



General Terms and Conditions of Sale

Article 1: SCOPE OF APPLICATION OF GENERAL CONDITIONS OF SALE

Camping les ilots de st val *** is a French company with a capital of 8000€. The registered office is located at: 1 to 3 rue du haut Bourray 28130 Villiers le Morhier. Siret: FR 80 400-646-139-000-16. You can contact the campsite by e-mail at the following address: le-silots@campinglesilotsdestval.com or by telephone on 00 33 (0)2 37 82 82 71 30, These general conditions of use, which are subject to change from time to time, apply to all our services, directly or indirectly online, on our website, via mobile devices, by e-mail or by telephone. By accessing our website www.campinglesilotsdestval.com (mobile) or any other application via a platform (hereinafter collectively referred to as the "Platform"), and/or by making a reservation, and/or by paying for a stay in our establishment, you declare that you have read these general terms of use and our privacy policy, understand their scope and accept them.

In accordance with the law in force, these general conditions are made available to any customer for information purposes prior to the conclusion of any contract for the sale of holidays. They can be consulted on the campsite's website. They can also be obtained by simple written request to the head office of the establishment.

GENERAL TERMS AND CONDITIONS OF SALE

Article 2 Booking conditions

The request does not constitute a definitive reservation until it is validated by the reservation service. It will only become effective after acceptance and requires the receipt of the booking contract duly completed and signed or the acceptance of the general terms and conditions of sale when booking online; after validation of the payment of the deposit of 30% of the amount of the stay, we will send you a booking confirmation. From then on the reservation will be final.

The client undertakes to pay the balance of the rental stay at the latest 30 days before arrival. You can contact us to make a payment by credit card or send us a cheque or ANCV holiday vouchers by post at least 35 days before the arrival date.

The customer undertakes to pay the balance of the stay in a naked pitch when he arrives on the campsite.

-The reservation of a pitch or a rental is made on a strictly personal basis. Under no circumstances may the client sublet or transfer the reservation without the prior consent of the campsite.

-The customer is required to respect the campsite's internal regulations and must be insured for his civil liability extended to the practice of camping and the rental of holiday accommodation.

-minors must be accompanied by their parents or legal guardians.

In accordance with article L, 121-20-4 of the French Consumer Code, Les Ilots de St Val informs its customers that the sale of the provision of hosting services provided on a specific date is not subject to the provisions relating to the 14-day withdrawal period.

-Any faith if the reservation period proved too short, subject to the agreement of the establishment, and availability. The payment of the totality of the stay, would be considered as agreement and acceptance by the lessee, of all the conditions of sale, as well as the respect of the internal rules of the establishment.

2.1 RESERVATION FEES

-Rental of accommodation

Booking fee of 10€ must be paid when booking online.

-Camping site

Booking fee of 3€ must be paid when booking online.

2.2 GROUP BOOKING

-Any reservation of more than 3 accommodations by the same person or by different people who know each other and travel together for the same reasons on the same dates is considered as a group.

-For any group booking request, you must contact Les Ilots de St Val campsite. The campsite reserves the right to study your request and make you a proposal, according to your expectations. General terms and conditions specific to groups will be communicated to you and must be accepted.

2.3 SPECIAL VACAF CASE

The customer is a Vacaf recipient and wishes to make a reservation at Camping Les Ilots de St Val.

-Reservations are only possible by phone or e-mail. A specific form will be sent to the client in order to specify the following information: beneficiary number, surname, first name and date of birth of each participant, certificate on honour. The campsite will then send an estimate indicating the cost of the vacaf service.

-If the amount remaining to be paid by the client is more than 30% of the total amount of the file, payment of 30% of the total amount will be required, the balance remaining to be paid at the latest 30 days before arrival. In the event of late booking, the full amount of the stay will be charged to the customer.

-If the amount remaining to be paid by the customer is less than 30% of the total amount of the file, the total amount remaining to be paid will be required at the time of booking.

-The booking fee for a vacaf booking is 20€.

-The campsite reserves the right to claim from the customers the sums related to the stay, the payment of which would be questioned by the vacaf service at the time of invoicing.

-We strongly recommend that you take out cancellation insurance. The payment by the vacaf services is effective if and only if the stay is completed. In case of cancellation, the usual booking and payment conditions will apply. Thus, a cancellation will not give rise to any refund. And in the event of cancellation within 30 days, the full amount of the stay without taking into account the Vacaf subsidy will be due by the customer.

Article.3 CANCELLATION AND AMENDMENT

3.1 MODIFICATION OF THE RESERVATION

The customer can request the modification of his stay, (dates, type of accommodation, composition of the stay...) the campsite can accept or refuse as far as availability and possibilities allow. No carry-over will be accepted for the following season. In the absence of any modification, the client will have to carry out his stay or cancel it according to the conditions of the cancellation insurance. Any request to reduce the duration of your stay is considered as a partial cancellation and will be subject to the cancellation and interruption of your stay terms and conditions.

3.2 UNUSED SERVICES/CANCELLATION

An early departure, a late arrival, a cancellation will not give rise to any refund by the campsite itself and the payments will be kept as compensation. We strongly recommend that you take out the cancellation insurance offered to you.

In the event of cancellation, the client must immediately inform Camping Les Ilots de St Val in writing.

3.21 Withdrawal

The legal provisions relating to the right of withdrawal in the event of distance selling provided for by the Consumer Code do not apply to tourist services (Article L. 121-20-4 of the Consumer Code).

Thus, for any order of a stay at the campsite, the customer has no right of withdrawal.

3.3 CANCELLATION INSURANCE

Campez Cancellation Insurance Covered can be contacted at the time of booking. Its cost is 3.5% of the total amount of the stay (excluding booking fees). This allows the client to claim a refund of the sums paid if he has to cancel or interrupt his stay for reasons that are not his fault.

Here are some of the cases covered by the Campeze Couvert insurance: serious illness or accident, obtaining a conventional job/vocational transfer from the employment contract, cancellation or modification of leave by the employer, serious damage to your vehicle, theft from your premises or your identity documents.... Find on our website all the cases covered by the insurance: general conditions Campeze Couvert.

The procedure to follow in the event of cancellation or interruption of your stay is available on our website or on request.

4. RATES

The prices, indicated in euros, are available on our website or on request for a quote by phone on 00 33 (0)2 37 82 82 71 30 or by e-mail: lesilots@campinglesilotdestval.com. The prices will be confirmed by the campsite at the time of booking. It is up to the camper to assess before booking whether the price is suitable for him.

The price of the stays is indicated in euros, including VAT. The customer's attention is drawn to the fact that the price does not include the tourist tax.

Rates include access to reception and leisure facilities. The prices of options or activities not included are indicated on our website and in our brochure.

4.1 RENTAL OF PITCH

-The online comfort package: comfort package includes the pitch for the tent, caravan or camper van as well as the electricity connection and one person.

- The online cycle package: cycle/motorcycle or hiker package includes the cycle site and one person. (Under specific conditions, see price list).

The pitches are rented from 12pm to 12pm. Arrival before 12pm or departure after 12pm will result in the payment of a supplement. The location set by the manager takes into account the client's preferences as much as possible. These preferences are to be specified at the time of booking but cannot be guaranteed or required under any circumstances. In the event that the "preferential request" option is chosen and paid for by the client, the manager undertakes to take this request into account within the limits of availability, and will endeavour to satisfy the client. If it is not possible to guarantee the request at the time of booking, the amount corresponding to this option will not be collected by the establishment.

4.2. ACCOMMODATION RENTAL

Prices are indicated per accommodation, they include the number of people indicated, as well as normal water, gas and electricity consumption and the parking of a vehicle. (For stays longer than 2 weeks, provide for a contribution to the expenses in case of exceeding the fixed price: charges displayed) The occupancy of the accommodation is strictly limited to the number of people indicated for each structure. A baby or child is important to one person. Business tourism is limited to one person per room. This is to avoid crowding and ensure the comfort and privacy of each occupant.

In general, arrivals are from 4pm and departures before 10am. Schedules may be modified for weekend and bridge packages and will be specified at the time of booking and on confirmation of

your stay. No keys will be given after 8pm without your prior request. After 24 hours without any news from you, the campsite will be able to use your accommodation.

-Smoking is not allowed in the accommodation.

-If you do not wish to rent one, you will have to provide household linen: sheets, pillowcases, towels and tea towels.

4.21. CAUTION

-A deposit of 300€ will be required on arrival. It will be returned after checking the premises, during reception opening hours, by the campsite staff after deduction of the necessary intervention of the cleaning service.

(Possibility of cleaning by us with an extra charge of 30€ to 60€ depending on the accommodation and the duration of the stay. Please inform the reception the day before departure at the latest). 100€ penalty if it turns out you smoked inside the accommodation.

-The content of each accommodation is referenced on an inventory displayed in each rental, the campsite strongly advises the customer to check it in order to avoid any dispute on the day of departure. Any breakage found will be invoiced.

-The deposit may also be retained in the event of proven noise pollution (after warning by the Management).

-If you cannot be present during the inventory of fixtures, the deposit will be returned to you by post, after deduction of any charges, breakage, or cleaning not done.

Article 5. THE RESIDENCE

-It is the camper's responsibility to insure himself: the camper is responsible for the supervision of his personal belongings. The campsite declines all responsibility in the event of an incident involving the camper's civil liability.

-All guests must comply with the provisions of the campsite's internal regulations. Failure to comply with the regulations may result in expulsion without compensation or reimbursement.

-The campsite cannot be held responsible for any inconvenience that may disturb your stay (power cuts, water, telephone, work...). Guests will be informed of any such nuisances on the sole condition that Les Ilots de St Val campsite itself is informed.

Article 6.ANIMALS

6.1 In the Accommodation

Pets are strictly prohibited in rental accommodation.

6.2 On the Sites

Dogs are accepted on condition that they are on a leash inside the campsite, including on the pitch, and their needs must be collected. On arrival you must present the updated vaccination certificate and certificate. Under no circumstances should they be left alone on

he location, in an accommodation or in a car.

Category 1 and 2 dogs are strictly prohibited within the site.

Article 7. VISITORS

After being authorized by the manager or his representative, visitors may be admitted to the campsite under the responsibility of the campers who receive them. The customer can receive his visitors at the reception desk by paying the visitor rate displayed at the reception desk. Visitors' cars and pets are not allowed in the campsite (outdoor parking is mandatory).

Once visitor access has been accepted, the campsite's services are accessible to visitors. Any undeclared visitor will be excluded from the site and will be subject to a fixed fine.

Article 8. IMAGE

You authorize the campsite les islets de st val to photograph you, record or film you during your stay on the campsite les islets de st val and use the said images, video sounds and recordings on all media (in particular on the website, Facebook page, and its camping guides). This authorization applies both to you and to the people staying with you. This authorization is granted free of charge, for all countries and for a period of 5 years.

Article 9. INFORMATION AND FREEDOM

The information you provide us when making your reservation will not be transmitted to any third party. In accordance with the Data Protection Act of 6 January 1978, you have the right to access and rectify any personal data concerning you.

Article 10. RULES OF PROCEDURE

As required by law, you must adhere to our internal regulations, filed with the prefecture, and available for consultation at the entrance of our establishment; a copy will be given to you on request.

Article 11. LIABILITY

The Camping declines all responsibility for any damage suffered by the camper-caravanner's equipment that may be of its own making; insurance for your equipment in terms of civil liability is compulsory (FFCC, ANWB, ADAC...).

Article 12. APPLICABLE LAW

These general conditions are subject to French law and any dispute relating to their application falls within the jurisdiction of the Tribunal de grande instance or the Tribunal de commerce de CHARTRES(28).