

# GENERAL TERMS AND CONDITIONS & CAMPSITE RULES AND CONDITIONS 2024

Updated on 23/11/2023

## I. CONDITIONS GENERALES DE VENTE

### 1. 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.
  - Visitors are required to pay a fee per visitor, and their vehicles must be parked outside the campsite.
- 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.

### 2. 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 is collected for the local authority for the Royan area (Communauté d'Agglomération Royan Atlantique (CARA)). It is not included in the prices, and applies to all people of 18 years and over. It amounts to €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.

### 3. Conditions of Payment

Booking must be accompanied by an advance payment of 30% 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. No deduction will be granted for late arrival or early departure.

### 4. 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.

### 5. 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.

### 6. 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 5 pm with the paid invoice or booking confirmation. When collecting your key on arrival, a deposit of €300 is required to cover any damage or cleaning fee at the end of the rental. It is 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.

Each rental accommodation contains kitchen equipment and tableware, as well as bedding (with the exception of sheets, towels and cleaning products). An inventory is provided on arrival. The customer is required to check the inventory and report any anomaly on the same day. Any dissatisfaction regarding the cleanliness or general state of the rental accommodation must be reported within 24 hours of arrival so that it can be remedied. No complaint will be accepted more than 24 hours after arrival.

- **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 and swimming pool 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. Swimwear (Lycra material) must be worn in the pool. Only Speedo-style briefs or Speedo-style square leg swimming trunks are authorised for men. One-piece swimsuits and bikinis are authorised for women. All other types of swimwear are forbidden, including wetsuits.

#### 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 (or 5 days later in the case of departure outside working hours) 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 €110 for Prestige range and €90 for others ranges 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.

### 7. 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.

### 8. 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.

### 9. 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.

### 10. 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.

### 11. 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 [atinfo@bois-soleil.com](mailto:atinfo@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 CM2C mediation centre after a period of one month following the time you sent these letters/emails. Please make your submission online at [www.cm2c.net](http://www.cm2c.net), or by post to: CM2C – 14 rue Saint Jean- 75017 PARIS.

### 12. 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 regulations of the campsite and swimming pool regulations**, 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

# GENERAL TERMS AND CONDITIONS & CAMPSITE RULES AND CONDITIONS 2024

Updated on 23/11/2023

certificate must be provided).

## 13. 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* or a pandemic (e.g. COVID-19)
- 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* or due to a pandemic, 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.

## 14. Data-processing and liberties

The information you provide us with at the time of your booking will not be transmitted to any third party. Bois Soleil shall treat this information as confidential. It shall be used solely by the Bois Soleil internal services for processing your booking and to reinforce and personalise communication and the services offered to Bois Soleil clients concerning your centres of interest. In accordance with the data-processing and liberties law of 6 January 1978, you have the right to access, amend and change personal data relating to you. To do this, simply write to us at the following address, stating your full name and address:

**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.

## II. CAMPISTE RULES AND REGULATIONS

### A. – GENERAL CONDITIONS

#### 1. Admission conditions

To enter, pitch and stay on a campsite you must have permission from the manager or his/her representative. The manager's role is to ensure the upkeep and smooth running of the campsite and to ensure that the Campsite Rules & Regulations are respected.

Your decision to stay on the campsite implies your acceptance of these rules and regulations and your agreement to comply with them.

It is forbidden to take up residence on the campsite.

#### 2. Police formalities

Minors who are not travelling with their parents will only be admitted with written consent from the latter. According to Article R. 611-35 of the code of entry and residence of foreign nationals and right of asylum, the manager must ensure that foreign clients complete and sign a registration form on arrival. The registration form must include :

1. Surname and first names
2. Date and place of birth
3. Nationality
4. Home address

Children under 15 years old may be registered on their parents' form.

#### 3. Installation

The tent, caravan or motorhome and all equipment must be installed on the pitch indicated by the campsite owner or his/her representative.

#### 4. Reception

Reception is open from 9am to 1pm and from 2pm to 6pm in low season, and from 8.30am to 1.30pm and from 2.30pm to 7.30pm in high season. Information concerning the campsite services, places to eat, sports facilities, local tourist attractions and useful addresses is available in Reception. A suggestion/complaints book or other system is available for campers.

#### 5. Display

These Campsite Rules & Regulations are displayed at the campsite entrance and in Reception. A copy will be given to campers on request.

Star-rated campsites must display their classification, specifying whether the site is category 'tourism' or 'leisure', and the number of tourism and leisure pitches.

The camper is informed of the tariffs of the various services, as determined by the decree of the minister in charge of consumer affairs. The tariffs are also displayed in Reception.

#### 6. Departure procedure

Campers are to inform Reception of their departure the day before. Campers who intend on leaving before Reception opens must pay for their stay the day before.

#### 7. Noise and silence

Campers are to avoid talking loudly and making any noise which may disturb their neighbours.

Sound devices must be adjusted accordingly. Car doors and boots must be closed as quietly as possible.

Dogs and other animals must never be left loose. They must not be left on the campsite, even if shut in, in the absence of their owners, who are legally responsible for them.

The campsite manager ensures the peace and quiet of clients by defining the times during which total silence is to be maintained.

#### 8. Visitors

Following authorisation from the campsite management, visitors may enter the campsite under the responsibility of the campers who invited them.

The client may receive the visitor(s) in Reception. Visitors may use the campsite installations and facilities. However, the use of these facilities may be subject to a fee, according to the tariff displayed at the campsite entrance and in Reception. Visitors' cars are not permitted on the campsite.

#### 9. Traffic flow and parking

The speed limit for vehicles is limited within the campsite grounds.

Vehicles may be driven on the campsite from 7am to 10pm.

Only vehicles belonging to resident campers may be driven on the campsite. Parking is strictly forbidden on pitches usually occupied by tents or caravans unless a parking space is specifically provided. Parked vehicles must not obstruct traffic or prevent new arrivals from setting up.

#### 10. Condition and appearance of installations

All campers must refrain from any action which may be detrimental to the cleanliness, hygiene or appearance of the site and its installations, notably the toilet/washing facilities.

Dirty water must not be emptied onto the ground or into the gutters.

Campers must empty their dirty water in the areas provided for this purpose.

Domestic waste and all rubbish, including paper, must be disposed of in the dustbins provided. Selective sorting is obligatory. Food waste must be placed in the composters provided for this purpose and located in Parc Les Pins and Parc la Forêt.

Clothes washing is strictly forbidden except in the sinks provided.

Washing may be hung out, if necessary, on the communal washing line.

However, washing may be hung out until 10am near camping installations and accommodation, provided that this is done discreetly and does not inconvenience neighbours. Washing lines must not be attached to trees.

Plants and flower beds must be treated with respect. It is forbidden to knock nails into trees, to cut branches or to plant anything on the campsite.

It is forbidden to mark the limits of one's pitch in a personal way or to dig up the ground.

Any damage caused to the vegetation, fences, camping grounds or installations will be borne by the perpetrator.

The pitch used during the stay must be left in the same condition it was found in on arrival.

#### 11. Safety

##### a) Fire

Open fires (wood, charcoal, etc.) are strictly forbidden. Stoves must be kept in good condition and must not be used in dangerous conditions.

In event of a fire, inform the campsite management immediately. Fire extinguishers are available if necessary.

A first aid box is situated in Reception.

##### b) Theft

The campsite management is responsible for objects left in the office and has an obligation to keep a general watch over the campsite. The camper is responsible for his/her own equipment and must inform the management of any suspicious person on the site. Campers are requested to take the usual precautions to safeguard their property.

#### 12. Games

Violent or obtrusive games may not be organised close to or inside the campsite buildings.

The meeting room must not be used for lively games.

Children must be watched over by their parents at all times.

#### 13. Storage

No unoccupied tent or caravan may be left on the site without the management's authorisation, and, if granted, only on the pitch indicated. A fee may be applied for this service.

#### 14. Breach of the Campsite Rules & Regulations

In the event that a resident disturbs the stay of other users or does not respect the provisions of these rules and regulations, the manager or his/her representative may orally or in writing, if he/she deems it necessary, give notice to the latter to stop the disturbances. In the event of a serious or repeated breach of the Campsite Rules & Regulations, and after formal notice by the manager to comply with them, the latter may terminate the contract.

In the event of a criminal offence, the manager may contact the police.

### B. SPECIFIC CONDITIONS

#### 1. Pets

In rental accommodation and mobile holiday homes, 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.

#### 2. Swimming pool

Access to the swimming pool is free, and reserved exclusively for campsite guests.

Access is forbidden outside opening times.

Children must be accompanied by a parent. Children who are not accompanied by a parent remain under the supervision and responsibility of a parent.

Swimwear (Lycra material) must be worn in the pool. Only Speedo-style briefs or Speedo-style square leg swimming trunks are authorised for men. One-piece swimsuits and bikinis are authorised for women. All other types of swimwear are forbidden, including wetsuits.

Only swimming hats are authorised. All other headwear is prohibited.

It is obligatory for babies and toddlers to wear swim nappies.

For hygiene reasons, entry to the pool area is forbidden with shoes, food, a pet, ball, inflatable mattress, etc.

The campsite may close the swimming pool for hygiene or safety reasons.

Clients must respect the swimming pool regulations displayed at the entrance to the pool.

#### 3. Traffic and parking of vehicles

Only vehicles that have been registered and authorised by the campsite can circulate within the campsite. The customer is authorised to park one vehicle on his/her pitch or designated parking space. No vehicles can be parked on unoccupied pitches or unoccupied designated parking spaces. The car park outside Reception in Parc les Pins is solely for the use of campsite staff and for customers going to Reception to park temporarily.

The campsite manager can ask to see the car registration document of any vehicle circulating within the campsite.

#### 4. Safety

Closed fires and candles are also prohibited. Any deposit of hot, burning, or flammable matter on the ground is strictly prohibited.

The campsite is not responsible for falling pine cones or resin.

Electric vehicles can only be charged at one of the charging points provided for this purpose. In no case can they be charged by connecting them to plugs in mobile homes or using P17 electric hook-up plugs on camping pitch power points.

No object can be placed on electric power points, and in particular no washing-up bowls, soap or detergent.

#### 5. Condition and appearance of installations

Car washing is strictly forbidden on the campsite.

#### 6. COVID-19

The campsite management reserves the right to put additional protection measures into place to those defined by the Government (social distancing measures; mask-wearing; disinfection of hands; presentation of the health pass or vaccine pass; thermal camera to detect body temperature; the cancellation, closure or reorganisation of certain services) without compensation, in order to protect those people present on-site as well as possible (clients, staff, external service providers, etc...).