

# GENERAL TERMS AND CONDITIONS OF SALE

## COMMON PROVISIONS

All bookings made for a stay at LE SAINT MARTIN campsite imply full acceptance of the present Terms and Conditions of Sale.

Bookings will only take effect after receipt by the management of the booking form, duly completed and signed, or by acceptance of the General Terms and Conditions of Sale for on-line bookings.

All bookings must be accompanied by a payment of 25% of the amount of the stay inclusive of VAT, as a down payment.

Bookings take effect on receipt of the down payment, subject to availability.

Customers will be sent a booking confirmation which they must present on arrival.

All rentals are personal and may in no case be transferred.

## PRICES

The applicable prices are those indicated at the time of booking by phone or internet. They are established on the basis of economic indices, changes in availability and the investments made by the facility; they may be revised downwards or upwards according to changes in these parameters (10% VAT). All prices and dates for the Seasons are posted at the reception desk. You can also access them on our website: [www.camping-saint-martin.fr](http://www.camping-saint-martin.fr).

**Administrative fees** – Administrative fees of €35 will be charged on all accommodation or pitch bookings at the time of booking.

No administrative fees will apply to stays in the OFF SEASON or for bookings for the SEASON made prior to 1st March.

In the event of a booking cancellation, no administrative fees will be refunded.

## Cancellation by the client

Any cancellation of a reservation or a stay must be notified by letter (registered letter with acknowledgement of receipt) to the LE SAINT MARTIN campsite booking office

No refunds will be given by the campsite if holiday reservations are cancelled.

No refunds will be given if your holiday has started but has to be interrupted or cut short, especially due to late arrival, and for services that are not used as a result.

If you know you are going to arrive after the arrival date, you must inform the campsite immediately. If not, the pitch or accommodation becomes vacant 24 hours after the arrival date mentioned in the contract.

Any change in your reservation dates may mean you are allocated a different pitch from the one you originally booked.

## CANCELLATION INSURANCE

It is optional. However, it is advisable to take it out.

LE SAINT MARTIN campsite proposes optional cancellation/interruption insurance on your booking form.

Our partner Grichen Affinity undertakes to refund all or part of the stay to customers who have taken out the «Campez Couvert» insurance policy.

The insurance premium comes to 3% of the cost of the stay (excluding booking fees and tourist tax).

The cancellation insurance shall refund the amounts paid to LE SAINT MARTIN campsite, minus the booking fees of €35, the cancellation insurance fees, the deductible of €15 provided for in the special conditions and tourist taxes.

The complete General Terms and Conditions are available on request at the campsite or at [www.campezcouvert.com](http://www.campezcouvert.com). The cancellation insurance policy must be taken out when you book.

In the event of cancellation, inform the campsite by letter or email as soon as the event preventing your departure occurs. If the claim is covered in the General Terms and Conditions (available at [www.campezcouvert.com](http://www.campezcouvert.com) or from the campsite), inform the insurer within 48 hours and supply all necessary information and supporting documents.

If your stay is interrupted, pay for the full stay (the balance). Inform the campsite of your early departure.

Report your claim within 5 working days:

Online: [www.campezcouvert.com/sinistre](http://www.campezcouvert.com/sinistre)

By email: [sinistre@campezcouvert.com](mailto:sinistre@campezcouvert.com)

By fax: +33 (0)9 72 28 76 92

By letter: CampezCouvert Grichen Affinity – service sinistre – CS70139 – 18021 BOURGES Cedex - FRANCE.

## MISCELLANEOUS

The cancellation policy and administrative fees are not refundable.

## Concomitance by the service provider

Except in cases of force majeure for which due evidence must be supplied, in the event of a cancellation by the service provider, all sums already paid by the client will be refunded in full. This cancellation may in no case give rise to the payment of any damages.

However, the service provider will make every possible effort to propose accommodation of an equivalent standard to that of the stay initially scheduled. The client will then have a period of 24 hours to accept or reject such changes. If the client should decide not to benefit from the alternative solution proposed, they may in no case claim any refund of the sums paid initially.

**Tourist tax** – The amount of tourist tax is not included in the price of the stay. It will be charged on top of the price (see price list).

**Payment** – All payments must be made out to: LE SAINT MARTIN

for cheques, Eurocheques and holiday vouchers.

We accept: Visa, Eurocard, Mastercard, American Express

Distance sales – Secure payment via Internet - Bank transfers: Bank costs borne by the client.

## Campsite access.

On arrival, before all else, the client must report to reception, where they will be given: one sticker per car – useful information for the stay – and one bracelet per occupant. Each occupant must wear their bracelet at all times during their stay. They undertake not to give it to anyone from outside the establishment.

The latter provision is indispensable for the peace and quiet and the security of all guests.

If anyone should refuse to wear the bracelet, they will be refused access to the campsite and facilities.

**Insurance** – It is the responsibility of residents to take out third-party risk insurance at their own expense.

The service provider declines any responsibility in the event of the loss, theft or damage of any property belonging to the client, who remains solely responsible for all such property.

**Visitors** - It is possible to receive visitors inside the site.

They must report to reception and pay a fee (see price list) when they register.

The campsite management reserves the right to refuse access to any unregistered visitors

**Animals** - 1 single pet per pitch or accommodation shall be accepted inside the campsite for a fee that is payable at the time of booking. (See prices).

It must be vaccinated and tattooed (an up-to-date vaccination card MUST be presented to the receptionists). It must be kept on a leash. Dogs of category 1 and 2 are strictly prohibited in the campsite. **In the accommodations, for the purposes of hygiene and consideration for other customers, pets are forbidden in the rooms and the toilets.**

**All persons who have registered are required to comply with the provisions of the Campsite Rules available on request from reception.**

## PITCH RENTALS

Pitches must be booked in advance in SEASON for a minimum of 7 days, whatever the day of arrival.

The basic pitch comprises: 1 or 2 people, 1 tent or 1 caravan or 1 camping-car and a car or motorbike. Other vehicles must be accepted subject to an extra charge.

The number of additional people (maximum 6 per pitch) will be subject to an extra charge. All our pitches (with ELECTRICITY and Grand Comfort) are equipped with a connection with European outlets: be sure to bring a plug adapter and an extension cord of 25 meters.

**Special offer for families:** the first child under the age of 13 free of charge. Extra charge for each extra child after that.

**Excess numbers:** LE SAINT MARTIN campsite reserves the right to refuse access to groups or families with a number of participants of more than 6 on a single pitch. No over-occupancy will be tolerated.

**Payment terms:** For bookings made over 30 days before the start date of the holiday, a deposit must be paid of 25% of the total price including taxes for the holiday at the time of booking, plus the booking fees and cancellation guarantee fees (if applicable).

The balance must be paid no later than 30 days before the start date of the holiday at the campsite.

For bookings made less than 30 days before the start date of the holiday, full payment for the holiday must be made at the time of booking.

## Arrival – Departure.

On the day of arrival, pitches are available from 2.30 pm and must be vacated and left clean before noon. Any overrun will be billed an additional day.

## ACCOMMODATION

**IN SAISON:** bookings of rented accommodation are for a minimum of one week.

Days of arrival and departure are Saturday, Sunday or Monday, depending on the chalet, as specified in the price lists. **OUT OF SEASON:** clients may book accommodations for a minimum of 2 nights, and arrivals may be any day of the week.

**Excess numbers:** LE SAINT MARTIN campsite reserves the right to refuse access to groups or families with a number of participants exceeding the maximum number of people for each accommodation. This number is defined per category of accommodation. No over-occupancy will be tolerated.

**Payment terms:** HOLIDAYS BOOKED FOR THE SEASON (dates indicated on our price schedule): 25% of the price of the holiday at the time of booking plus the booking fees and cancellation guarantee fees (if applicable). For bookings in SEASON, the balance is to be paid before June 1st. Exceptionally, for all bookings made for the same period after June 1st, the entire holiday must be paid when it is booked.

## HOLIDAYS BOOKED OUT OF SEASON

For OUT OF SEASON bookings (dates indicated on our price schedule), made over 30 days before the start date of the holiday, a deposit of 25% of the price for the reserved services must be paid at the time of booking.

The balance must be paid no later than 30 days before the start date of the holiday at the campsite.

For bookings made less than 30 days before the start date of the holiday, full payment of the holiday must be made at the time of booking.

**Arrivals** – Clients must report to reception, only from 4pm onwards.

Sheets, pillow cases and blankets are provided and included in the price of the rental.

Keys to the accommodation will only be handed over to the client in return for the following two deposits:

• €200 for any damage there might be to the accommodation,

• €90 for cleaning of the accommodation if not done by the client before departure (including soiling and animal hair).

On arrival in the accommodation, the client should check its contents against the inventory form provided in the chalet: any missing items or defects must be reported to reception on the day of arrival. No claims made at a later date will be accepted.

**On the day of departure,** On the day of departure, the accommodation must be vacated between 7 am and 10 am. It must be left in a perfect state of cleanliness. The appointment for the inventory shall be agreed with the Reception Office on the arrival of the customer (subject to the available scheduled hours). The inventory shall take place between 7am and 10am.

Any broken or damaged items will be replaced by the service provider at the expense of the client (see price list with the reception).

The abovementioned deposit of €200 will only be returned to the client after payment of any costs and repairs that might be due to the service provider.

If the accommodation has not been cleaned by the customer before departure, the deposit of €90 will be kept by the service provider. Any problem in accommodation (stains and animal hair) on bedding and blankets will be subject to a billing of 90 Euros in the same way as the household not performed.

## COMPLAINTS

Any possible complaints concerning the non-conformity of the services compared to the contractual commitments may be notified by registered mail with acknowledgement of receipt to the manager of the campsite: LE SAINT MARTIN - 2655 avenue de l'Océan - 40660 MOUETTES ET MAA

## MEDIATION

In accordance with Article L612-1 of the French Consumer Code, you can use free of charge the online MEDICYS Mediation Service, to which we are subject, by electronic means: [www.medicys.fr](http://www.medicys.fr)

Or by post: MEDICYS - 73 boulevard de Clichy - 75009 PARIS

## PERSONAL DATA PROCESSING FOR HOLIDAY SERVICES

We have drawn up a Confidentiality Policy in accordance with GDPR requirements:

1/ Application: this policy applies to the commercial relationship governing our services associated with our main business activity: "booking stays" at the LE SAINT MARTIN campsite.

2/ Minimization: we ensure that we ask only for the personal data that is necessary for the purposes of your stay.

3/ Data: for the group leader: surname, first name, address, phone number, e-mail address, vehicle registration plate and signature; for all participants: surname, first name, date of birth; for clients: history of stay dates and locations.

4/ Lawfulness: signing a "request for information, a quote or an option", the "booking form" or the "confirmation of reservation" authorises us to conserve and use the information contained thereon.

5/ Purpose: to meet our contractual obligations to you, i.e. to provide our services and provide administrative and financial management.

6/ Transmission: for quotes, we do not transmit any data to third parties; for orders, we may be required to communicate your personal information to subcontractors; if so, you will be required to provide your written permission for each transaction.

7/ Conservation: 3 years for requests for quotes; 10 years after your most recent stay.

8/ Right of rectification and deletion: by request to our reception at 00 33 (0)5 58 48 52 30, or by email at [dp@campingsaint-martin.fr](mailto:dp@campingsaint-martin.fr).

9/ If you encounter any difficulties in accessing your personal file, if an excessive amount of data is gathered or if the data gathered is not secured, please contact: Camping Le Saint Martin, DPD (Data Protection Officer), Mr Jean-Christophe Laine, by e-mail at [dp@campingsaint-martin.fr](mailto:dp@campingsaint-martin.fr), or if you cannot exercise your rights under French "Information technology and freedoms" legislation, please contact the CNIL via their online complaints service.

## PHOTOS – PLANS FOR INFORMATION ONLY