

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.

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

Campsite access.

On arrival, 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.

LIABILITY 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 – give the name of the client and the number of the pitch or accommodation visited – and pay a fee (see price list) when they register. The campsite management reserves the right to refuse access to any unregistered visitors.

MINORS:

Minors may only stay with an adult - with a booking contract signed by a parent or legal guardian. –

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). Dogs of category 1 and 2 are strictly prohibited in the campsite.

It must be vaccinated and tattooed (an up-to-date vaccination card MUST be presented).

It must be kept on a leash.

In the accommodations, for the purposes of hygiene and consideration for other customers, pets are forbidden in the rooms and the toilets.

Animals are not allowed in the public areas including the animation - aquatic area - playground - FITNESS areas.

PRICES:

The Services offered by LE SAINT MARTIN are provided at the prices in force at the time of the order, as presented on the website www.camping-saintmartin.fr and at the reception. These prices are expressed in euros including VAT. Any discounts granted by LE SAINT MARTIN are specified with the prices. These rates are firm and non-revisable during the period of validity, as indicated on the website www.camping-saintmartin.fr and displayed at the reception or specified in the email or written proposal sent to the Customer. After this period of validity, the offer is void and LE SAINT MARTIN is no longer bound by the tariff.

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.

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, holiday vouchers.

We accept: Visa, Eurocard, Mastercard, American Express

Distance sales – Secure payment via Internet.

Bank transfers: Bank costs borne by the client.

WITHDRAWAL PERIOD:

In accordance with article L.221-28 of the French Consumer Code, the campsite informs its customers that the sale of accommodation services provided on a specific date, or according to a specific frequency, is not subject to the provisions relating to the 14-day withdrawal period. Consequently, the accommodation and leisure services ordered are exclusively subject to the cancellation conditions below.

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 campsite booking office - LE SAINT MARTIN - 2655 Avenue de l'Océan - 40660 MOUJETS ET MAA.

No refunds will be given by the campsite LE SAINT MARTIN 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 reservation department of LE SAINT MARTIN 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.

CANCELLATIONS 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.

CANCELLATION/INTERRUPTION INSURANCE:

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

LE SAINT MARTIN campsite proposes cancellation/interruption insurance on your booking form or on the website www.camping-saintmartin.fr at the time of booking.

Our partner Gritchen 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 3.50% 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, tourist taxes and the deductible of €15 provided for in the special conditions of CAMPEZ COUVERT.

The complete General Terms and Conditions are available on request at the campsite LE SAINT MARTIN or at www.campezcouvert.com

The cancellation insurance policy must be taken out when you book.

In the event of cancellation, inform the campsite LE SAINT MARTIN 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 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/declarer-un-sinistre/

By email: sinistres@campezcouvert.com

By letter: Campez Couvert Gritchen Affinity – Service Sinistre – CS70139 – 18021 BOURGES Cedex - FRANCE.

The cancellation policy and administrative fees are not refundable.

PITCH RENTALS:

Pitches must be booked in advance for stays in SEASON (see price list) for a minimum of 7 days, whatever the day of arrival.

The basic pitch comprises: 2 people, 1 tent or 1 caravan or 1 camping-car and a vehicle. (Beyond the number of persons included in the basic pitch, each additional person generates an additional charge (see rates)).

The campsite reserves the right to refuse access to groups or families with more than 6 people. All our pitches with ELECTRICITY and GRAND CONFORT 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.

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. In the absence of full payment by the indicated date, the campsite reserves the right to cancel your reservation and retain the deposits already paid, as compensation for breach of contract without prior formal notice.

We reserve the right to make the corresponding services available for sale once again.

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 make bookings 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) before the 1st June: 25% of the price of the holiday at the time of booking plus the booking fees and cancellation guarantee fees (if applicable). For stays booked 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.

In the absence of full payment by the indicated date, the campsite reserves the right to cancel your reservation and retain the deposits already paid, as compensation for breach of contract without prior formal notice.

We reserve the right to make the corresponding services available for sale once again.

Arrivals: Clients must report to reception, only from 5 pm 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 tents and chalets and €140 for PREMIUM chalets if not done by the client before departure (including soiling and animal hair on blankets and all accommodation).

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 before 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).

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 above-mentioned 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 or €140 for PREMIUM chalets 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 or €140 in the same way as the household not performed.

PERSONAL DATA PROCESSING:

As part of the implementation of the European General Data Protection Regulation (GDPR), we have updated our Personal Data Protection Policy. The personal information collected on the www.camping-saintmartin.fr website is subject to secure computer processing for the exclusive use of the management of LE SAINT MARTIN campsite in the context of its commercial camping activity.

DATA COLLECTED:

The personal information we collect is gathered through forms and through the interactivity established between you and our website. We take care to collect only the personal data necessary for your stay, i.e. for all occupants and visitors: surname, first name, date of birth, and in addition for the holder of the reservation: address, e-mail, telephone number and vehicle registration.

PURPOSE:

We use the information thus collected for the following purposes linked to the legitimate interests of LE SAINT MARTIN campsite and to comply with its legal and regulatory obligations:

- Prospecting
- Management of the relationship with customers and prospects
- Processing, execution, production, management, internal analysis and follow-up of reservations, requests and customer files, including payments.
- Prevention of money laundering and terrorist financing and combating corruption.
- Invoicing and accounting.

We do not pass your data to third parties, except where necessary and with your permission to sub-contractors.

DURATION:

Your personal data is kept for 3 years for quotation requests that have not given rise to a reservation, 10 years in other cases.

Access

You have the right to access, rectify or delete data concerning you.

You can address your questions and requests to our Data Protection Officer (DPO) Mr Jean-Christophe LAIRIE by e-mail dpo@camping-saintmartin.fr or by post LE SAINT MARTIN - 2655 avenue de l'Océan - 40660 MOUJETS ET MAA

In addition, you may file any complaint with the CNIL.

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 MOUJETS ET MAA

MEDIATION

In the event of a dispute and after informing the professional's customer service, any customer has the opportunity to refer to a consumer mediator, within a maximum of one year from the date of the written complaint sent to this professional by registered letter with acknowledgement of receipt.

The contact details of the mediator who may be contacted by the customer are as follows: BAYONNE MEDIATION - 32, rue de Hameau - 64 200 BIARRITZ or on the website www.bayonne-mediation.com

IMAGE RIGHTS

During your stay you may be filmed or photographed. We may use these photos or films for publicity purposes unless you inform reception in writing that you object to their use.

PHOTOS – PLANS FOR INFORMATION ONLY