

GENERAL BOOKING TERMS & CONDITIONS - LA ROCHE POSAY ★★☆☆

Updated on 01/03/2021


By booking a holiday you are agreeing to abide by the following booking conditions.

- Your booking shall only become effective **once the campsite has expressed their agreement**, you have accepted the T&Cs and you have paid the deposit.
- Yelloh! Village offers family oriented holidays. The campsite is entitled to refuse any bookings which may be contrary to this principle or be inappropriate.
- Any booking is strictly personal and may under no circumstances be sublet or transferred.
- Minors shall be accompanied by their legal guardians.
- The customer is responsible for his/her choice of booking and is required to ensure it meets his/her needs. As such, the campsite cannot be made liable for this choice.

CAMPING PITCH

- The base price includes 1 camping pitch + 2 people + 1 installation (tent, caravan or motorhome) + 1 car parked on the pitch. It also includes 10A electricity and access to the toilet/shower block, pools, entertainment and other infrastructures.
- The pitches are limited to 6 people maximum.
- Times : arrival from 2pm / departure before 11am.
- Any change to the booking during the course of the stay (additional person, etc.) must be reported to reception and any additional fees must be paid.

RENTAL

- Our prices include access to the pools, entertainment and other infrastructures.
- We reserve the right to refuse access to the campsite to any groups or families that consist of a larger number of people than the capacity of the rented accommodation.
- Bed linen and bath towels are not provided (except in our  and **PREMIUM** cottages).
- A television is provided in all rentals (except Coco Sweet tents).
- Times : arrival from 4pm / departure before 10am.
- A €200 security deposit will be asked for by credit card.
- The rental must be returned in a perfect state of cleanliness and the inventory will be checked. You will be charged for any broken or damaged object, as well as the cost of any repairs to the rental, if necessary.
- Smoking is forbidden in all rentals. Any detection of smoke will lead to a €200 charge for disinfection and cleaning.
- The deposit will be cancelled after a check of your rental at the time of your departure. Management reserves the right to claim additional compensation for any noticed damages.
- Final cleaning is to be ensured by the tenant. If management judges necessary, a fixed price of €80 for a cleaning fee will be applied.
- All additional installations (such as a tent) alongside the rentals are not permitted.
- The 'parking space' for each rental is for one vehicle only. All other vehicles must be parked on the exterior parking lot (€5/night).

TOURIST TAX (not included in prices)

- Tourist tax : 0.44€/day/person over 18 yrs old.
- Eco-contribution : 0.20€/day/person over 3 yrs old.

BOOKING / PRICES

- The rates shown are indicative and subject to change. Bookings will be invoiced on the basis of the rates in force on the day of the booking.
- The pitch/rental number is not guaranteed. In case of a planning necessity or force majeure, management reserves the right to change the pitch/rental number.
- Choose your pitch/rental number or enjoy side-by-side accommodation for an additional €30 per stay.

PAYMENT INSTRUCTIONS

- For bookings made more than 30 days before the date of arrival, a 15% deposit of the total price must be paid immediately. The balance is to be paid no later than 30 days before the date of arrival.
- For bookings made less than 30 days before the date of arrival, the full payment of the stay is to be paid immediately.

CANCELLATION AND ALTERATIONS

1. Changing your booking

- Customers may request an alteration to their booking (dates, accommodation type) by writing to the campsite (by post or e-mail), subject to availability and options.
- Postponements will not be permitted.
- If the requested change cannot be made, the customer must arrive for their stay in accordance with the original booking conditions or cancel their stay as per the cancellation conditions.
- Requests to extend stays will be put into effect subject to

availability and available prices.

- Requests to reduce stays are viewed as partial cancellations and will be subject to stipulations regarding cancelling and curtailing stays.

2. Unused facilities

In the absence of a written message informing the campsite of a postponement of your arrival date, the pitch or rental shall become available for resale the day after your booked arrival. As a consequence, you then lose the benefit of your booking, without refund.

Any holiday that is interrupted or cut short (late arrival or early departure) on your part will not give rise to any refund.

3. Cancellation by Yelloh! Village

In the event of cancellation by Yelloh! Village, except in the case of force majeure, the stay will be refunded in full. This cancellation shall not however incur the payment of damages and interest.

4. Cancellation by the customer

- Cancellation for one of the following reasons (preventing the stay):
 - Border closures
 - Administrative closure of the campsite
 - Customer placed in quarantine on arrival or on return to home country
 - Travel is restricted to a maximum number of kilometres that prevents travelling to the campsite

A credit voucher for an amount corresponding to the total of amounts already paid, valid for two years, will be issued by the campsite. If the customer rejects this credit voucher, he/she will receive a refund, on request, of the corresponding amount.

- Cancellation for any other reason, up to 15 days before the start of stay: the 15% deposit will be retained by the campsite by way of cancellation costs. Amounts paid, minus the deposit, will be refunded in full.
- Cancellation for any other reason, less than 15 days before the start of stay: the 15% deposit will be retained by the campsite by way of cancellation costs. A credit voucher for the amounts paid, minus the deposit, will be issued by the campsite. This voucher is non-refundable, non-transferable, useable only at the campsite at which the stay was cancelled and is valid for two years.

All booking cancellations must be made in writing directly to the campsite (by post or email). You must ensure that your cancellation request has been received (a cancellation confirmation will be sent by email within 48 hours).

In the event the stay is interrupted or cancelled by a customer who has taken out cancellation insurance, amounts paid are covered by the guarantee in line with the terms & conditions of cancellation.

NO RIGHT TO WITHDRAW

As per article L.221-28 of France's consumer code, the sale of accommodation services provided on a specific date or within a specific timeframe is not subject to the provisions pertaining to the 14 day withdrawal period.

DURING YOUR STAY

The customer must have insurance: he/she is responsible for looking after their personal belongings (bikes, etc). The campsite declines any responsibility in the case of theft, fire, bad weather, etc, and in the event of incidents concerning the customer's civil liability.

The campsite cannot be held responsible in the case of accident, injury, irregularities, etc. You are on the campsite at your own risk.

Each named customer is responsible for noise or disturbance caused by the people staying with him/her.

All customers must adhere to the campsite rules. In the case of violation of these rules, management reserves the right to evict the concerned parties, without refund.

POOLS

Only traditional swimwear (1 piece swimsuits, bikinis, briefs, shorts or trunks) is allowed.

ANIMALS

Animals are allowed (except 1st and 2nd category dogs) in the number of 2 per booking at the maximum (€6/animal/night). They must be kept on a lead at all times. They are not allowed in the pool area, the children's play areas or inside any of the buildings. Cats and dogs must be up to date on their vaccinations and the owner may be asked for proof.

IMAGE REPRODUCTION RIGHTS

The customer gives permission to Yelloh! Village, as well

as to any third party chosen by Yelloh! Village, to take photographs, to record or to film him/her during his/her stay with Yelloh! Village and to use the resulting images, sounds, videos and recordings on any platform or media (especially on Yelloh! Village websites and web pages, including Facebook, on Yelloh! Village information and promotional media and on travel and tourism guides). This permission applies to the customer and any person staying with him/her. The sole purpose of this is to promote and provide information about Yelloh! Village establishments and the Yelloh! Village network, and may in no event damage the customer's reputation. This permission is provided free of charge for all countries and for a period of 5 years.

DISPUTES & MEDIATION

- Claims regarding non-compliance of services with binding commitments may be submitted by post or email to the campsite manager within 30 days after the end of the holiday.
- A copy of the claim shall also be sent to the group's customer service: YELLOH! VILLAGE - BP68 - 7 chemin du môle - 30220 AIGUES MORTES
- In the event of a dispute, competence is delegated to the Poitiers court of Justice.
- You may refer to the CM2C mediation centre after a period of one month following your claim. Please make your submission online at cm2c.net or by post to: CM2C - 14 rue Saint Jean - 75017 PARIS.

YELLOH! VILLAGE'S RESPONSIBILITY

The customer acknowledges that Yelloh! Village may not be held responsible for any false information supplied by its partners or by any third party that might be specified in the Yelloh! Village brochure or on the websites, concerning the residential premises, and particularly its photographs, descriptions, activities, leisure activities, services and dates of operation. All photographs and text used in the brochure or in the websites do not form part of any contractual obligation. They are for information purposes only. Certain activities and facilities offered and specified in the brochure description may be cancelled, particularly as a result of weather conditions or for reasons of force majeure, as defined by French law.

DATA AND PERSONAL INFORMATION

The information the customer provides when booking will in no case be transmitted to any third party. This information is regarded and treated as confidential. It will only be used within the internal services of Yelloh! Village, for the processing of bookings and to reinforce and personalise communication and the offer of services reserved for the use of Yelloh! Village customers.

In accordance with the law relating to computerized data, files and personal freedom of January 6th 1978, the customer has the right to access, rectify and oppose the use of his/her personal information. This can be done by written request.

Cancellation / interruption of stay insurance for more information, please refer to the terms and conditions:
www.campez-couvert.com
tel : +33 248 275 078

The campsite offers cancellation and interruption insurance via their partner Gritchen Affinity, for 3.3% of the total price of the stay.

IN THE EVENT OF CANCELLATION

1. the customer must notify the campsite of their cancellation as soon as the incident occurs, by letter or by email.
2. the customer must notify the insurance company within 10 working days and provide all the necessary information and supporting documents:

- online: www.campez-couvert.com/sinistre
- by email: sinistres@campez-couvert.com
- or by letter : Gritchen Tolède & Associés - Sinistre - Campez Couvert - 27 Rue Charles Durand - CS 70139 - 18021 BOURGES Cedex.

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SIRET 533 088 902 00010
Le Riveau - Route de Lésigny 86270 LA ROCHE-POSAY
Tel. 00 33 (0)5 49 86 21 23
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