

# GENERAL CONDITIONS OF SALE

Les Chardons Bleus – Boulevard de la Grande Falaise 44420 LA TURBALLE  
+33 (0)2 40 62 80 60 – hereinafter referred to as "the host"

## BOOKING CONDITIONS

The rates and information published are shown subject to errors of printing or omission (non-contractual texts and visuals). Only the prices shown on the booking confirmation are contractual. Prices are shown in euros and take into account a VAT rate of 10% in force on 1st May 2017. The contract price is subject to change in the event of a variation in the applicable taxes between the booking date and the payment date.

An individual tourist tax is levied by the club on behalf of the local authorities for each adult staying. Its amount is the amount applicable on the dates of the stay.

For camping pitches, the basic package includes 1 pitch + 1 installation + 1 vehicle + access to water and electricity + 1 person.

For accommodation rentals, the fixed price includes the number of people (babies included) stated at the time of booking, up to 8 places depending on the type of accommodation chosen. If the number of persons present exceeds the capacity of the selected accommodation, the club shall refuse access.

The rented accommodation is fully equipped and includes all kitchenware and tableware as well as bedding. Bed linen and towels are not included in the basic package. Guests are reminded that children under 6 years old are not allowed to sleep in bunk beds for safety reasons.

All bookings are nominative and cannot be transferred or sublet. The booking becomes effective only after our consent has been given and the signed rental agreement accompanied by the down payment or the full price of the stay has been received.

## CONDITIONS OF PAYMENT

For rentals and campsite pitches:

- When the booking is made over 30 days before the start date of the stay:
  - a down payment of 30% of the total price of the stay booked (accommodation or pitch + options) must be paid. It is then deducted from the total price of the stay and shall be collected at the time of booking.
  - the balance must be paid 30 days before the start date of the stay at the latest. Otherwise, the booking is no longer assured.
- When the booking is made less than 30 days before the start date of the stay:
  - the stay must be paid for in full at the time of booking.

## MEANS OF PAYMENT

Reservations can be paid by bank card, bank transfer or ANCV cheque, accepted in the following conditions:

- Remotely (website, post, telephone):
  - Bank card: up to the day of arrival.
  - Bank transfer: up to 15 days before the date of the beginning of the stay.
  - ANCV cheque: up to 21 days before the date of the beginning of the stay.
- Onsite:
  - Bank card, cash or ANCV cheque: up to the day of arrival.

## CHANGES

In the event of any request to change the dates or the number of guests, the host shall endeavour to accept these requests where possible, subject to availability and according to applicable rates. Any request to shorten the stay shall be considered by the host as a partial cancellation.

## CANCELLATION

Cancellation by the client:

- More than 90 days before the booking, the host agrees to reimburse the client the full amount paid, excluding fees and the amount of the Cancellation Insurance (in the case where the customer has subscribed to it).
- Between 60 and 90 days of the booking, the host agrees to reimburse the client the sums paid up to 50% of the total amount of his stay, excluding fees and the amount of the Cancellation Insurance (in the case where the customer has subscribed to it).
- Less than 60 days before the booking, the sums paid will remain the host's

Cancellation by the host: In the event of cancellation by the host, except in the event of force majeure, the full price of the stay shall be refunded.

## CANCELLATION INSURANCE

An optional cancellation and interruption of stay insurance is offered to the customer, who can subscribe to it by Gritchen Affinity, partner of the host. The cancellation and interruption of stay insurance reimburses the all sums paid (except the deductible, the insurance subscription amount and booking fees) before the start of the stay. In case of interruption of the stay, the amount of the unspent time will be calculated pro rata temporis of the stay booked.

The insurance premium must be paid in full by the customer at the time of the booking and it is not refundable unless the customer applies the provisions related to the withdrawal period in respect of insurance product.

When the cancellation insurance coverages are at stake, the customer must notify Gritchen Affinity in writing within 5 days:

- on the website [www.declare.fr](http://www.declare.fr)
- by mail to [sinistre@declare.fr](mailto:sinistre@declare.fr)
- by mail to: Gritchen Affinity, Service Sinistre, CS 70139, 18021 BOURGES Cedex.

The general conditions of the cancellation insurance are available to the customer by the host on-site and on the website:

<https://www.camping-laturballe.fr/IMG/pdf/chardons-bleus-assurance-annulation.pdf>

## CHECK-IN AND CHECK-OUT

The customer and any accompanying persons shall be asked to provide proof of identity at check-in.

**For camping pitches:**

- The pitch rental begins at 12 noon and must be vacated by 12 noon.
- After this time, the customer shall be billed for an additional night.
- The customer shall be asked to pay a security deposit when checking in, which shall be returned when checking out.

**For accommodation rentals:**

- Rentals begin at 4 pm, and the rented premises must be vacated by 10 am.
- Upon receiving the keys, the customer shall be asked to pay a security deposit and shall be given the inventory of the rental. The customer is obliged to check the inventory and report any anomalies on the same day. Any dissatisfaction concerning the general condition, inventory or cleanliness of the rental must be reported to the host by the customer within 24 hours following check-in, in order to remedy it. No complaint shall be admissible after this deadline.
- Rentals must be left in perfectly clean condition, with the inventory verified. Any breakages or damages shall be at the customer's expense, as shall any restoration of the premises that may prove necessary.
- End-of-stay cleaning is the customer's responsibility. If the rental has not been properly cleaned before check-out, a cleaning fee of €50 shall be retained.
- When the keys are returned on check-out day, the security deposit is returned to the customer after the host has checked the inventory, cleanliness and condition of the rental.

The security deposit does not constitute a limitation of liability.

## COMPLAINTS

In the event of a complaint, the customer has a period of 15 days following the end of their stay to report it to the host's "customer service" department by registered letter with acknowledgment of receipt. The host has a period of 30 days following receipt of the complaint in which to answer it. If the customer considers that they have not obtained a satisfactory answer from the host, the customer may contact a consumer ombudsman within a maximum period of one year following the date of the written complaint addressed to the host. The details of the ombudsman that may be contacted by the customer are: Médicys – 73 boulevard de Clichy – 75009 PARIS – 01 49 70 15 93 – [www.medicys.fr](http://www.medicys.fr). The ombudsman may be contacted by mail, telephone or its website.

If the dispute cannot be resolved, the jurisdiction competent to resolve the dispute is the court of Lorient.

## INTERRUPTION OF THE STAY AND UNUSED SERVICES

Any stay that is interrupted, or shortened (late arrival, early departure) by the customer cannot give rise to any refund. Despite the balance having been paid, if there is no news from the customer (by e-mail or registered letter with acknowledgment of receipt), 48 hours after the beginning of the stay, the host reserves the right to take back the accommodation or pitch. The customer shall then not be entitled to any compensation.

No refund or compensation shall be given in the event of non-use of one or more services or in the event of temporary or seasonal closure of one or more services due to a technical, climatic, administrative or legislative problem.

## CUSTOMER LIABILITY

The customer must be insured for civil liability. The customer may be asked to provide an insurance certificate before the start of the stay.

## PETS

Pets are allowed under the conditions described in the price brochure, under the responsibility of their owners. Category 1 and 2 animals, as well as dogs weighing more than 10 kilos, are not allowed within the premises of the host's establishment. The customer must bring the animal's up-to-date vaccination record with them. Dogs must be kept on a lead and must not be left unattended on the premises (in the accommodation, on the camping pitch or in a car).

## RULES AND REGULATIONS

The rules and regulations are displayed at the entrance to the establishment and at reception. The customer is required to read them upon checking in and undertakes to follow them. If the rules and regulations are not followed, the host reserves the right to impose a penalty, up to and including exclusion from the establishment.

## IMAGE RIGHTS

During the customer's stay, the customer and any accompanying persons may be photographed or filmed for the advertising needs of the host and Compagnie de Bel Air. The host and Compagnie de Bel Air may use these images for a maximum period of ten years. The customer is hereby informed that they are obliged to notify the host of any objection to this practice in writing, as soon as they check in.