

# GENERAL SALES CONDITIONS 2024



## INTERNAL RULES

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

All Customers are obliged to comply with the internal 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 solo travellers requires prior authorisation from the management. Minors should be accompanied by their parents or legal guardians. Up to the age of 12, they must be accompanied in our aquatic areas. We don't accept piercings on sexual parts of the body, nor any behavior, appearance, accessories or clothes that could have a sexual connotation. We reserve the right to refuse or exclude any person whose behavior 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 post, email or online becomes effective only after your 25% deposit + 30€ booking fee is received (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 for the contractual customers. 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 vehicle 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 2 to 7 places, depending on the type of accommodation, with one vehicle only. The Campsite reserves the right to refuse access to families where the number of members exceeds 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 for 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, excluding money orders.

## 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), up to 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 subscribed.

- All **postponement requests** are considered as a cancellation and will be pursuant to the cancellation conditions. (See 'Cancellation by the Customer'

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 conditions. (See 'Cancellation' 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 transfer 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.
- Travel restricted to a number of kilometres meaning he/she cannot come to the campsite.

A credit note valid for two years, for an amount corresponding to unused nights, minus the cost of the cancellation insurance if such a subscription has been taken out, 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.

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 reasons stated in the above (paragraph 2):

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 31 days before** the start of the stay: 15% of the amount of the stay will be kept by the Campsite as a cancellation fee. A credit note for the rest of the amount will be issued by the Campsite. This credit note is non-refundable, non-transferable, limited to the campsite where the stay was cancelled and is valid for two years.

- **Case 2 - Cancellation between 30 days and 8 days before** the start of the stay:

The deposit of 25% of the amount of the stay will be kept by the Campsite as a cancellation fee. A credit note for the rest of the amount will be issued by the Campsite. This credit note is non-refundable, non-transferable, limited to the campsite where the stay was cancelled and is valid for two years.

- **Case 3 - Cancellation from 7 days before** the start of the stay: Cancellation fees will be 100%.

If the client does not show up on the day of arrival mentioned on the contract and without having informed the campsite by letter or e-mail beforehand, the reservation will be considered as cancelled by the client and the sums paid will be kept in full as cancellation fees by the campsite. The campsite therefore reserves the right to offer the accommodation or pitch for rent again.

#### B. In case of cancellation by the Customer with subscription to the cancellation insurance

Amounts paid are covered by the guarantee in line with the Insurance terms & conditions. If your reason for cancellation is not covered or if the claim is rejected by the cancellation insurance, the general terms and conditions in paragraph 4.A. apply and the cost of the cancellation insurance will be deducted from the amounts paid in the event of cancellation.

## CANCELLATION INSURANCE GRITCHEN / CAMPEZ COUVERT

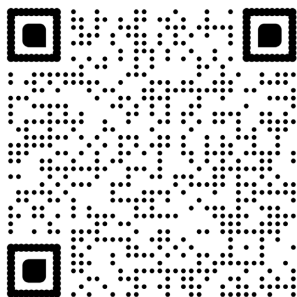
*Additional and optional*

### **The Cancellation Insurance must be subscribed at the moment booking**

Exemple of 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 5 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 12 noon.

**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.

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 12noon.

**Accommodation** units should be vacated before 10am.

The accommodation units will be inspected. They have to be left entirely cleaned and without any missing or degraded items. Otherwise, we will be obliged to charge you for repair costs.

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.

## VISITORS

Visitors must be registered at reception. They will not have access to the aquatic facilities or children's clubs. Visitors are not permitted onsite outside reception opening hours (9am-7pm).

Their vehicle must be parked outside the campsite grounds.

## PETS

Animals are prohibited in our accommodations, in the Clos de Ferrand and Clos de la Grangette zones. **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 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 in the Campsite, including on the pitch, 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 and respects peace and quiet.

## BOOKING MADE ONSITE IN 2024 FOR 2025 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 2024. You will have 48h after reception of the confirmation to cancel your booking for 2025 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.

## VEHICLE AND VISITOR PARKING

Only one vehicle is allowed to access the campsite per stay; it must be parked on the assigned parking place or on your allotted camping pitch.

Customers with one or more additional vehicles (including trailers) must park them outside the campsite PAYING visitor parking is available for € 15/ night (package price available upon request at the reception).

## 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 Centre de la Médiation de la Consommation des Conciliateurs de Justice mediation centre. Please make your submission online at [www.cm2c.net](http://www.cm2c.net), or by post to: CM2C - 14 rue saint Jean – F-75017 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.