

## **Article 1 – Scope of the General Terms and Conditions of Sale**

These general terms and conditions automatically govern all sales of stays carried out through Camping Résidentiel La Pinède. They form an integral part of any contract concluded between the campsite and its clients.

Each client acknowledges having read these general terms and conditions prior to making any booking, for themselves and any person participating in the stay.

In accordance with current legislation, these general terms and conditions are made available to any client for informational purposes prior to the conclusion of any stay sales contract. They may also be obtained upon simple written request addressed to the establishment's registered office.

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## **Article 2 – Booking Conditions**

The booking only becomes effective with the campsite's agreement, after receipt of the deposit, and after acceptance of the general terms and conditions of sale at the time of booking.

If the deposit is not paid at the time of booking, or if the balance is not paid at the latest 30 days before the start date of the stay, the campsite reserves the right to cancel the booking and to offer the accommodation for rent again.

Bookings are binding on the campsite only if they have been accepted by the campsite. The campsite is free to accept or refuse a booking, depending on availability, and in general, based on any circumstances likely to be detrimental to the execution of the booking. The campsite offers stays intended for families, in the traditional sense; the accommodations are specifically designed for this purpose. The campsite reserves the right to refuse any booking contrary to this principle, or seeking to circumvent it.

The rental booking is strictly personal. Under no circumstances may you sublet or transfer your booking without the prior consent of the campsite.

Minors must be accompanied by their parents or legal guardians.

Management reserves the right to change the assigned pitch number. Preferences are not guaranteed.

### **Group Bookings**

Any booking of 2 or more accommodations by the same individual, or by different individuals who know each other and travel together for the same purpose and dates, is considered a group booking.

The accommodations offered on the campsite's online booking site are intended exclusively for individual customers.

For any group booking request, you must contact the campsite by email or telephone. The campsite reserves the right to review the booking request before accepting or refusing it. The campsite reserves the right to refuse access to groups arriving with more occupants than the capacity of the rented accommodation allows.

**Booking Fees:** €30 per year.

For groups: €15 per mobile home.

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## 2.1 Prices and Payment

The price of stays is shown in euros, VAT included. Please note that the tourist tax is not included in the price.

The campsite reserves the right to refuse access to customers arriving with more occupants than the capacity of the rented accommodation allows.

Additional tents are not permitted.

All rentals are non-smoking.

### **Rental prices for mobile homes include:**

- rental of the fully equipped mobile home (furniture, crockery, etc.),
- access to aquatic, sports, and cultural facilities,
- one designated parking space,
- water and electricity consumption,
- air conditioning.

### **Rental prices for mobile homes do not include:**

- booking fees,
- any “cancellation insurance” taken out at the time of booking (partnership with [www.neat.eu/camping](http://www.neat.eu/camping)),
- the security deposit for the mobile home, its key, and the entry gate remote control, as well as the cleaning deposit,
- cleaning of the mobile home,
- towels, cleaning products, and bed linen (disposable sheets available for purchase),
- the choice of a specific pitch, which is a paid option.

The mobile homes offered for rent date from 2006 to 2008 and are privately owned. The campsite has exclusive rental management rights for them. Layouts and furnishings may vary.

If the mobile home is equipped with a washing machine or any other item not listed in the inventory (washing machine, deckchair, etc.), it is not included in the advertised rate and cannot be guaranteed for availability or use. If the mobile home has a retractable awning, it may not be used by the tenant for safety reasons due to frequent gusts of wind in our region.

The rentals are not accessible to persons with reduced mobility.

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## 2.2 Payment Terms

For bookings made more than 30 days before the start of the stay, a deposit of 30% of the total amount must be paid at the time of booking. The balance must be paid no later than 30 days before the start date.

For bookings made less than 30 days before the start date, full payment is required at the time of booking.

If the deposit or balance is not paid by the required deadline, the campsite reserves the right to cancel the booking and re-offer the accommodation for rent. Any sums already paid will be retained by the campsite.

Payment can be made by credit card, bank transfer, cheque, holiday vouchers, or connected holiday vouchers.

For payments in 4 instalments with fees via Floa, please consult the special conditions at: <https://www.floabank.fr/images/pdf/CB4X/Conditions-Gnrales-Vente-CB3X-CB4X.pdf>

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## **2.3 Booking Modifications and Cancellations**

### **1. Booking Modification**

The client may request to modify their stay (dates and/or type of accommodation) in writing to the campsite at least 30 days before arrival, subject to availability. No postponement will be accepted for the following season.

Any request to extend the stay will be handled according to availability and current rates. Any request to shorten the stay will be treated as a partial cancellation and subject to cancellation conditions.

### **2. Unused Services**

If the stay is interrupted or shortened for one of the following reasons:

- closure of borders by administrative decision,
- administrative closure of the campsite,
- travel restrictions imposed by administrative decision preventing arrival at the campsite, a credit note for the unused nights, valid for one year, will be issued by the campsite. If the client refuses the credit note, they may request a refund for the corresponding amount, minus cancellation insurance (if taken) and booking fees, no later than the end of the year.

Outside of the above-mentioned cases, no refund or credit will be issued for interrupted or shortened stays (late arrival, early departure) caused by the client.

### **3. Cancellation by the Campsite**

In the event of cancellation by the campsite, except in cases of force majeure, all amounts paid will be fully refunded. This cancellation will not give rise to the payment of damages or compensation.

### **4. Cancellation by the Client**

All cancellations must be made by registered mail with acknowledgement of receipt sent to the campsite's postal address. Cancellations by phone will not be accepted.

A cancellation results in the termination of the booking, and the campsite reserves the right to re-offer the accommodation for rent.

### **A. Without cancellation insurance**

For one of the following reasons, up until the date of arrival:

- closure of borders by administrative decision,
- administrative closure of the campsite,
- travel restrictions imposed by administrative decision preventing arrival at the campsite, a credit note for the full amount paid, valid for one year, will be issued by the campsite. If the client refuses the credit note, they may request a refund for the corresponding amount.

For all other reasons without cancellation insurance:

- more than 3 months before the scheduled arrival date: the full deposit will be refunded, minus booking fees,
- between 3 months and 30 days before arrival: 30% of the total stay cost, minus booking fees, will be retained,
- between 30 days and the day of arrival: the total stay cost, including booking fees, will be retained.

#### **B. With cancellation insurance**

By choosing Neat Camping cancellation insurance (optional), you ensure peace of mind. This insurance provides reimbursement for your stay in the event of unforeseen circumstances before arrival, and also covers stay interruption, replacement vehicle, veterinary fees, etc.