

General Terms and Conditions of Campsite Rental

CONTRACT

A booking only becomes effective with the agreement of the management after:

- Receipt of the deposit (30% of the cost of your stay + €20 administration fee for new customers)
- Receipt of the completed and signed booking contract (or acceptance of the online general terms and conditions of sale)

MANAGEMENT RESERVES THE RIGHT TO CHANGE PITCHES AT ANY TIME WITHOUT NOTICE.

- Camping Beauséjour offers family-oriented holidays in the traditional sense; the accommodation is specially designed for this purpose.
- Camping Beauséjour reserves the right to refuse any booking that is contrary to this principle or that seeks to circumvent it.
- **Insurance** - It is the responsibility of campers and caravanners to take out insurance for their caravan, tent, equipment and third-party liability. The camper is responsible for looking after their personal belongings (bikes, etc.). Camping Beauséjour accepts no liability for any incident falling under the camper's civil liability.

Payment Terms – Security Deposit:

Booking made more than 30 days before the start of the stay

A deposit of 30% of the total cost of the services booked must be paid at the time of booking to confirm it. The balance must be paid no later than 30 days before the start date of the stay. After this deadline, the contract will be automatically cancelled without further notice.

Booking made less than 30 days before the start of the stay

The customer has 48 hours from the time of booking, and in any event until arrival, to pay the full amount by bank transfer. Failing this, the campsite reserves the right to cancel the booking.

If the customer is unable to make a bank transfer, payment may be made on arrival, with the campsite's prior agreement.

When the customer arrives at the campsite directly without a prior booking, payment of the full cost of the stay is made at reception, at the latest upon settling in, by one of the accepted payment methods.

Security deposit: €200 for any damage or loss, plus €85 cleaning fee, refunded after inspection of the premises. Any bank charges are borne by the customer. No security deposit is required for pitches.

Delay - Extension - Early Departure - You must notify us of any delay. If we hear nothing from you, the pitch or rental accommodation will be allocated to another customer. To extend a stay beyond the agreed departure date, you must obtain the agreement of the manager at least three days before the departure date. As the cost of the stay is calculated according to the booking dates stated in the contract, **no reduction will be granted for early departure or late arrival of which we have not been notified.**

Cancellation - Any cancellation of a booking must be notified as soon as possible IN WRITING (telephone messages are not accepted)

- **Case 1: Cancellation up to 31 days before the start of the stay.**
A sum of 30% of the total cost of the stay will be retained by the campsite as cancellation fees. Amounts paid, less the cancellation fees, will be refunded.
- **Case 2: Cancellation between D-30 and the start date of the stay**
The full amount paid, i.e. the entire cost of the stay, is retained by the campsite. No refund will be made. If the customer does not arrive at the campsite within two days after the start date of their stay without having informed the campsite beforehand by post or e-mail, the booking will be considered cancelled by the customer. The campsite therefore reserves the right to offer the accommodation for rental again.

After this date, only in the event of hospitalisation or the death of a close family member, upon presentation of supporting documents.

Holiday vouchers (ANCV): In the event of cancellation, amounts paid by holiday voucher are not refunded in cash but may give rise to a non-refundable credit note valid for 2 years.

ARRIVAL – DEPARTURE

Rental mobile home

Times - Keys are handed over between 4 pm and 8 pm. The renter must vacate the premises by 10 am at the latest. Otherwise an additional day will be charged, without the renter being entitled to remain in the accommodation. In the event of departure the day before, the check-out inspection takes place until 7 pm.

Inventory - Cleaning - On arrival, you have 24 hours to check the inventory against the list provided inside the accommodation, check the general condition of the accommodation, and report any anomaly to reception. After this period, any damaged or missing item will be charged to you. On departure, the renter must return the premises clean and in good condition. You must make an appointment at reception for the inspection of the accommodation 48 hours before your departure. Times are allocated in order of registration. The refrigerator must be defrosted and clean before your departure. Do not close it: leave the door slightly open. If the premises have not been cleaned, a flat fee of €85 will be withheld from the deposit for cleaning. You can choose the cleaning service from your arrival. Smoking is strictly prohibited in the rental accommodation.

Pitches

Times – Arrival is from noon. The customer must vacate the premises by 12 noon on the day of departure.

Otherwise an additional day will be charged.

CAMPSITE

Security - Management accepts no liability for theft, loss or damage due to bad weather or accidents occurring within the campsite. Open fires and charcoal and electric barbecues are prohibited.

Image Rights

The customer authorises Camping Beauséjour, and anyone it may appoint, to photograph or film the customer and to record their voice during their stay. These images and recordings may be used, reproduced and modified (retouching, cropping, editing) on all communication and promotional media: website, social networks, brochures, tourist guides, newsletters, trade fairs and events, whether published by the campsite or by third parties.

This authorisation covers only the promotion and entertainment programme of the campsite. It may not damage the customer's reputation, distort their image or words, or be contrary to public policy and morality.

It is granted free of charge, for all countries, for a period of 10 years.

Access code - To enter the campsite, you must pass through automatic barriers operated by a strictly personal access code. This code will be programmed for the duration of your stay. If your stay is extended, you must inform reception so that your code can be reprogrammed.

2nd vehicle not permitted on the pitch - Parking is mandatory in the outside car park.

Traffic - Noise - The speed limit is 10 km/h. Within the campsite, parking is prohibited on roads and access routes.

VEHICLES MUST BE PARKED WITHIN THE BOUNDARIES OF THE PITCH AT ALL TIMES.

Never park your vehicle on a neighbouring pitch, even if it appears unoccupied, as campers may arrive at any time. The owner of any vehicle occupying a neighbouring pitch will have to pay the daily rate. The barriers are closed between midnight and 6 am, and no traffic is allowed during this period. The use of audio equipment must not be audible beyond the boundary of each pitch. From midnight to 8 am, everyone must respect their neighbours' right to rest.

Important - the use of quad bikes, mopeds, electric scooters, etc. within the campsite is strictly prohibited.

For your safety, the campsite is under video surveillance.

Access wristband: for your safety, wearing the wristband is mandatory during your stay at the swimming pool and throughout the campsite. Anyone unable to prove their membership of the campsite by wearing the wristband will be expelled immediately.

For hygiene reasons, only swim briefs are allowed in the swimming pool. Shorts, board shorts and boxer-style swim trunks are prohibited.

Children under 12 must be accompanied by an adult at the swimming pool and within the campsite.

Animals - Dogs that may be dangerous (categories 1 and 2, order of 27 April 1999) are not accepted. Other dogs are accepted upon presentation of their vaccination record (order of 22 January 1985); they must be tattooed (order of 30 June 1992), non-aggressive and kept on a lead at all times. Owners must clean up after their dogs. Under no circumstances may they be left alone in cars, caravans or tents, on the pitch, or tied to a tree.

Everyone must comply with the internal rules of the campsite and the swimming pools, provided on arrival.

VISITORS - Definition and liability

Anyone other than the declared occupants and the persons entitled to stay with them who enters the campsite is a visitor. The Renter is responsible for their visitors and for any damage or disturbance they may cause. The visitor wristband does not give access to the swimming pool.

Visitors wishing to stay overnight or use the swimming pool: the “additional person” rate applies (varies according to the period).

Vehicles

Only one vehicle permit is issued per mobile home and per pitch. No other vehicle is permitted in the campsite and no parking space is provided for visitors.

Visiting hours

Visitors are admitted from 8 am to 8 pm, after reporting to reception.

After 8 pm, they must report to security, who record their arrival and departure times. The next day, reception checks this list and verifies that the “visitor” service appears on the file of the customer being visited. Otherwise, the current visitor rate (€6.30 at present) is charged to the customer visited.

No charge is applied to visitors who have booked at the campsite restaurant.

Rental mobile home

The total number of people present (occupants and visitors) may not exceed the maximum capacity of the mobile home (4 or 6 people). Only babies up to 2 years old may exceed this capacity.

When the maximum capacity has not been reached, the Renter may receive a visitor. The visitor is registered at reception and receives a visitor wristband upon payment of the applicable tourist tax, to be returned at the end of the visit.

Pitch

The total number of people present (occupants and visitors) may not exceed 6 people. Only babies up to 2 years old may exceed this number.

Every visitor is registered at reception and pays the current visitor rate (€6.30 at present) to receive a wristband, to be returned at the end of the visit.

Mobile home owners

The total number of people present on the owner's pitch, including the owner (occupants and visitors), may not exceed 6. A set of 6 wristbands is given to the owner on arrival.

- *Owner present at the campsite:* the owner welcomes their visitor at the entrance, registers them at reception and gives them a wristband.
- *Owner absent:* the owner must have informed the campsite in writing, before the visit, of the visitor's name and contact details, and have given them a wristband (one per visitor) as well as the vehicle permit. The visitor with the permit may then park on the owner's pitch.

Failing this, the campsite may refuse access to visitors.

MANAGEMENT RESERVES THE RIGHT TO EXPEL, WITHOUT NOTICE OR REFUND, ANYONE WHO FAILS TO COMPLY WITH THE INTERNAL RULES OR WHO HAS GIVEN FALSE INFORMATION CONCERNING THE OCCUPANTS OF THE PITCH.