

I/ CONDITIONS OF RESERVATION

All reservation requests must be accompanied by the payment of a deposit and booking fee, as well as an acceptance of the general terms of sale. The reservation will be considered finalised as soon as it has received written approval from Camping Sunêlia les Oyats. Minors must be accompanied by their parents or legal guardians. Camping Sunêlia les Oyats offers holidays intended for families, it reserves the right to refuse any reservation that would go against or stray from this principle. As the reservation of a campsite or accommodation is nominative, it is not to be sublet or sold. In the case of an incorrect declaration by the customer, the present contract will be rightfully terminated and the sums paid retained by the manager.

II/ CONDITIONS OF PAYMENT

1- Administrative Fee:

This can be up to 20€ for the week for a paper application, 10€ for weekends and free for all online reservations via our website www.campinglesoyats.fr. In case of a cancellation (excluding applications with a specific cancellation insurance), this payment will not be reimbursed.

2- Deposit / Balance:

- If the reservation takes place more than 30 days before the date of the stay, a deposit of 30% of the total cost of the stay + an administrative fee will be required, and the remaining balance must be paid 30 days before the starting date of your stay, at the latest.

- If the reservation takes place less than 30 days before the start of your stay, you must pay the total cost of your stay upon reservation.

III/ YOUR STAY

1- Campsite Arrivals

Upon your arrival, we will ask you for a security deposit (cash or cheque) of 20€ for the entry pass to the campground gate. This deposit will be reimbursed at the end of the stay in exchange for the entry pass. If you have chosen a Premium Campsite, a second deposit of 80€ will be required to guarantee the cleanliness of your private space. These 2 bonds will be returned independently of each other after the control of the cleanliness of the premises. Each of you will be provided with an access wristband (the wearing of which is mandatory) for which you will be charged 5€ in the event of it being lost. Off-season: you may arrive on the day of your choice for a stay of minimum 2 nights. The rented campsite will be made available to you from 2pm to 6pm. In July-August: you may arrive on your date of choice for a stay of minimum 7 nights. The campsite will be made available to you from 2pm to 8pm. You must inform the campground of any late arrival. The campsite is reserved for 24 hours following the planned date of your arrival. After that time, it will no longer be reserved and you will be required to pay the total cost of your stay. One vehicle per campsite, a second vehicle may be accepted depending on the dates of your stay by special request to the campground, and for an additional fee (see rates).

2- Rental Arrivals

Upon your arrival, you will be required to pay 2 deposits (cash or cheque). One 300€ deposit for the rental and furnishings, and another deposit for the cleaning fee of the chosen rental (nature range: 60€, comfort range: 80€, prestige/premium ranges: 100€, Le Tribu: 180€), to cover the fees in the case the rental is not clean when you leave. These 2 deposits will be reimbursed independently of each other, after a stocktaking and inspection of the site's cleanliness. Each of you will be provided with an access wristband (the wearing of which is mandatory) for which you will be charged 5€ in the event of it being lost. Off-season: you may arrive on the day of your choice for a stay of minimum 2 nights. You may collect the keys between 3pm and 6pm. In July-August: you must arrive on Saturday, Sunday or Wednesday, according to the conditions of your booking contract, for a stay of at least a week. You may collect the keys between 4pm and 8pm. You must inform the campground in the event of any late arrival. The rental is reserved for 24 hours following the planned date of your arrival. After that time, it will no longer be reserved and you will be required to pay the total cost of your stay. There is an inventory of all the contents of each rental. The tenant is required to carry out an inspection upon arrival, and to signal any possible abnormalities before midday the following day. One vehicle per rental.

3- During your Stay

Insurance is the camper's responsibility. Camping Sunêlia les Oyats will in no way be held responsible in the event of the loss, theft or damage of personal items, or damage as the result of a fire, bad weather, etc. Each person staying at the campground is committed to complying with the regulations presented at the entrance to the campground. There must be total silence between midnight and 7am. Furthermore, vehicles have a speed limit of 10 km/h, and there is to be no driving between 11pm and 7am. Visitors are allowed on the site from 9am to 11pm. They are obliged to present themselves at reception in order to state their identity and that of the people they are visiting, and to pay a fee. Their vehicle must remain parked in the external car park. Tents are not permitted on rental accommodation sites. The use of barbecues is strictly prohibited outside the areas reserved for this purpose. Over the course of your stay, you may be photographed or filmed to appear in our next advertising material. Should you not agree to this, please notify us with a registered letter, accompanied by a copy of your proof of ID. Pets are allowed on the

site (forbidden in the cottages premium and VIP) provided the owner pays an additional fee (see rates). They must be kept on a leash, tattooed, vaccinated, and declared at reception. In no case may they be left alone at the rental property or campsite.

1st and 2nd category dogs are strictly prohibited. (cf Ministerial Decrees of 30/06/92, 22/01/85 and 06/01/99)

4- Campsite Departures

The campsite must be vacated on the date of departure before 12pm. After this time, you will be charged for an extra night.

5- Rental Departures

Departure is to take place on the date indicated on the booking confirmation between 7am and 11am, according to availabilities and by fixed appointment at reception. For any departure made outside the times appointed by reception, 80€ will be charged. The accommodation must be returned in a state of perfect cleanliness, and you will be charged for any damage or breakages, as well as for any restoration of the site, if deemed necessary. Retention of the security deposit does not exclude the possibility of an additional payment of damages being charged in the event of the costs being superior to the sum of the deposit.

6- Late arrival

You can arrive outside reception opening hours, after informed the reception in advance. Please note that the entrance barrier is open between 7am and 11pm, after which point you will not be allowed into the campsite to claim your pitch or holiday rental.

7- Storage - Occupation:

Unoccupied units can be left on the site only with the management's prior consent and only on the pitch indicated. This service comes at an extra fee, indicated below.

Any pitch that is being used to store a unit, without having signed a rental contract, or if this use is in breach of a contract, notably with regards scheduled payments, a "storage" fee of 40€ per day shall be applied for standard pitches, and 60€ per day for pitches equipped with water, electricity and waste disposal.

IV/ CANCELLATION

1- Unused Services

In case of a late arrival or early departure, no reimbursement will be made.

2- Cancellation by the Client (excluding applications to a specific insurance contract) cancellation occurs 45 days or more before the planned date of arrival, the deposit and booking fee will be kept by the campground. If the cancellation occurs less than 45 days before the arrival date, the total cost of the stay will be kept.

3- Cancellation by campsite

The Campsite reserves the right to cancel your stay in the case of force majeure or unforeseen circumstances that could pose a health and safety risk.

Complaints

Any client wishing to make a complaint should contact the campsite complaint service: - by post with confirmation of receipt to the campsite address The campsite will reply to the client within two months. When no amicable solution can be found, and if the issue persists, without prejudice to take legal action, the Campsite will offer to call a mediator: SAS Médiation Solution: 222, chemin de la bergerie - 01800 Saint Jean de Niois - contact@sasmediationsolution-conso.fr - <https://sasmediationsolution-conso.fr/>

Right of withdrawal

In accordance with article L.121-19 of the consumer code, the Campsite informs its clients that the sale of accommodation services provided on a specific date, or during a defined period, is not subject to a 14-day withdrawal period.

4- Campeze-Couvert Cancellation and Interruption Insurance:

Our partner Gritchen Affinity offers an insurance for the cancellation or interruption of your stay, optional with your rental contract, that allows only those clients who have signed up for Campeze Couvert insurance to be reimbursed for all or part of their stay.

In the case of cancellation, please notify the campground of your withdrawal, by post or email, as soon as the event occurs that prevents your departure. If the incident is covered in the general conditions (available at www.campez-couvert.com or from the campground), please notify the insurer within 48 hrs, and provide all the necessary information and substantiating documents.

V/ DATA PROTECTION AND FREEDOM OF INFORMATION

The information that you give us when making your booking will not be passed on to any third party. This information will be treated as confidential. It will only be used by internal services for processing your booking and to enhance and personalise communication and the services exclusively available to Campings Grand Sud customers based on your interests. In accordance with the European data protection regulations, you have the right to access, rectify and object to the processing of your personal data. In order to so, all you need to do is to send a request by post to the following address, giving your first name, surname and address: Camping Sunêlia Les Oyats - route de la plage des casernes - 40510 Seignosse.