

# GENERAL SALES CONDITIONS 2021



## 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](http://www.leserignannature.com/en).

## BOOKINGS

A reservation by mail, email or online becomes effective only after your 15% deposit + 30€ booking fee is cashed (or the total amount if you made your booking less than 30 days before arrival). Booking of camping pitches or rented accommodation is conducted strictly on a personal basis. Under no circumstances may you sub-let or transfer your reservation without the prior consent of the campsite. 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 7 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.

## CANCELLATIONS AND ALTERATIONS

### 1. 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 and/or if the number of nights of the stay you wish to keep is less than 7 nights. - In the case of a refusal by the Campsite, this partial cancellation can be taken care of by the Cancellation Insurance under certain conditions, if you subscribed it.

- 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 Insurance conditions. (See

"Cancellation Insurance"-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

### 2. Unused facilities

In the event of stays which are interrupted or cut short for one of the following reasons:

- Border closures.
- Administrative closure of the campsite.
- Customer placed in quarantine on arrival or when he/she returns to home country.
- Travel restricted to a number of kilometres meaning he/she cannot come to the campsite.

A credit note for an amount corresponding to unused nights, valid for two years, will be issued by the campsite. If the customer rejects this credit note, he/she will receive a refund, on request, of the corresponding amount, minus the cost of the cancellation insurance if such a subscription has been taken out.

Apart from the reasons stated above, all interrupted or shortened stays (late arrival, early departure) due to the customer will not be subject to refunds or credit note.

### 3. Cancellation by the Campsite

In the event of cancellation by the campsite, the sums paid will be reimbursed in full except in case of force majeure. The cancellation shall not however incur the compensation of damages and interest.

### 4. Cancellation by the customer

Any cancellation of a booking must be made in writing to the campsite (letter or email).

**A.** In case of cancellation by the customer without subscription to the cancellation insurance.

For one of the following reasons and only up to his/her arrival date:

- Border closures.
- Administrative closure of the campsite.
- Customer placed in quarantine on arrival or when he/she returns to home country.
- Travel restricted to a number of kilometers meaning he/she cannot come to the campsite.

A credit note for an amount corresponding to the total of amounts already paid, valid for two years, will be issued by the campsite. If the customer rejects this credit note, he/she will receive a refund, on request, of the corresponding amount.

**For all other reasons:**

- **Case 1** - Cancellation up to 15 days before the start of the stay: The deposit of 15% of the amount of the stay will be kept by the campsite as a cancellation fee. The sums paid\* with the amount of the deposit subtracted, will be refunded.

- **Case 2** - Cancellation less than 15 days before your arrival: The deposit of 15% of the amount of the stay will be kept by the campsite as a cancellation fee. A credit note for the sums paid\* with the amount of the deposit subtracted, will be issued by the campsite. This credit note is non-refundable, non-transferable, limited to the campsite where the stay is cancelled and is valid for two years.

\* If this reservation has been partially or totally paid by a credit note, it will be reimbursed according to the conditions set out in the credit note.

**B.** If campers cancel their bookings having taken out cancellation insurance Amounts paid are covered by the guarantee in line with the Insurance terms & conditions. If the reason is not covered by the cancellation insurance or if the case is rejected by it, the general conditions of sale of paragraph **4.A.** apply and the cost of cancellation insurance will be deducted from the amounts paid in the event of cancellation.

### Cancellation Insurance (Gritchen / Campeze Couvert)

Additional and optional

Cost: 15€/pitch - 3€/night in an accommodation

### THE CANCELLATION INSURANCE MUST BE SUBSCRIBED DURING YOUR BOOKING

Covers:

- Cancellation charges
  - Modification fee
  - Late arrival
  - Trip interruption expenses
  - Replacement vehicle
  - Forgotten item left behind in the rented accommodation (reimbursement of shipment expenses)
- See the General Conditions for details about the covers,

conditions, excess fees and exclusions.

The insured party must **IMPERATIVELY** give the Camping and Gritchen Tolède et Associés written notice (by email or by post) of any loss likely to result in a claim within 10 working days (2 working days in the event of theft).

## 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 and Clos de la Grangette zone and on the beach.

**It is not possible** to stay on the same pitch with more than 2 pets. You must present the vaccination logbook of the pet.

The anti-rabies vaccination and a tattoo/chip are compulsory. Dogs of the 1<sup>st</sup> and 2<sup>nd</sup> 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 MADE ONSITE IN 2021 FOR 2022 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 2021. You will have 48h after reception of the confirmation to cancel your booking for 2022 FREE OF CHARGE and WITHOUT CONDITIONS, which must be made in writing to the Campsite (by email or by mail). You will then obtain the COMPLETE refund of your deposit. If this reservation has been partially or totally paid by a credit note, it will eventually be reimbursed according to the initial conditions set out in the credit note.\*

## 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 Mediacys mediation centre. Please make your submission online at [www.mediacyc.fr](http://www.mediacyc.fr), or by post to: Mediacys - 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.