

TERMS AND CONDITIONS CAMPING CABESTAN

The services offered on the <https://www.campingcabestan.com/> website are provided by Alpha Camping. Created on June 24, 2013, Alpha Camping is a simplified joint stock company with capital of €171,858.00, headquartered at 10, Villa d'Eylau, 75016 Paris. R.C.S Créteil 793 853 128. You can contact us by e-mail at the following address: campingcabestan@alphacamping.fr

The use of the site and the purchase of the accommodation services offered by CAMPING CABESTAN imply the customer's full acceptance of these general terms and conditions of sale and all their provisions.

Please note: deposits will be required on site, particularly for accommodation and equipment rentals.

In order to benefit from these services, we ask you to carefully read the general sales conditions below. These conditions govern the sale of stays and are valid at the time the order is placed.

ARTICLE 1 - RESERVATIONS

All bookings must be accompanied by a minimum payment of 30% of the total cost of the stay, including the price of accommodation and options (excluding insurance and any booking fees, which can be cashed in at the time of the deposit). The balance must be paid no later than 30 days before the start of the stay. In the event of non-payment, the reservation may be cancelled without the customer being able to recover the sums initially paid. In the event of late booking (less than 30 days before the start of the stay), the total amount of the stay will be claimed at the time of booking.

The booking contract will only be deemed to have been concluded between the customer and CAMPING CABESTAN once the latter has sent the customer the invoice for the stay by e-mail or post.

ARTICLE 2 - PRICES AND CONDITIONS

All prices are valid for the season and are in euros, VAT included.

The tourist tax is €0.61 per day per person and is payable in addition.

Prices are quoted either per accommodation or per person (in the latter case, the words "price per person" appear clearly on the web page where the accommodation prices are listed), and vary according to dates, length of stay and type of accommodation. Unless otherwise stated, prices include accommodation only.

Transport by private car: in the event of breakdown or delay due to traffic congestion, CAMPING CABESTAN will not be liable for any additional costs or cancellation fees resulting from the customer's failure to show up at the accommodation booked.

Sports: deposits are often required for the loan of sports equipment or board games (rackets, games, etc.); these are returned when the equipment is returned in good condition.

2.1 - BOOKING CONDITIONS

The contracting party must be at least 18 years of age and have the legal capacity to enter into a contract, and must not be under guardianship or curatorship. The contracting party must be present for the entire duration of the stay.

How to reserve

The reservation is only effective with the campsite's agreement, after receipt of the deposit and after receipt of either the booking contract duly completed and signed, or after acceptance of the general terms and conditions of sale when booking online.

Reservations for camping pitches or rentals are made on a strictly personal basis. Under no circumstances may you sublet or transfer your reservation without the prior consent of the campsite.

Minors must be accompanied by their parents or legal guardians.

Rental

All rental accommodation is fully equipped. The basic package is for 4 to 7 people (including babies), depending on the type of accommodation.

CAMPING CABESTAN reserves the right to refuse access to the campsite to groups or families arriving with a number of participants greater than the capacity of the rented accommodation.

2.2 - RATES, TAXE DE SEJOUR AND ECO PARTICIPATION

Prices shown are valid for the season. Prices are in euros, VAT included, and correspond to the chosen accommodation, number of people and duration. Local taxes and surcharges are not included.

A tourist tax collected by the Pays de Saint Gilles is payable on arrival for anyone over 18.

An eco-participation of 0.45 € is collected for the preservation of the environment and the treatment of waste on the campsite and is payable per night and per person.

2.3 - NO RIGHT OF WITHDRAWAL

In accordance with article L.221-28 of the French Consumer Code, CAMPING CABESTAN informs its customers that the sale of accommodation services provided on a specific date, or according to a specific frequency, is not subject to the provisions relating to the 14-day cooling-off period.

ARTICLE 3 - ACCOMMODATION

The 3-star rating is indicated according to the national standard determined by Atout France.

Photos and illustrations: every effort is made to provide photos and illustrations that give the customer an idea of the services offered. The purpose of these photos and illustrations is to indicate to the customer the category or level of comfort of the accommodation and cannot be a source of commitment beyond this purpose.

ARTICLE 4 - APPLICATION FEES

The booking fee is €25.00 per booking, for all bookings made directly online or by calling the campsite.

ARTICLE 5 - HOLIDAY RULES

5.1-Accepted payment methods

For both the deposit and the balance, you can honour your booking or stay by the following methods of payment:

Bank cheque, French postal cheque, vacation cheque, cash, credit card, national or international bank transfer

5.2-Payment terms

On the campsite website

All firm reservation requests from the buyer are broken down as follows:

30% deposit + booking fees + cancellation insurance (optional)

The balance of your stay must be paid at least 30 days before your arrival for rental accommodation and camping pitches. If the balance is not paid within the time limit indicated, the stay is considered cancelled and our cancellation conditions described below apply.

By post

All firm reservation requests from the buyer are broken down as follows:

30% deposit + booking fees + cancellation insurance (optional)

The balance of the stay is due, at the latest, 30 days before your arrival for stays in rental accommodation and camping pitches. If the balance is not paid within the specified time, the reservation is considered cancelled and our cancellation conditions described below apply. This reservation is not binding until the purchaser has received confirmation of registration from the campsite.

ARTICLE 6 - ON-SITE APPOINTMENTS

For all our stays, we arrange to meet you at the CAMPING CABESTAN reception desk to hand over the keys to your accommodation, or to accompany you to your pre-booked pitch.

In the event of late arrival, the customer must inform the CAMPING CABESTAN de BRETIGNOLLES SUR MER directly by telephone on 02 59 45 02 81, to arrange a new appointment so that the keys to the accommodation can be handed over.

ARTICLE 7 - COMPLAINTS

The customer must notify CAMPING CABESTAN, 24 route de St Gilles 85470 - BRETIGNOLLES SUR MER, immediately on site and in writing of any claim for non-performance or improper performance of the rental contract.

We will not be responsible for any telephone or postal charges incurred in connection with your request. You can also send an e-mail to: campingcabestan@alphacamping.fr

No claims or disputes will be accepted by telephone.

All complaints must therefore be made in writing and individually (one per file). No action will be taken on collective complaints or petitions.

ARTICLE 8 - RESPONSIBILITIES OF THE PARTICIPANT

No reimbursement will be made for any stay that is interrupted or shortened, or for any service that is not consumed, for any reason whatsoever.

No dispute concerning the price of accommodation can be considered after the start of the stay. It is the customer's responsibility to assess the suitability of the price before departure.

Disabled people CAMPING CABESTAN is equipped to welcome disabled people. It is important to mention your disability at the time of booking. If you do not mention your disability, we will not be able to accept any claims if the facilities are not adapted to your needs. Any person whose mobility is reduced - travelling with or without an attendant - as a result of a

If you have a sensory or motor disability, age, illness or any other cause of disability requiring special attention and adaptation to your needs in the services offered - you must mention this to us at the time of booking or in writing to campingcabestan@alphacamping.fr.

Please note that, in accordance with current legislation, the rental of mobile homes, chalets, bungalows and other outdoor accommodation (hereinafter referred to as "rental accommodation") is not the responsibility of hoteliers. Consequently, CAMPING CABESTAN cannot be held responsible for loss, theft or damage to personal belongings in our rental accommodation, communal areas and adjoining parking lots. We remind you that you are responsible for the security of the rental accommodation during your stay, and that it is your responsibility to insure yourself accordingly. Certain precautions can help you avoid any inconvenience: close your windows before leaving your rental accommodation, and lock your door. We remind you that CAMPING CABESTAN cannot be held responsible for any personal belongings left in your rental accommodation when you leave.

ARTICLE 9 - CUSTOMER MODIFICATION AND CANCELLATION CHARGES

Customers may request changes to their stay at the same campsite (dates, type of accommodation). Without prejudice to the fact that full payment of the balance is due before departure, any modification at the customer's request is possible and may incur modification charges. All requests for changes must be confirmed in writing by the customer and are subject to availability and acceptance by CAMPING CABESTAN. Should the contracting party wish to extend their stay, the current rate will be applied. No reimbursement will be made for any change you make from a higher to a lower range.

Any request to reduce the length of your stay is considered as a partial cancellation and will be subject to the cancellation and interruption terms and conditions.

Any request by the CLIENT to modify or cancel the STAY must be sent to CAMPING CABESTAN by registered letter with acknowledgement of receipt. The deadlines mentioned below apply from the date of receipt of the letter, as evidenced by the postmark. Cancellation or modification of the STAY will incur the following minimum charges:

* More than 30 days before the start of the HOLIDAY: 30% of the price of the HOLIDAY + administration costs + insurance costs (if applicable);

* Less than 30 days before the start of the HOLIDAY: 100% of the price of the HOLIDAY + booking fees + insurance costs (if applicable).

No charge will be made for changes in the names of participants or in the number of participants, as long as the number of participants does not exceed the maximum capacity of the accommodation.

In the case of a booking comprising several accommodations, cancellation of one or more of the accommodations contained in the file will incur cancellation charges only on the accommodations in question.

Any stay begun will be considered as fully executed and will not give rise to any reimbursement.

If, during the stay, the customer renounces one or more of the services ordered, he/she cannot demand any reduction in price from CAMPING CABESTAN.

Unused benefits

Any stay that is interrupted or shortened (late arrival, early departure), or in the event of no-show at the campsite for accommodation booked due to the customer's fault, will not give rise to any reimbursement of the said service.

Cancellation by CAMPING CABESTAN

To obtain possible compensation, we invite you to take out cancellation or interruption of stay insurance at the time of booking.

In the event of cancellation by CAMPING CABESTAN, except in cases of force majeure, the stay will be refunded in full. This cancellation

will not give rise to the payment of damages.

Cancellation insurance

We invite you to take out holiday cancellation or interruption insurance at the time of booking, according to the options and rates mentioned below.

CONFORT (trip cancellation and interruption insurance)

Prix du séjour	Montant de l'assurance
< 250 €	17 €
251 à 399 €	25 €
400 à 599 €	35 €
600 à 799 €	45 €
800 à 999 €	59 €
1 000 à 1 399 €	79 €
> 1400 €	89 €

PREMIUM (pre-stay cancellation insurance)

Prix du séjour	Montant de l'assurance
< 250 €	29 €
251 à 399 €	39 €
400 à 599 €	49 €
600 à 799 €	59 €
800 à 999 €	79 €
1 000 à 1 399 €	99 €
> 1400 €	99 €

ARTICLE 10 - YOUR STAY

Arrival

Rental accommodation: on the day of your arrival, you will be welcomed from 4.00 p.m., and on handing over the keys to your rental accommodation, you will be asked to pay a deposit.

During your stay

The campsite declines all responsibility for any incident for which the camper is liable. All guests must comply with the campsite rules and regulations. All tenants are responsible for any disturbance or nuisance caused by persons staying with or visiting them.

Departure

Rental accommodation: on the day of departure indicated on your contract, the rental accommodation must be vacated by 10 a.m.. The accommodation will be returned in a clean and tidy condition, and the inventory will be checked. You will be responsible for any broken or damaged items, and for restoring the premises if necessary.

The deposit will be returned to you at the end of your stay, after deduction of any compensation deducted from supporting invoices for any damage caused by the state.

of the premises. The withholding of the deposit does not preclude additional compensation in the event of costs exceeding the amount of the deposit.

If the accommodation has not been cleaned before your departure, a cleaning fee will be charged for :

Chalet Classique with 2 bedrooms costs €60 Chalet Premium with 2 bedrooms costs €70 Chalets Premium with 3 bedrooms costs €80.

For late departures, you may be charged an additional day at the current nightly rate.

ARTICLE 11 - VISITORS

Visitors are admitted to the campsite after checking in at reception and paying the visitor's fee. Visitors have access to all campsite facilities, with the exception of the aquatic areas.

ARTICLE 12 - PROTECTION OF THE USER'S PERSONAL DATA. - DATA PROTECTION AND USER FREEDOM

The customer expressly acknowledges that CAMPING CABESTAN cannot be held responsible for the information provided by its partners. All photos and text used on the CAMPING CABESTAN website are non-contractual. They are for information purposes only.

The information you provide when placing an order will not be transmitted to any third party. This information will be considered confidential by CAMPING CABESTAN. It will only be used by CAMPING CABESTAN to process your order and to reinforce and personalize the communication and services reserved for CAMPING CABESTAN customers according to your interests. In accordance with the French Data Protection Act of January 6, 1978, you have the right to access, rectify and object to any personal data concerning you. To do so, simply send us a request by post to the following address: campingcabestan@alphacamping.fr

ARTICLE 13 - IMAGES

You authorize CAMPING CABESTAN as well as any person we may wish to substitute, to photograph, record or film you during your stay at CAMPING CABESTAN and to use said images, sounds, videos and recordings on all media (in particular on websites or web pages ALPHA CAMPING, social networks on presentation and promotional ALPHA CAMPING and travel guides or tourist). This authorization applies both to you and to persons staying with you. Its sole purpose is to promote and animate ALPHA CAMPING's establishments and network, and it may in no way damage your reputation. This authorization is granted free of charge, for all countries and for an unlimited period.

You expressly authorize CAMPING CABESTAN to use photographs and/or films taken during your stay for the communication needs of the ALPHA CAMPING group.

Any holidaymaker refusing to be photographed or filmed during their stay must inform CAMPING CABESTAN in advance and in writing. You also authorize their distribution, publication and marketing on any type of media likely to be used.

ARTICLE 14 - PETS

Pets are allowed on the campsite (except 1st and 2nd category dogs) for a fee, per pet, payable at the time of booking. When allowed, they must be kept on a leash at all times. Dogs are not allowed near swimming pools, in food shops or in reception, entertainment and sanitary buildings. Vaccination certificates for dogs and cats must be up to date.

Pets: CAMPING CABESTAN accepts pets (€8/day or €45/week) except 1st and 2nd category dogs, in accordance with article L.211-16 of the French Rural Code.

ARTICLE 15 - MEDIATION IMAGES

In the event of a dispute, you can contact us as follows:

Send a letter by registered mail with acknowledgement of receipt to CAMPING CABESTAN.