

Booking conditions:

All bookings must be accompanied by the payment of the down payment (30% of the amount of your stay + options), the booking fee (18€), and the cancellation insurance (if subscribed) to be admissible.

The completed booking form must specify all the surnames, first names and ages of the participants. It must be returned signed and accompanied by the rules detailed above.

Upon receipt, a confirmation of the stay will be sent to you.

The balance must be paid 30 days prior to arrival.

In case of late payment or non-payment, the reservation will be considered cancelled. In this case, the deposit will be deemed to have been acquired at the campsite.

For bookings made less than 30 days prior to arrival, full payment must be made at the time of booking by credit card or bank transfer.

Any special request must be mentioned in writing to be attached to the booking contract or as a comment on the online booking.

Bookings are processed in chronological order of receipt. The pitch number is determined according to the requirements of our schedule. However, you can indicate a preference that will be taken into account where possible.

Means of payment:

For online booking: the deposit, booking fees and cancellation insurance (if subscribed) must be paid by credit card.

For the reservation by paper form: payment by credit card or bank transfer.

Cancellation, interruption of stay, postponed arrival:

In the event of cancellation of your stay before your arrival, interruption of your stay or postponement of arrival for any reason: the down payment, various interim payments and balances paid are deemed to have been acquired at the campsite and no refund will be granted.

It is, therefore, advisable to take out cancellation insurance.

The cancellation insurance offered is "Campez Couvert", it is not included in the price of the stay (its cost is 4.5% of the total amount of your stay + options).

It can only be subscribed and paid for at the time of your booking.

The general terms and conditions of the cancellation insurance can be consulted on <https://www.campez-couvert.com/>

No claim can be made to the campsite concerning the form and content of the documents made available by the insurer, nor any exclusion of coverage.

In the event of a claim, you must, in addition to notifying the campsite, notify the company according to the general terms and conditions of the insurance taken out.

Arrivals and departures:

Arrivals are between 4 p.m. and 7 p.m.

In case of delay, please notify us in writing. Any late arrival must be validated by the campsite. After 8 p.m., reception will only be possible the next day.

If we do not receive any information about a delay, the accommodation can be assigned to another guest the next day at 12 noon. The sums paid will not be refundable and remain deemed to have been acquired at the campsite.

In case of delayed arrival (implying the continuation of the stay) no deduction or refund of these days.

For each arrival an identity document may be requested, a copy will be kept with your stay file.

Departures in high season (Saturdays and Wednesdays from July to mid-September) are between 7am and 10am. The rest of the season, departures are between 8 a.m. and 10 a.m.

A departure before 7 a.m. must be validated by the campsite.

In case of early departure before the end of your stay, no refund will be made for any reason.

Deposits:

Two deposits must be deposited on arrival, by credit card imprint, and will be returned to you at the end of your stay after an inventory of fixtures:

- Deposit of 120€ for cleaning, if you have not taken the cleaning package at the end of your stay.

The accommodation must be left in a perfect state of cleanliness. In case of insufficient cleaning, the amount of 120€ will be retained.

- Deposit of 400€ for the accommodation

This deposit covers the first costs of any damage or lack of equipment in the accommodation, as well as the loss of badges.

In case of loss of the barrier badge or the gym badge, the amount of €20 per badge will be deducted from the deposit.

In case of damage: the invoice for the repair(s) will be sent to you. You will be asked to pay these invoices within 15 days. If payment is not made within this 15-day period, the deposit cheque will be cashed by the campsite. The refund of the difference between the deposit and the invoice will be made 30 days later (the time required by the bank to ensure that the deposit is replenished). If the cost of repairing the damage exceeds the amount of the deposit, you agree to pay the balance.

There is no contradictory inventory carried out for rentals. These are reputed to be delivered to you complete with their accessories and in perfect condition of cleanliness and operation.

If, upon arrival, an item appears to be missing or damaged (except for normal wear and tear), you must notify us at reception on the day of your arrival. Otherwise, you will be held liable.

In case of breakage of dishes or small equipment, you can come and report it to the reception for replacement with our stock.

Animals:

Only one dog is allowed per accommodation. They must be up to date with their vaccinations and you must be in possession of their vaccination records. They must be kept on a leash within the campsite. Category 1 and 2 dogs are not allowed.

You should not leave your dog alone in the accommodation. To protect the home, provide a bed for your dog. Duvets, blankets, sofas and beds are not allowed.

Cats and other animals are not allowed.

In case of non-compliance with the above elements, you must have your pet kept in a boarding facility at your own expense and without delay.

Taxes:

The tourist tax is €0.66/day/adult and will be paid when paying the balance of your reservation. For any special conditions or refund, you will need to contact the Community of Communes of the Ile d'Oléron.

Taxes independent of the campsite (tourist tax, VAT, etc.) do not have a contractual value and may be modified without notice within the legal and regulatory limits when variations occur between the booking and the stay.

Benefits:

The services included (swimming pool, gym, wifi, etc.) cannot give rise to any refund, reduction or compensation of any kind, in the event of temporary or permanent unavailability.

For further information, please contact:

During the season, depending on technical needs and for the maintenance of the campsite, some nuisances may be generated (they cannot be the subject of any complaint), we pay particular attention to limit the inconvenience caused and thank you in advance for your understanding.

Regardless of the number of occupants: only 1 vehicle per pitch (free outdoor parking).

The photos and plans are not contractual, but given as examples.

It is strictly forbidden to smoke or vape inside the accommodation. In the event of an offence and the smell of tobacco is observed, a deduction of €100 from the deposit will be made.

The campsite cannot be held responsible in the event of theft, loss of property, fire, bad weather or damage that occurs under the civil liability of the customer.

According to the legislation in force and for your safety, the campsite informs you that it is an establishment placed under video surveillance. If you have any questions about the operation of the video surveillance system, please contact the reception.

Image rights:

During your stay at the campsite, you may be photographed or filmed for the design of our brochures or the illustration of our website and social networks or any other advertising medium. If you do not wish to be photographed, filmed or your image published, simply notify the reception in writing upon arrival.

The images of the cameras placed on the campsite are saved on a secure server for 30 days in accordance with the law in force.

Personal data:

In the context of a booking of a stay, your personal data is collected by:

- Our partner Ctoouvert for online bookings,
- The campsite, and your data is then stored on our secure management software,
- The insurance broker Gritchen Affinity offers Campez Couvert cancellation insurance if you have taken it out.

In accordance with the regulations in force, you can exercise various rights related to the protection of your personal data.

In particular, you have the right to be informed about the use of your data, to access and obtain copies of your data, to object to the processing of this data, to have it rectified or deleted. You also have the right to the portability of your data and the right to limit the processing of your data.

In order to exercise your rights, you can contact the campsite.

Consumer mediation:

In the event of a dispute with our campsite that has not reached an amicable agreement after a complaint previously lodged with us, you have the option of using a mediation procedure free of charge.

Here is the contact information for our mediator:

CM2C - www.cm2c.net - 49 Rue de Ponthieu, 75008 Paris
cm2c@cm2c.net - 01 89 47 00 14

Campsite regulation:

All bookings imply acceptance of the campsite's internal rules. You therefore agree to comply with them during your stay.

Our campsite regulation are available on our website or on request if they have not been provided to you.