

BOOKING TERMS AND CONDITIONS

Dear customers,

Please read our general booking terms and conditions very carefully so as to avoid any misunderstanding, and make your holidays a complete success.

LE SOLEIL offers family-friendly camping holidays in the very traditional sense. All the facilities, recreational and sporting structures and accommodations have been thought and organized to that end.

The Management reserves the right to cancel any stay to anyone who would not respect this principle.

In order to ensure peacefulness and quietness to our customers and also for safety reasons, you will be given a permanent bracelet at the reception. It must be worn on your wrist for the duration of your stay.

Anyone who would not comply with this rule will be excluded from the campsite.

Anyone staying or visiting the campsite is required to accept and adhere to the Campsite Rules.

People under eighteen must be accompanied by their parents or legal guardians or any member of their family who would have a parental authorisation.

Dogs are allowed.

PITCHES: Every pitch is delineated (between 80 m² and 100 m²) with electricity (6 A, 1500 W) and suitable for caravans (only single-axle ones), motorhomes and tents.

Some pitches called "Supérieur" offer electricity (10 A, 2200 W), fresh water and waste water connections.

Recharging your electric car on your pitch is forbidden and must be done at our charging stations available on-site.

Maximum six persons per pitch and one car on-site.

Free access to the swimming-pool, sanitary facilities (hot showers), entertainments, sports and leisure activities.

On your departure day, you are requested to vacate the pitch by noon. After noon, you will be charged an extra day.

ACCOMMODATIONS/MOBILE HOMES: All our accommodations are fully equipped (as detailed in the appendix).

On your departure day, you are requested to vacate the accommodation by 10 a.m. After 10 a.m., you will be charged an extra day.

The mobile home must be left clean on departure.

Anything that would be broken, damaged or missing in the mobile home will be charged as well as the cleaning, if necessary.

Your deposit will be returned to you on your departure day once your accommodation has been checked, after deducting the cost of the damage caused - on presentation of invoices.

If the cost of the damage is higher than the deposit, the Management reserves the right to keep the deposit and charge you an extra fee.

You are requested to clean the mobile home at the end of your stay. The cleaning fee is 80 Euros.

Only one car is permitted on the pitch. Recharging your electric car on your pitch is forbidden and must be done at our charging stations available on-site.

Anything else put up next to the mobile home, such as a tent, is strictly forbidden.

Our campsite is family-friendly and our accommodations are available only for families – maximum 4 adults per accommodation (when the accommodation is designed for it).

BOOKING CONDITIONS: The rental contract needs to be confirmed (internet) or signed by the customer who must accept the general booking conditions. Your booking will be confirmed only after receiving your deposit and after the agreement of the Management.

Hiring is for personal use. If several members of a same family expect to take over, one booking form must be completed by each successive member of the family.

Hiring is for personal use. Sub-letting to a third party is not permitted.

You will know the number of your pitch only on your arrival.

The Management reserves the right to refuse families especially in the following cases:

-more people than the maximum number allowed on the pitch or in the accommodation (a baby counts as a person).

-people not stated in the contract.

-People under eighteen not accompanied by their parents or legal guardians or any member of their family who would have a parental authorisation.

Pitches

Bookings: minimum seven nights stay.

The booking includes one pitch with electricity and two persons.

Maximum six persons per pitch (a baby counts as a person).

Arrivals: between 1 p.m. and 11 p.m. Any day in May, June and September. Only on Wednesdays and Saturdays in July and August.

Departures: before noon.

The pitch must be left clean on departure. (All the rubbish must be thrown in the appropriate bins before leaving).

Payment conditions for pitches

For bookings made more than thirty days before the first day of your stay, you will be asked to pay 15% of the total when signing or when accepting the contract on-line.

The balance must be paid at the latest thirty days before the first day of your stay, failing that, the contract will be cancelled and the deposit will be kept.

For bookings made less than thirty days before the first day of your stay, you will be asked to pay the total when signing or when accepting the contract on-line.

If you have not arrived 24 hours after your booking was due to commence, the contract will be cancelled and the campsite will use the pitch.

Mobile homes

Any day of arrival and departure and no minimum length of stay in May, June and September.

Arrival day: you will be given your key from 5 p.m.

Departure day: you will have to go to the reception the day before so as to arrange an appointment between 7 a.m. and 10 a.m.

In July and August: minimum seven nights stay. Arrivals and departures only on Wednesdays, Saturdays or Sundays.

The rental includes: the use of the mobile home (as detailed in the appendix) by the people as stated in the contract, the use of the pitch, water and electricity, and all the entertainments, sports and leisure activities.

Options (on prior booking and subject to availability):

-Cotton bed linen : 10 Euros a set for the duration of your stay.

-High chair and/or baby cot (free)

Payment conditions for mobile homes

For bookings made more than thirty days before the first day of your stay, you will be asked to pay 30% of the total when signing or when accepting the contract on-line.

The balance must be paid at the latest thirty days before the first day of your stay, failing that, the contract will be cancelled and the deposit will be kept.

For bookings made less than thirty days before the first day of your stay, you will be asked to pay the total when signing or when accepting the contract on-line.

If you have not arrived 24 hours after your booking was due to commence, the contract will be cancelled and the campsite will use the mobile home.

MODIFICATIONS OF YOUR STAY: Any requests for modifications of your stay should be sent by e-mail. On receipt of your request, by return, we will send you the updating of your booking.

This document will be asked on your arrival and will be the only valid document proving that your request has been accepted.

We remind you that no modification concerning your stay will be taken into account by phone.

We cannot change the dates of your stay for less than a week.

The Management reserves the right to change the number of your mobile home or your pitch, if necessary.

UNUSED SERVICES: Under no circumstances will reimbursements be made due to you interrupting or shortening your stay (late arrival, early departure).

If the Management cancels your stay (except for cases of force majeure) you will get the cost of your stay refunded.

YOUR STAY: The lead booker is responsible for any trouble or nuisance caused by any of the persons occupying the mobile home or the pitch as well as any of their visitors. The Management reserves the right to end any contract without a refund in case of non-respect of the general campsite rules. It is your responsibility to take out insurance : the Management

disclaims all responsibility for theft, fire, bad weather etc, and accidents caused by the customers themselves (customer's civil liability).

VISITORS: Any person willing to enter, visit or stay on the campsite must first go to the reception and give the exact number of people.

Visitors will have to be accompanied by the lead booker and will be asked to prove their identity. The lead booker will also remain totally responsible for their doings, and will have to ensure that they respect the Campsite Rules.

They will be given individual bracelets.

Visits: from 8 a.m. to 11 p.m. 4 Euros per adult.

Visitors have access to all the campsite facilities except for the swimming-pool and the entertainments.

We advise our dear customers to inform the reception ahead of time in case of late arrival of their visitors or guests, since no bracelet will be given outside the opening hours of the reception.

Staying on the campsite implies to accept and conform to the Campsite Rules.

TAXES: The Management reserves the right to modify the prices in case of a change of taxes or of the VAT.

The tourist tax is set by by-law. Our brochure always gives the tourist tax of the previous year.

CANCELLATION: See our Cancellation Insurance.

MEDIATION: In accordance with article L612-1 of the French Consumer Code, you can contact our free mediation service by email: AME Conso www.mediationconso-ame.com, or by post: AME Conso-sise 11 place Dauphine 75001 Paris.

DISPUTES AND COMPLAINTS: Any disputes will come within the competence of the Court of Justice of Perpignan.

Any complaints relating to our failure to fulfil our contractual commitments must be made by post with acknowledgement of receipt to the campsite within the thirty days following the last day of your stay.

PREMISES UNDER CCTV SURVEILLANCE:

Image Use Policy

You authorise "le Soleil" as well as any person designated by "le Soleil" to photograph you, to record you or film you during your stay at "le Soleil" and to use any photographic, audio and video recordings on any publications (particularly on the campsite website and web pages – including Facebook and Instagram – and for any advertising, commercial and promotional publications for "le Soleil").

This authorisation is valid for you and anyone staying with you on the pitch/in your mobile home.

The sole purpose of it is to promote the campsite. It will not damage your reputation in any way.

This permission is given free of charge, for any country and is valid for 5 years.

Data Protection

All information that you have provided to us when booking will be kept confidential. We will not disclose your personal information to a third party. Your information will be used only by our employees to manage your booking, to better identify your preferences and to personalise our recommendations and offers in relation to your interests.

In accordance with the French Law "Loi Informatique et Libertés" of 6 January 1978, you can access your information, you can request to correct your personal data, and also have the right to object to the processing of your personal data.

You can exercise your rights by writing to the campsite, indicating your first name, name and address.

NO COOLING-OFF PERIOD: In accordance with article L 221-28 of the French Consumer Code, accommodation bookings for specific dates do not give right to the 14-day cooling-off period.

CANCELLATION INSURANCE

In the event of a cancellation (deposit left), your deposit will be refunded provided that you have taken out our cancellation insurance corresponding to 3.5% of the total amount of your stay (mobile homes and pitches) with a minimum of 10 euros for shorter stays.

Any cancellation requests must be made by post or email. You will have first to inform the campsite by phone.

Refund Policy without our Cancellation Insurance

No refund will be given if you have not taken out our Cancellation Insurance.

Refund Policy with our Cancellation Insurance

If you cancel at least one month before the first day of your stay: Full refund of your deposit whatever the reason for your cancellation might be.

If you cancel less than a month before the first day of your stay: Full refund of your deposit if one of the following events occurs (before your arrival and not during your stay):

- Critical illness, serious accident or death caused to: Yourself, your legal spouse or common-law partner. Your ascendants and descendants, your partner's ascendants and descendants, sons-in-law and daughters-in-law. Your brothers, sisters, brothers-in-law and sisters-in-law.
- Pregnancy complications (upon presentation of a medical certificate).
- Serious damage to your property requiring your presence and caused by: fire, explosion, water damage, burglary or vandalism, storm or natural disasters.
- Accident or total theft of your vehicle and/or caravan occurring on the direct route to your place of stay.
- Adoption appointment (adoption of a child), witness summons, juror summons, appointment for an organ transplant.
- Redundancy of yourself, your legal spouse or common-law partner.
- Leave cancellation or change of leave dates **by your employer**.

Your deposit (excluding the booking fee and the cancellation insurance) will be refunded provided that one of these events occurs between the date of your booking and the first day of your stay and on presentation of official documentary evidence. And provided that you first inform the reception by post or email.

Please note that the booking fee and the cancellation insurance are non-refundable.

Procedure to follow in the event of a cancellation:

1/ The management of the campsite must ABSOLUTELY be advised within 24 hours following the event or the onset of the illness.

2/ Your cancellation request must be accompanied by the necessary documentary evidence and sent by registered post with acknowledgment of receipt - namely:

- o A medical certificate stating the nature, cause and severity of the accident or illness.
- o A death certificate.
- o Any supporting documents showing proof of the event.

Under no circumstances will reimbursements be made if you have not taken out our « Cancellation Insurance ». In case of late arrivals or early departures no refund will be given. We will make sure to find a quick solution to any problems that might arise.

If the campsite has to cancel your stay, your deposit will be totally refunded – except in case of force majeure. Such a cancellation will, however, not lead to any payment for damages.