



GENERAL BOOKING TERMS

1. The lessee undertakes to respect the camping regulations and the general booking terms, as well as the general terms for cancellation, and must have validated and accepted them for the booking to be confirmed.
2. Renting is personal; it is forbidden to sub-let or to transfer the allotted site to a third party.
3. The booking will be nullified if the rental contract is not accompanied by the deposit and administrative fees.
4. The costs of your stay must be settled in full on the day of arrival at the camp site, in accordance with the dates shown in your contract.
5. No refunds will be made in the event of early departures or late arrival.
6. The sites reserved are available from 3 pm on the day of arrival, and must be freed before 11 am on the day of departure. Mobile homes may be occupied from 4 pm and must be freed no later than 11 am on the day of departure.
7. Unless the camper informs us that he has been obliged to postpone his arrival date, his allocated site will remain available for 24 hours after the booked arrival date (until 3 pm on the following day), after which the site will be considered available for re-allocation by LA PLAGE Camp Site, and deposits will not be refunded.
8. Unaccompanied minors are not accepted. Parental liability waivers are not accepted.
9. For mobile homes, a third party insurance policy covering the whole family and any other persons accommodated during the rental period is mandatory for any damage for which you may be held liable.

CANCELLATION OF CONTRACT

1. Regardless of the reasons for the cancellation of your contract, you must inform SARL Camping LA PLAGE by letter or e-mail, because it cannot under any circumstances be carried forward to another year.
2. We undertake to refund half your deposit as long as the cancellation reaches us at least 1 month prior to your arrival date. In all other cases the entire deposit paid shall remain the property of SARL Camping LA PLAGE.

CAMPING SITE REGULATIONS

1. Reception

Reception office opening hours will be displayed. At Reception, you will find all the information you may require concerning the equipment, safety, the beach, and the surrounding area.

2. Registration

Camper cannot occupy their allotted site until all registration procedures have been completed by the registration supervisor.

3. Guests

Persons visiting our customers must present proof of identity and register as "visitors" at Reception. If they wish to overnight they will be registered as "additional persons".

4. Use of cars

The vehicles included in the camping fee must be parked on the allocated space. Vehicles cannot be driven on the camp site unless they have been registered. Access to the camp site by vehicles is forbidden between 11 pm and 7 am during the peak season, and between 10:30 pm and 8 am in the off-peak season. The speed limit within the camp site is 10 km/hr.

5. Dogs

Dogs are permitted, but must be kept on a leash and under the control of their owner. The dog's owner must present an up to date vaccination certificate on arrival. Anti-rabies vaccination is mandatory. Owners are required to clean up any mess caused by their animals. Poop bags are available from a distributor.

6. Shower and toilet facilities:

Games are forbidden in the sanitary facilities. Children must be accompanied by their parents.

7. Safety

Open ground fires are forbidden. Barbecues are tolerated subject to approval from Reception, and must be carefully supervised at all times.

8. Noise

Camper are requested to avoid any noise or discussions that could disturb their neighbours between 11 pm and 7 am.

9. Bracelets

Bracelets must be worn by all campers and their visitors throughout the duration of their stay.

10. Occupation of camping space

The number of persons per allocated camping space may be limited by SARL Camping La Plage.

Mediation in consumer disputes

In compliance with the French Consumer Code regarding "procedures for mediation in consumer disputes", customers are entitled to apply without charge to the mediation service offered by Camping La Plage. The mediator proposed is MEDYCIS. This mediation service may be contacted by e-mail at: www.medicys.fr; or by letter: MEDYCIS-Centre de médiation et règlement amiable des huissiers de justice-73 Boulevard de Clichy, 75009 Paris.

Stage one: The consumer must attempt to come to an amicable solution with Camping La Plage. When all internal means of conciliation have been exhausted, the consumer may apply to the mediator within 12 months of the claim having been made to the provider.

Stage two: When the mediator has received the claim, he will verify the admissibility of the consumer's demand. The dispute must come under consumer law. The consumer must prove and justify that he has attempted to resolve the complaint amicably with Camping La Plage via a written complaint, within a maximum of one year. The dispute must not have been heard by a court or by another mediator.

Stage three: Insofar as the claim is deemed admissible, the mediator must submit an offer to intervene to Camping La Plage, who may decline this proposal. The task of the mediator is to propose solutions likely to bring about an agreement between the parties.