

## 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 authorization. Dogs are allowed.

**PITCHES:** They have a minimum surface area of 80 m<sup>2</sup> with electricity (6 A, 1500 W) and suitable for caravans (only single-axle ones), motorhomes and tents.

Some pitches called "Privilège" 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 before noon. After noon, you will be charged an extra day.

For stays on PREMIUM pitches, a deposit is required to guarantee that the sanitary facilities and equipment provided are not damaged. (Article deposit)

**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 before 10 a.m. After 10 a.m., you will be charged an extra day.

For your accommodation, a deposit is required to cover any cleaning costs, to cover the loss of items listed in the inventory, to guarantee that the accommodation and equipment provided have not been damaged and to cover any material damage that may occur during the stay. (Article deposit)

The mobile home must be returned in a perfectly clean condition. Final cleaning is the responsibility of the customer.

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).

**INVENTORY :** If no inventory has been drawn up on arrival and if the customer does not expressly refer to Camping Le Soleil in writing (enclosing all useful documents and in particular photos) within 24 hours of entering the accommodation or via SWIKLY, a situation of good condition shall be presumed as per the provisions of article 1731 of the Civil Code. The Customer is then presumed to have received the accommodation in good condition and must return it in the same condition when leaving the premises.

The check-out appointment must be booked at least 2 days before your departure. We recommend that you make the check-out appointment on the day of your arrival. The accommodation must be vacated before 10 a.m. If you wish to leave the accommodation the day before your scheduled departure, we ask you to complete the check-out inventory with our team before 11p.m. If you are leaving during the night, the check-out inventory will be handled via SWIKLY, enclosing all useful documents, in particular photos.

## END-OF-STAY CLEANING

The customer can book the "end of stay cleaning" option, this will be charged at an amount of €120 for any reservation made at the time of booking. During their stay, customers may still subscribe to this option by going to the reception at least 48 hours before the end of their stay. This option will then be charged at an amount of €150, taking into account the organizational repercussions for the cleaning team, particularly with regard to the staff resources required.

When booking the "end of stay cleaning" option, we ask the customer to:

- empty and clean the fridge
- put away clean crockery in cupboards
- rinse the shower, washbasin and clean the WC
- clean the plancha
- remove sheets (if provided) and blankets and put them on the terrace
- dispose of rubbish in the bins at the campsite entrance

**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.

Reservations are strictly personal. If several members of the same family are to occupy the same pitch or accommodation, it is essential to make a reservation for each family member. Reservations are made on a strictly personal basis and may under no circumstances be transferred to a third party or subletting. The final pitch will be determined on the day of your arrival. Access for families may be refused in the following cases: If the number of participants exceeds the capacity of the rented accommodation or pitch (including babies and children). The presence of persons whose identities do not appear on the booking contract. Minors not accompanied by their parents, legal guardians or a member of their family with 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 online. The balance must be paid no later than 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 amount when signing or when accepting the contract online. If you do not show up 24 hours after your scheduled arrival date, your reservation will be cancelled and we will have the pitch at our disposal.

## Mobile homes

In May, June and September, arrival and departure days are freely selectable. Arrival: The key is handed over from 5 p.m. Departure: Between 7 a.m. and 10 a.m. you take an appointment for the check-out inventory with the reception.

In July and August the minimum rental period is seven nights, and the arrival and departure days are Wednesday, Saturday and Sunday. This rental includes: use of the mobile home for the people registered on the contract, the camping pitch and related services, water and electricity services, and the fitting-out of the mobile home (see attached description). On-site services (on reservation and subject to availability): rental of cotton sheets (€10 per pair), baby chair and/or cot (free).

### Payment conditions for mobile homes

For bookings made more than thirty days before the start date of the holiday, a deposit representing 30 per cent of the amount of the services booked must be paid when the contract is signed or accepted online. The balance must be paid no later than thirty days before the start of the holiday, failing which the contract will be cancelled and the deposit retained. For bookings made less than thirty days before the start of the holiday, full payment must be made when the contract is signed or accepted online. If you do not arrive 24 hours after your scheduled arrival date, your booking will be cancelled and the accommodation will be at our disposal.

### **CHOICE OF PITCH:**

When booking you can choose your pitch number, a supplement of 30€ will be charged. This supplement can be used if you wish to choose a specific pitch, depending on availability. Please let us know the pitch number you require in the "comments" field so that we can check the availability of the requested pitch. If the pitch you require is not available, the option will be cancelled and the €30 supplement will be deducted from the balance. If not specified at the time of booking, pitch numbers are allocated at random.

**DEPOSIT:** the customer undertakes to pay a deposit when renting a mobile home or PREMIUM pitch via the platform of our partner SWIKLY. This deposit of 300€ is made by a simple bank imprint and is therefore not debited from your account. If no deposit is paid, the contract will be cancelled and the advance payments already made will be retained.

All or part of the deposit may be retained by LE SOLEIL campsite depending on the state in which the accommodation is returned by the customer, and on the inventory at the start of the rental period, if this has been drawn up by both parties. Furthermore, the withholding of the deposit does not exclude additional compensation in the event that the costs exceed the amount of the deposit.

The deposit is managed by SWIKLY, a commercial partner of LE SOLEIL campsite. The customer must read and accept all the conditions for subscribing to the SWIKLY service, which can be accessed via the link [https://swiklystorage.blob.core.windows.net/docs/CGU\\_SWIKLY\\_FR.pdf](https://swiklystorage.blob.core.windows.net/docs/CGU_SWIKLY_FR.pdf). Any broken, damaged or missing object will be charged to you, as will the restoration of the premises if this proves necessary. The deposit will be returned to you at the end of your stay, after deduction of any compensation deducted on the basis of supporting invoices for any damage found according to your inventory check-out. The withholding of the deposit does not exclude additional compensation if the costs exceed the amount of the deposit.

Subscription to the service is free for the customer. However, as part of the subscription to the service, the customer accepts that SWIKLY securely records the bank imprint of his/her bank card for a maximum period of 3 months for the purposes of managing the deposit. About 30 days before arrival, the customer will receive an email presenting SWIKLY and inviting him to register his bank card.

### **MODIFICATIONS OF YOUR STAY:**

Any changes to the initial booking must be sent in writing (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. No requests for changes will be accepted by telephone. We cannot change the dates of your stay for less than a week. If the occupancy plan requires it, the management reserves the right to change the number of the accommodation or pitch.

### **UNUSED SERVICES:**

Any stay interrupted or shortened (late arrival, early departure) due to your fault will not be refunded. In case of cancellation by the campsite (except in cases of force majeure), the unused part of the stay will be refunded.

**YOUR STAY:** Each customer is responsible for any disturbance or nuisance he or she causes, as well as that caused by people staying with or visiting him or her. Any breach of the rules and regulations may result in expulsion from the campsite, without refund. It is the customer's 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 wishing to enter or stay on the campsite must first report to the reception desk and state the exact number of people. Visitors must show proof of identity in the presence of the person renting the accommodation, who will remain entirely responsible for the actions of his or her guest and for the latter's compliance with the campsite rules. Wristbands will be distributed individually.

Visits: from 8 a.m. to 11 p.m., cost €4 per adult. Visitors have access to the same facilities as customers, with the exception of the swimming pool and entertainment. We kindly ask our customers to contact the reception desk in advance if their guests or visitors are arriving late. Visitor wristbands will not be distributed outside reception office opening hours.

Staying at the campsite implies acceptance of the provisions of these rules and a commitment to comply with them.

**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 guarantee.

**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](http://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, and any person appointed by Le Soleil, to photograph, record or film you during your stay at Le Soleil and to use the images, sounds, videos and recordings in any medium (in particular on the campsite's websites or pages - including Facebook and Instagram - and in any media used to present and promote Le Soleil). This authorisation applies both to you and to persons staying with you. It is for promotional purposes only and may not in any way damage your reputation. This authorisation is granted free of charge, for all countries and for a period of 5 years.

Data Protection

The information you provide when placing your booking will not be passed on to any third party. This information will be considered confidential by the campsite. It will only be used by the campsite's internal departments to process your order and to improve and personalise communication and the range of services reserved for the campsite's customers, according to your centres of interest. In accordance with the French Data Protection Act of 6 January 1978, you have the right to access, rectify and object to any personal data concerning you. To do so, simply send a request by post to the campsite, stating your surname, first name and address

**NO RIGHT OF WITHDRAWAL:**

In accordance with article L.221-28 of the French Consumer Code, the sale of accommodation services provided on a specific date, or at a specific frequency, is not subject to the provisions relating to the 14-day right if withdrawal.

## CANCELLATION GUARANTEE

Any costs incurred as a result of a cancellation (deposit paid) may be covered by the cancellation guarantee offered by Camping Le Soleil corresponding to 3.5% of the price of the mobile home or pitch package, with a minimum of €10 for short stays.

All requests for cancellation must be made in writing by post or e-mail. Please notify us in advance by telephone.

### Refund conditions without cancellation guarantee:

**No refund will be made if you have not booked our cancellation guarantee.**

### Cancellation conditions with our cancellation guarantee:

If you cancel at least one month before the start of your holiday: Refund of deposit paid whatever the reason for cancellation.

If you cancel less than one month before your arrival date: Refund of the deposit paid if one of the following events occurs (before your arrival and not during your stay):

- Serious illness, serious accident or death of yourself, your spouse or common-law partner, your ascendants, descendants or those of your spouse or common-law partner, sons-in-law and daughters-in-law, your brothers, sisters, brothers-in-law, sisters-in-law.
- Pregnancy complications (upon presentation of a medical certificate)
- Significant material damage to your own property requiring your presence, as a result of fire, explosion, water damage, damage to property caused by theft or vandalism, storms or natural disasters
- Accident or total theft of your vehicle and/or caravan occurring on the direct route to your holiday destination
- Summons to attend with a view to adopting a child, as a witness or as a juror for an organ transplant
- Redundancy of yourself, your spouse or your common-law partner
- Cancellation or change of holiday dates **by the employer**

In case of an event occurring between the date of booking and the first day of your stay, you will be reimbursed the amount paid (less the cancellation guarantee and the booking fee) on presentation of official proof and on condition that you have informed the reception in writing beforehand. The booking fee and cancellation guarantee will be retained by Camping Le Soleil.

### **Your obligations in case of an event forcing you to cancel your holiday:**

1. From the first sign of illness or knowledge of the event giving rise to the guarantee, you **MUST** inform the campsite management within 24 hours.
2. Send all the documents you need to make your declaration by post or email:
  - A death certificate
  - A medical certificate stating the nature, origin and seriousness of the accident or illness
  - Any proof of the event

**Without this "Cancellation Guarantee", no refund will be given.** Any interrupted or shortened stay (late arrival, early departure) will not give rise to a refund. We will do our best to find a rapid solution to any problems that may occur.

In case of cancellation by the campsite, except in cases of force majeure, the sums paid will be totally refunded. However, this cancellation cannot give rise to the payment of damages.