

GENERAL SALES CONDITIONS 2019

*In order to use the services provided by the Campsite optimally, we recommend that you read the following general conditions carefully.
These conditions govern the sale of holidays and take effect from the moment your booking is placed.
By booking a holiday, you agree to fully comply with our general conditions.*

Internal Rules

You have chosen to spend your holidays in a naturist campsite.

All Customers are obliged to comply with the rules of the Campsite. The Campsite promotes the practice of a healthy, natural and family naturism. The Campsite reserves the right to refuse any booking that might contravene or attempt to pervert this principle. The admission of reservations concerning one sole person requires prior authorisation from the management. Minors should be accompanied by their parents or legal guardians. We don't accept piercings on sexual parts of the body, nor any behaviour, appearance or clothes that could have a sexual connotation. We reserve the right to refuse or exclude any person whose behaviour is not in accordance with our naturist values. Such exclusion will not give rise to any compensation. These internal rules are completed by the document "[Naturism at Le Sérignan Plage Nature](#)" consultable in "[Practical Information](#)" of our internet site: www.leserignannature.com/en.

Bookings

A reservation by mail, email or online becomes effective only after your 25% deposit + 30€ booking fee is cashed (or the total amount if you made your booking less than 30 days before arrival). Should we not be able to satisfy your request, your deposit will not be cashed at all. You will receive a written confirmation (by email or by mail) if your booking is accepted. The Campsite is free to accept or refuse bookings, depending on the availability and, in general, depending on any circumstances that are likely to be prejudicial to the execution of the booking.

Pitches

The basic package includes the pitch for a tent, caravan or camper van for 1 or 2 persons, access to toilet and other facilities, electricity (10A) and one car only. The pitches can accommodate a maximum of 6 persons, regardless of age.

Accommodations

Our accommodation units are fully equipped. The basic package ranges from 4 to 6 places, depending on the type of accommodation, with one car only. The Campsite reserves the right to refuse access to families turning up with a number of members exceeding the capacity of the rented accommodation. Tents are not permitted on or next to accommodation plots. Smoking is prohibited in all our accommodation units.

Assigning a specific number

Even if you give one or several location preferences, that gives no guarantee upon the allocated pitch or accommodation and cannot be subject to complaint. The allocated number will only be known on the arrival day.

Payment of the stay

Pitches and Accommodations: The balance must be paid at the latest 30 days before your arrival. If failure to settle the balance within this period, your booking will be cancelled and SAS AMAT & Cie will keep the already paid amounts. We accept the following payment methods: Credit Card (VISA or MasterCard), bank transfer or cash.

Your stay

Arrival:

The reception is open from 9am to 7pm.

Pitches are available from 12pm.

Accommodation units are available from 5pm.

You will receive an inventory list to be verified within 24 hours. Any complaint made after this period shall not be taken into consideration.

Reception must be informed of any additional guests or services with extra charge. Only the guests registered at the time of the booking are permitted to stay onsite.

During your stay:

It is the Customer's responsibility to take out insurance. The Campsite disclaims all liability in the event of theft, fire, bad weather or in the event of any incident concerning the civil responsibility of the Customer.

All Customers must comply with the provisions of the internal regulations.

The contract holder is responsible for disturbances or nuisance caused by persons staying with or visiting them.

Departure:

Pitches should be vacated before 12pm.

Accommodation units should be vacated before 10am. The accommodation units will be inspected. They have to be left entirely clean and without any missing or degraded items. Otherwise, we will be obliged to charge you for the damage or the prejudice.

If the rented accommodation has not been cleaned before your departure, a cleaning fee of 80€ will be charged.

For any delayed departure, an additional night may be charged at the price applicable for that night.

Pets

Animals are prohibited in our accommodations, in the Clos de Ferrand zone and on the beach. You must present the vaccination logbook of the pet. The anti-rabies vaccination and a tattoo/chip are compulsory. Dogs of the 1st and 2nd category (please refer to French legislation) are not allowed on the Campsite.

Animals must be kept on a lead at all times and obviously walked off-site for toilet needs. The owner of the animal is responsible for ensuring that his animal does not cause any inconvenience for the rest of the place.

Booking modifications

Customers may request that their stay be modified (dates and/or accommodation type), which must be made in writing to the Campsite (by email or by mail), a minimum of 30 days before the arrival date, **as far as practicable within availability.**

- Requests to **extend the duration of stay** will be processed subject to availability and in accordance with applicable tariffs.

- Requests for **partial cancellations or reductions of the duration of stay** will be subject to conditions*.

*The Campsite reserves the right to refuse any modification of dates if the number of nights cancelled is less than 7 consecutive nights.

- All **postponement requests** are considered as a cancellation and will be pursuant to the cancellation conditions. (See "Cancellation"-paragraph)

If failure to meet the modification / changes above, the stay must be spent as the booking stands or can be cancelled pursuant to the Cancellation Guarantee conditions. (See 'Cancellation Guarantee'-paragraph)

Postponement of your arrival dates

In absence of any written notification from you regarding a delay to your arrival date, the pitch or accommodation may be made available for sale again 24 hours after the arrival date specified in the contract and you will consequently forfeit your booking without possibility of postponement of the dates or (even partial) refund.

In case you informed us about your delay, the Campsite reserves the right to rent the place for the nights you're not present, without any (even partial) refund or postponement of the dates.

Cancellation

Any cancellation of a booking must be made in writing to the Campsite (by email or by mail).

In all cases of cancellation **without Cancellation Guarantee**, or in case of no show on the planned date, all already paid amounts will be kept by SAS AMAT & Cie. Whatever the reason of your delay or your cancellation, without Cancellation Guarantee no refund or postponement of the dates will be possible.

For cancellations for which the administration of the Campsite is responsible, except in case of force majeure, all amounts paid will be refunded to the Customer. Such cancellation shall not, however, give rise to the payment of damages.

Cancellation Guarantee

Additional and optional

Cost: 1% of the total amount - Minimum 8€

The Cancellation Guarantee must be subscribed at the latest 48h after reception of your booking confirmation.

This guarantee allows you to get the refund of paid amounts in case of a cancellation of your stay or an early departure for **justifiable reasons that are outside of your control** (illness, accident, work, ...). No refund will be granted without cancellation **mail or email** with attached **supporting evidence.**

In all cases, the booking fees and the amount of the Cancellation Guarantee are not refundable. For any cancellation happening less than 72 hours before the arrival day, SAS AMAT & Cie will keep the amount corresponding to the nights that couldn't be allocated to another Customer.

CAREFUL! If you **didn't** subscribe the Cancellation Guarantee with Le Sérignan Plage Nature during your booking, **no (partial) refund or postponement of the dates will be possible.**

Booking made onsite in 2019 for 2020 with deposit

(Conditions for these bookings are available at the reception during your stay). The definitive confirmations of these bookings will be sent during October 2019. You will have 48h after reception of the confirmation to cancel your booking for 2020 FREE OF CHARGE, which must be made in writing to the Campsite (by email or by mail), and obtain the refund of your deposit.

Disputes

In the event of a dispute with our establishment and if you are not satisfied with our response, you may contact: France 4 Naturisme SARL - 120, avenue Charles de Gaulle - 92200 NEUILLY SUR SEINE.

After a period of one month, you may also refer to the Medics mediation centre. Please make your submission online at www.medics.fr, or by post to: Medics - 73 Boulevard de Clichy - F-75009 PARIS.

Responsibility of the Campsite

The Customer acknowledges that the Campsite may not be held responsible for any false information supplied by its partners or by any third party that might be specified in its brochures or on its websites, concerning residential premises, and particularly its photographs, descriptions, activities, leisure activities, services and dates of operation.

All photographs and text used in the brochures or on the websites do not form part of any contractual obligation. They are for information purposes only.

Certain activities and facilities offered by the Campsite and specified in the brochure description may be cancelled, particularly as a result of weather conditions or for reasons of force majeure, as defined by French law.