the attention of the campsite or before the establishment has been given a reasonable period in which to deal with it, the campsite reserves the right not to grant any commercial gesture or additional compensation. Likewise, any inappropriate or disrespectful behaviour towards our teams will not entitle the guest to any compensation, regardless of the issues encountered during the stay.

If no satisfactory response is received, or if no response is received within 60 days, the guest may refer the matter to the mediator.

Mediation

In accordance with the provisions of Article L 1612-1 of the French Consumer Code, every campsite guest has the right to use a consumer mediator free of charge with a view to the amicable resolution of a dispute with the campsite operator.

The contact details of the consumer mediator to whom the guest may refer the matter are as follows:

- NAME: CM2C
- Online referral by completing the form provided for this purpose:
<https://cm2c.net/contact.php>
- Referral by post: CM2C 14 rue Saint Jean - 75017 Paris
- Telephone: 00336.09.20.48.86.

In the event of difficulties arising in connection with the performance of the internal rules and regulations, the rental agreement or following its termination for any reason whatsoever, and if no amicable solution can resolve the dispute, the courts shall have sole jurisdiction.