

RENTAL - BOOKING : GENERAL CONDITIONS

1. **Booking:** The names and dates of birth of all the people who will occupy the mobile home or pitch must be specified. If the booking is accepted, it will be for the people registered and under no circumstances will they be replaced by third parties. The rental is personal. It is forbidden to transfer or sublet to a third party. Failure to comply with this clause will result in cancellation of the contract and loss of the deposit paid at the time of booking. Please note! We cannot accept booking requests from minors who are not accompanied by their parents.

The booking only becomes effective upon our confirmation and receipt of the payment. Any payment not accompanied by a copy of the rental contract will in no way guarantee the rental. For rentals, THE FULL AMOUNT OF THE STAY IS PAYABLE 12 DAYS BEFORE YOUR ARRIVAL. Any delay in payment will be considered as a cancellation. The deposit remains the property of the management. For bookings made less than 12 days before the date of arrival, payment must be made in full by credit card. Special requests must be specified by the customer at the time of booking. However, we cannot guarantee any such requests. Pitches are allocated according to availability. The campsite cannot be held responsible for information that has not been confirmed in writing, in particular when the confirmation is sent. 6 people (depending on the rental model) + 1 vehicle maximum per pitch. Any additional vehicle must be parked in the campsite car park.

2. **Arrival and departure:** In season : arrivals from 4pm to 8pm and departures from 8am to 10am. In the event of late arrival, please let us know. The pitch or rental will remain at your disposal for 24 hours. After this time, the management may dispose of the pitch or rental and the deposit will be retained by Camping Le Royan. No reduction will be made for late arrivals or early departures. In season: Mobile homes arrive on Wednesday, Saturday or Sunday. Pitches are available from 2pm and must be vacated by 12 noon at the latest.

3. **Deposit and inventory of fixtures:** A deposit will be required when you take possession of the mobile home (consisting of €250 for the mobile home and €60 for the cleaning of a 1-bedroom, €70 for 2-bedrooms, €80 for 3-bedrooms and €110 for 4-bedrooms) and will be destroyed at the end of your stay subject to the state of cleanliness and damage caused. A charge of €60 to €110 will be deducted if the mobile home needs cleaning. An inventory of fixtures will be carried out after your departure.

4. **Rates and tourist tax:** The prices shown include all taxes (connection, supply of water, electricity and gas). Visitor's tax: €0.66 per night and per person over 18 years of age in accordance with the regulations in force from 1st January to 31st December 2024, subject to any changes.

5. **Inventory:** It is the responsibility of each tenant to check the inventory and report any anomalies within 24 hours. Any damage caused by the tenant must be reimbursed or replaced before departure.

6. **The aquatic site:** Open from 10am to 8pm - Unsupervised swimming. Children under the responsibility of their parents. Swimming shorts prohibited.

7. **Complaints:** All complaints relating to the conditions of your stay must be made in writing by name in writing on site to the campsite management to enable them to find a favorable solution. If no agreement can be reached, and in accordance with article L.152-1 of the French Consumer Code, you may contact the CM2C service to which we belong: 14 Rue Saint Jean, 75017 PARIS.

8. **Visitors:** Admission is charged at €2 per day per visitor aged over 5. Access to the aquatic area is forbidden.

9. **Image rights:** For the campsite's publicity purposes, you expressly authorize the campsite, without compensation, to use any photographs of you, your children or your personal belongings that may be taken during your stay.

10. **House rules:** The management reserves the right to immediately terminate the stay without compensation if the house rules are not respected (posted and available at reception).

11. **RGPD:** The personal information collected in this questionnaire is intended exclusively for the internal use of Camping le Royan. In compliance with the law of 6/01/1978 relating to information technology and civil liberties and in accordance with the European regulation on the protection of personal data (RGPD) 2016/679 of 27 April 2016, you have a right of access, rectification, opposition, portability and a right to be forgotten concerning the personal information collected about you. You can exercise your rights by sending your request to: Camping le Royan, 10 rue des bleuets, 17200 Royan 05.46.39.09.06, campingleroyan@gmail.com

For rentals and pitches

RESERVATION IN NANR (NANR) = non-cancellable, non-refundable

FLEXIBLE BOOKING (FLEX) =

From 12 April to 5 July 2024 and from 01 September to 8 October 2024 possibility of cancelling free of charge (excluding booking fees) on D-10
From 6 July to 31 August possibility of cancelling free of charge (excluding booking fees) on D-21 50% refund (excluding booking fees) on D-10