

GENERAL TERMS & CONDITIONS

Booking Conditions

- The reservation becomes effective solely with the agreement of the campsite, upon receipt of the advance payment and either upon receipt of the booking contract duly completed and signed, or upon your agreeing to the general terms and conditions of sale when booking online.
- The campsite is not bound by bookings unless the campsite has accepted them. The campsite is free to accept or refuse bookings, depending on availability and, in general, depending on any circumstances that are likely to be prejudicial to the booking made being carried out. The campsite offers family holidays, in the traditional sense, and the accommodation has been specially designed for this purpose. The campsite reserves the right to refuse any booking that might contravene or attempt to undermine this principle.
- Booking of camping pitches or rental accommodation is made strictly on a personal basis. Under no circumstances may you sub-let or transfer your reservation without the prior consent of the campsite.
- As stipulated in the campsite's brochure and on its website, each rental accommodation or camping pitch is provided for a specific number of people. For reasons of safety and insurance, the maximum number of occupants cannot be exceeded. The campsite reserves the right to refuse access to the campsite to groups or families whose number exceeds the capacity of the rental accommodation or pitch rented. Also, a baby is considered as a person. Any change in the number of people that may cause an increase or decrease in the price must be reported on arrival (tourist tax, additional person, etc.). In the event of an incorrect declaration by the customer, this contract will be automatically terminated and the amounts paid will be acquired by the renter.
- Wearing the wristband or carrying the card provided when you arrive is obligatory for all Bois Soleil customers.

The campsite is monitored by video surveillance for security purposes and to monitor access to the site.

Booking fee

• Stays of 1-4 nights are exempt from booking fees. For stays of 5 nights or more, the booking fee is €20 for camping pitches and €30 for rental accommodation.

Group bookings

- All bookings made for more than 4 pitches or accommodation units by one person or made by different people who know each other and who are travelling together for the same reasons and for the same holiday dates at the campsite, are deemed to be group bookings.
- Accommodation appearing on the campsite's commercial website is intended exclusively for individual bookings.
- For all group booking requests, you must contact the campsite by telephone, email or via the 'Contact Us' section of the website. The campsite reserves the right to examine booking requests before accepting or declining them.

Prices and Tourist Tax

The prices of rental accommodation and camping pitches are quoted in euros, including VAT.

Our prices include:

- **Rental accommodation:** the rental of fully equipped accommodation (furniture, crockery, blanket or duvet) for 2 or 4 people
- **Camping pitches:** the rental of a pitch for 3 people and 1 tent or caravan or motorhome
- Access for 1 vehicle on the pitch or designated parking space
- Water, gas and electricity
- Access to the pool and free sports facilities
- The free activities offered by the campsite, if applicable

Our prices do not include:

- Any service not described above: meals, drinks and other activities
- Any additional people, vehicles or other supplements not included in the basic formula
- Daily cleaning or end-of-stay cleaning
- Cancellation insurance
- Supplements related to certain activities
- Personal expenses
- All taxes, including tourist tax

Tourist tax

Tourist tax applies to all people of 18 years and over, and is €0.66 per person per day.

Any subsequent change in the applicable tourist tax or VAT rate which occurs between the time the prices were determined and the invoicing of the stay, will result in a corresponding modification of the tax-inclusive price, which the customer accepts without reservation.

Conditions of Payment

Booking must be accompanied by an advance payment of 25% of the total amount of the stay, plus the booking fee for stays of 5 nights or more. The balance must be paid to the campsite no later than 30 days before the start of the holiday for rental accommodation, and, on the day of arrival, at the latest, for camping pitches.

Absence of the Right of Withdrawal

In accordance with article L.121-19 of the French Consumer Code, the campsite informs its customers that the sale of accommodation services provided on a specific date, or in line with a specific timeframe, is not subject to provisions regarding the 14-day withdrawal period.

Cancellation and Alterations

1. Booking alterations

Customers may request for stays to be altered (dates and/or types of accommodation) by writing to the campsite (by post or email) subject to availability and options, and up to 7 days before the date of arrival booked.

No alterations will be permitted after this time. Postponements until the following season are not permitted, and it will not be possible to benefit from any special offers subsequent to the initial booking. The date of the first booking will constitute proof of the date on which the booking was made. If no alterations are made, customers must spend their holidays as they were agreed when initially booked, or cancel them in line with the conditions pertaining to the cancellation insurance.

Requests to extend the duration of stays will be dealt with subject to availability and in line with applicable prices.

Requests to reduce the duration of stays are deemed to be partial cancellations and will be subject to the terms and conditions which apply to cancellation and curtailment of stays.

2. Cancellation by the customer without cancellation insurance

No refunds will be made without subscription to the campsite's cancellation insurance.

3. Cancellation by the customer with cancellation insurance

Any booking cancellation or holiday curtailment request must be notified in writing. The customer will be refunded in accordance with the insurer's general conditions.

4. Cancellation by the campsite

In the event of cancellation by the campsite, except in the case of *force majeure*, the stay will be reimbursed in full. This cancellation shall not, however, incur the payment of damages and interest.

Cancellation insurance

Cancellation and holiday curtailment insurance can only be taken out during the initial booking request. The customer undertakes to read the insurance terms and conditions proposed during his/her initial booking. The general terms of cancellation insurance can be consulted at any time on the campsite's website.

Your Stay

1. Arrival

Arrival and departure on the day of your choice except in July-August. The mandatory minimum stay varies depending on the time and type of accommodation. See our brochures and websites for details.

• **Rental accommodation:** arrival from 4 pm with the paid invoice or booking confirmation. When collecting your key on arrival, a deposit of €500 or €300 (depending on the model) is required to cover any damage to the rental accommodation, as well as an additional deposit of €95 or €75 to cover any cleaning fee at the end of the rental; they are returned on the day of departure after the inventory.

Any late arrival must be notified before 6 pm so that the campsite can make arrangements.

• **Camping pitches:** arrival from 12 pm with the paid invoice or booking confirmation.

Any delay in the time of arrival must be notified to keep the booking. Management reserves the right to make use of the pitch if it does not receive any news within 24 hours of the scheduled date of arrival. Payments made will not be refunded.

2. During your stay

It is up to campers to ensure they have insurance cover: campers are responsible for looking after their personal belongings (bicycles etc.). The campsite shall in no event be held liable in case of an incident involving campers' civil liability. All visitors must comply with the provisions of the **internal regulations** available on the website and in Reception. Each named person is responsible for disturbances and nuisance caused by people staying with or visiting them.

3. Departure

• **Rental accommodation:** on the day of departure specified in your contract, the rental accommodation must be vacated before 10 am. By the day before their departure at the latest, the customer must have made an appointment with Reception for the inventory to be checked on their departure. The accommodation shall be left perfectly clean. Any breakage or damage shall be payable by you along with any repairs to the premises, if that should prove necessary. At the end of your stay, the deposit shall be returned to you after deduction of any compensation retained, on production of the supporting invoices, against possible damage ascertained during the departure inventory. The retention of the deposit does not preclude additional compensation in the event of the expenses being greater than the amount of the deposit.

In the event of the accommodation not having been cleaned before your departure, the cleaning deposit of €95 or €75 will be retained.

• **Camping pitches:** departure before 12pm. For any delayed departure, you will be charged for an additional day at the price applicable for that night.

Pets

• In **rental accommodation**, pets are strictly prohibited at all times during the stay, and also when accompanied by visitors for the day.

• **On camping pitches**, pets are prohibited during July and August. During the rest of the season, a maximum of 2 dogs are permitted (except dogs which are listed in France's 1st and 2nd categories), with payment required when the booking is made. When admitted, they must be kept on a lead at all times. They are prohibited from swimming pool areas, in food shops and in buildings. Pets' vaccination certificates must be up-to-date.

Minors

For safety reasons, and as the campsite is not part of a Holiday and Leisure Centre within the meaning of Decree n° 2002-883 of 3 May 2002 and is not suitable for collective or individual stays away from home for minors under the age of 18, not accompanied by their legal guardians, minors must be accompanied by at least one of their parents or legal guardians.

Image Rights

You give permission to the campsite, as well as to any person chosen by the campsite, to take photographs of you, to record you or to film you during your stay, and to use the resulting images, sounds, videos and recordings on any media (especially on the campsite's websites and web pages, including Facebook, on the campsite's information and promotion media and on travel and tourism guides). This permission applies for you as well as for people staying with you.

The sole purpose of this is to promote and to provide information about the campsite, and may in no event damage your reputation. This permission is provided free of charge for all countries and for an unlimited time.

Disputes

Complaints regarding non-compliance of services with regard to contractual commitments may be sent to the manager of the campsite by post or email.

Mediation

In the event of a dispute with the campsite, you may contact us in the following way:

- Send a registered letter with acknowledgement of receipt to the manager of the campsite

- Send a copy of this letter to customer services at info@bois-soleil.com or by post to PARC HOTEL BOIS SOLEIL – 2 avenue de Suzac – 17110 SAINT-GEORGES-DE-DIDONNE – France.

If you are not satisfied with the response you receive, you may refer to the Medicsys mediation centre after a period of one month following the time you sent these letters/emails. Please make your submission online at www.medicsys.fr, or by post to: Medicsys - 73 Boulevard de Clichy – F-75009 PARIS.

Responsibility of the Contractual Customer

The contractual customer of the accommodation or pitch (name indicated on the booking form) undertakes to use and ensure that the persons accompanying him use the equipment and facilities of the parks in accordance with their intended purpose and usual practices. He/she undertakes in particular to leave his/her accommodation or pitch in good condition when he/she leaves it at the end of the stay. Any degradation of the premises, loss or destruction of furniture and moveable items in mobile homes or public buildings of the site will automatically incur the liability of the persons responsible. The contractual customer of rental accommodation or a pitch is considered personally responsible for all damage, loss, deterioration, disturbance or nuisance caused by the persons staying with him/her or who visit him/her. The contractual customer of the accommodation or pitch declares that he/she has read the **internal rules of the campsite**, and undertakes to comply with them and ensure that they are complied with by the persons staying with him/her or who visit him/her. When a customer disturbs or causes a nuisance to other customers or undermines the integrity of common facilities, the campsite reserves the right to immediately end his/her stay, without paying any compensation and without prejudice to any claims for compensation that the campsite and third parties may make against him/her. The same applies if the campsite discovers an abusive occupation of accommodation (number of occupants higher than the authorised capacity of the rental accommodation). The customer confirms that he/she has taken out civil liability insurance with his insurer covering damage caused to rented or entrusted property (the certificate must be provided).

Responsibility of the Campsite

The campsite shall in no case assume the obligation of custody of personal effects and items inside the campsite.

Beyond its statutory responsibility, the campsite's liability cannot be incurred in case of:

- theft, loss, damage or deterioration of personal effects of any kind during or following a stay
- failure or impairment of technical equipment, failure or permanent or temporary closure of some of the campsite's facilities when they are beyond its control and related to cases of *force majeure*
- occasional measures, taken by the management of the campsite, to limit access to certain facilities, including changing rooms and swimming pool, when necessitated by compliance with safety standards or periodic maintenance works
- damage caused or suffered by customers' vehicles parked and moving around inside the campsite, even in the event that they have been expressly authorised to enter
- any false information that might be specified in the campsite's brochure or on its website, concerning the site, and particularly its photographs, descriptions, activities, leisure activities, services and dates of operation. All photographs and text used in the brochure or on the campsite's website do not form part of any contractual obligation. They are for information purposes only
- modification of the entertainment programme or proposed activities. Certain activities and facilities offered by the campsite and specified in the brochure description may be cancelled (as a result of weather conditions, reasons of *force majeure*, as defined by French law, etc.). In low season, the campsite reserves the right to modify or remove certain installations, facilities, services and entertainment provided. For bookings in low season, we advise you to contact the campsite to confirm these points.

Personal Data

In accordance with Data Protection Act n° 78-17 of 6 January 1978, the customer is informed that nominative or personal data indicated as mandatory and which is collected within the framework of the booking is necessary to make the booking. The customer has a right of access, rectification and opposition to the transfer of this data to third parties that he/she may exercise by writing to:

PARC HOTEL BOIS SOLEIL
2 AVENUE DE SUZAC
17110 SAINT-GEORGES-DE-DIDONNE
SIRET n°: 398 357 830 00015

Registered at the Saintes Trade Register under the following number B398 357 830 94B 154.