



# General booking conditions

## Purpose:

The purpose of these General Conditions is to define the terms and conditions under which: Eden Villages, a simplified joint-stock company (SAS) with a capital of €20,100,000, registered with the Laval Registry of Trade and Companies: RCS Laval 435 297 247 00015 - Registered office: Rue Louis de Broglie - Bâtiment A - 53810 Changé - France, proposes rental accommodation and tent pitches under the brand Eden Villages through its campsites, websites and brochures.

## Payment of the stay:

Rentals are personal. It is therefore forbidden to sublet or transfer the pitch to a third party. All bookings must be accompanied by a deposit of 30% of the price of the stay, plus 15 € for administration costs (weekly rental, except for Océan and La Bouquerie campsites, 32 €) or 5 € (short stay rental). The balance of the price is payable 6 weeks before arrival. In case of a booking less than 6 weeks before the start of the stay, the entire stay must be paid on the day of booking. The payment may be made as follows: either by secure payment on our websites or by calling 02 43 53 04 33, or by bank or postal cheque, holiday vouchers or money order subject to conditions.

Failing full payment six weeks prior to arrival, Eden Villages reserves the right to consider the booking as cancelled.

## Absence of the right of withdrawal:

Article L 121-20-4 of the Consumer Code, providing for a fourteen-day withdrawal period from the day after the customer takes possession of the property or accepts the service offer, is not applicable. Contracts for the provision of accommodation, transport and catering or leisure services do not provide for the application of the withdrawal period (see Article L121-20-10 of the Consumer Code). The Customer therefore has no right of withdrawal under this contract.

## Stay:

Arrival and departure on the day of your choice except in July-August. The mandatory minimum stay varies depending on the time and type of accommodation. See our brochures and websites for details.

For all rentals, arrival from 4 pm with the paid invoice or booking confirmation. Any late arrival must be notified before 6 pm so that the camp site can make arrangements. Departure before 10 am.

For camping pitches, arrival from 12 pm with the paid invoice or booking confirmation. Departure no later than 12 pm. Any pitch not vacated by 12 pm will result in the automatic charging of an extra night. Any delay in the time of arrival must be notified to keep the booking. Management reserves the right to dispose of the pitch if it does not receive any news within 24 hours of the scheduled date of arrival. Payments made will not be refunded.

As stipulated in the brochures and websites, each accommodation or camping pitch is provided for a specific number of people. For reasons of safety and insurance, the maximum number of occupants cannot be exceeded. Also, a baby is considered as a person. Any change in the number of people that may cause an increase or decrease in the price must be reported on arrival (tourist tax, extra person compared to the capacity of the rental, etc.). In the event of an incorrect declaration by the customer, this contract will be automatically terminated and the amounts paid will be acquired by the renter. The internal rules of each campsite must be respected.

## Security deposit:

For rentals, a deposit of 450€ is required on arrival to cover any damage to the rental, and an additional deposit of 95€ to cover any cleaning fee at the end of the rental, they are returned on the day of the departure after the inventory. For camping pitches, a deposit of 95€ is requested on arrival to cover any damage to the plot and its equipment.

## Responsibility of the contractual customer:

The contractual customer of the accommodation or pitch (name indicated on the booking form) undertakes to use and ensure that the persons accompanying him use the equipment and facilities of sites in accordance with their intended purpose and usual practices. He undertakes in particular to leave his accommodation or pitch in good condition when he leaves it at the end of the stay. Any degradation of the premises, loss or destruction of furniture and moveable items in mobile homes or public buildings of the site will automatically incur the liability of the persons responsible. The contractual customer of accommodation or a pitch is considered personally responsible for all damage, loss, deterioration, disturbance or nuisance caused by the persons staying with him or who visit him. The contractual customer of the accommodation or pitch declares that he has read the internal rules of the park, and undertakes to comply with them and ensure that they are complied with by the persons staying with him or who visit him. When a customer disturbs or causes a nuisance to other customers or undermines the integrity of common facilities, the campsite reserves the right to immediately end his stay, without paying any compensation and without prejudice to any claims for compensation that the campsite and third parties may make against him. The same applies if the campsite discovers an abusive occupation of accommodation (number of occupants higher than the authorised capacity of the rental). The customer confirms that he has taken out civil liability insurance with his insurer covering damage caused to rented or entrusted property (the certificate must be provided).

## Responsibility of the campsite:

The campsite shall in no case assume the obligation of custody of personal effects and items inside the park.

Beyond its statutory responsibility, the campsite's liability cannot be incurred in case of:

- theft, loss, damage or deterioration of personal effects of any kind during or following a stay.
- failure or impairment of technical equipment, failure or permanent or temporary closure of some of the campsite's facilities when they are beyond its control and related to cases of force majeure.
- occasional measures, taken by the management of the campsite, to limit access to certain facilities, including changing rooms and swimming pool, when necessitated by compliance with safety standards or periodic maintenance works.
- damage caused or suffered by customers' vehicles parked and moving around inside the campsite, even in the event that they have been expressly authorised to enter.
- modification of the entertainment programme or proposed activities.

In low season, and for reasons related to numbers of visitors, the campsite reserves the right to modify or remove certain installations, facilities, services and entertainment provided. For bookings in low season, we advise you to contact the campsite to confirm these points.

## Minors:

For safety reasons, and as the campsite ground is not part of a Holiday and Leisure Centre within the meaning of Decree n° 2002-883 of May 3, 2002 and is not suitable for collective or individual stays away from home for minors under the age of 18, not accompanied by their legal administrators, minors must be accompanied by at least one of their parents or legal administrators.

## Image rights:

During your stay, you may be photographed and appear in all publications and all types of media with no time limit. In case of refusal, you must notify it by registered letter before your arrival.

## Personal data:

In accordance with Data Protection Act n° 78-17 of January 6, 1978, the customer is informed that nominative or personal data indicated as mandatory and which is collected within the framework of the booking is necessary to make the booking. The Customer has a right of access, rectification and opposition to the transfer of this data to third parties that he may exercise by writing to EDEN Villages - Parc Technopolis - Rue Louis de Broglie - Bâtiment A - 53810 Changé.

## Cancellation conditions:

All stays commenced are due in full. Therefore, a premature departure of customers during the rental period cannot give rise to any reimbursement, for whatever reason. Any booking cancellation request must be notified by registered letter with acknowledgement of receipt to the campsite concerned by the booking. The postmark will constitute proof of the date on which the cancellation request is effective.

Outside of the case expressly referred to above (cancellation during the rental period), refunds following the cancellation of a booking for accommodation or a pitch are made as follows:

Cancellation of a booking for accommodation or a pitch:

If cancellation insurance has been validly taken out and exercised, the cancellation and refund are to be carried out in accordance with the insurer's general conditions.

If no cancellation insurance has been validly taken out or exercised, refunds will be made as follows:

- Cancellation before the 42<sup>nd</sup> day before the scheduled arrival date: only the 30% deposit is kept by the campsite
- Cancellation between the 41<sup>st</sup> and 14<sup>th</sup> day before the scheduled arrival date: 60% of the total amount of the stay is kept by the campsite
- Cancellation between the 13<sup>th</sup> day before the scheduled arrival date and the date itself: 100% of the total amount of the stay is kept by the campsite.

Administration costs are not refundable.

## Cancellation insurance:

Cancellation insurance can only be taken out during the initial booking request. The customer undertakes to read the insurance terms and conditions proposed during his initial booking. The general terms of cancellation insurance can be consulted at any time on the Eden Villages website, or on the campsite's website.

## Modification:

Modifications are possible only on the current season, up to 7 days before the scheduled date of arrival. No modification will be accepted after this deadline. All modifications must be made in writing: letter, email, and a fee of 15 € will be charged. The customer may request the modification of his stay (date, type of accommodation, or camping pitch) depending on availabilities and possibilities. In the event that the new stay is cheaper than the initial stay, a penalty of 30% will be retained on the price difference between the two bookings. If the new stay is more expensive than the initial stay, the difference between the two bookings must be paid.

The customer's attention is drawn to the fact that in case of modification of the stay, it will not be possible to benefit from promotions subsequent to his initial reservation, as the date of the first booking prevails.

## Tourist tax or local equipment tax:

This tax is payable on site when you take possession of your accommodation or camping pitch. To find out the amount of this tax, please directly contact the campsite concerned by your booking.

## Campsite internal rules:

The customer must comply with the internal rules of the campsite and swimming pools. The campsite is not responsible for any damage or deterioration that may occur to campers' personal belongings. Dogs of categories 1 and 2 are not allowed. Dogs must be tattooed and vaccinated, and must be kept on a lead. If a customer disturbs the stay of other users or fails to comply with the internal rules, the manager or its representative may verbally or in writing, if it deems necessary, give formal notice to the customer to end the disturbance.

In case of a serious or repeated breach of the internal rules and after formal notice by the manager to comply, it may terminate the contract.

In case of a criminal offence, the manager may call the police.

Traffic: speed is limited to 10 km/h. The campsite barriers or gates may be closed at night. Closing times can be consulted on each campsite. All traffic is prohibited during this period. Wearing the club wristband (handed over when you arrive) is MANDATORY at all times until the end of your stay. It gives access to entertainment, swimming pools and helps to reinforce security in the campsite.

## Our prices include:

- The rental of fully equipped accommodation: furniture, crockery, blanket or duvet, on the date of arrival at 4 pm to the day of departure at 10 am.
- Water, gas and electricity.
- Access to the pool complex and free sports facilities.
- The activities offered by the campsite, if applicable.

## Our prices do not include:

- Any service not described above: meals, drinks and other activities.
- Daily cleaning • Cancellation insurance • Supplements related to certain activities.
- Personal expenses.
- All taxes, including tourist tax.
- Rental prices include all taxes with a VAT rate of 10% applicable on the date they are determined. Any subsequent change in the applicable VAT rate which occurs between the time the prices were determined and the invoicing of the stay, will result in a corresponding modification of the tax-inclusive price, which the customer accepts without reservation.

## Claims:

If you notice anything wrong during your stay, please complete the claim form (in particular regarding the inventory and cleanliness). Any claim regarding the cleanliness and condition of the accommodation must be reported within 24 hours notice after your check in. No complaint will be accepted after 24 hours. Any claim concerning non-compliance of services provided must be written and sent by recorded delivery or by email to the head office of Eden Villages - rue Louis de Broglie - Bâtiment A - 53810 Changé, centrale@edenvillages.fr within 30 days from the end of the stay (departure date - check out). Our department will process with your claim within 3 months of receipt of your letter or email. After sending a written claim by post or email to Eden Villages and having not received a satisfactory response within 3 months, the customer can contact the Tourism and Travel Ombudsman within a maximum of one year from the date of the written claim - MEDICYS - 73 Boulevard de Clichy, 75009 Paris.

## IMPORTANT :

Brochures and websites may contain misprints, omissions or printing errors. Please confirm prices when booking as only the prices mentioned on your booking confirmation are subject to contract.

## Applicable laws:

General booking conditions are subject to French law and governed by the Tourism Code, in particular by the provisions of Articles R331-1 to R332-8 on campsites, caravan sites and other leisure facilities.



### PALMYRE LOISIRS

28, avenue des Mathes | 17570 LA PALMYRE  
Capital social de 98 112 €  
RCS La Rochelle 344 320 106 00026  
N° TVA intracommunautaire :  
FR55 344 320 106  
N° arrêté Atout France : C17-017245-001

### LA BOUQUERIE

La Bouquerie | 24590 SAINT-GENIÈS  
Capital social de 915 000 €  
RCS Bergerac B 439 881 749  
N° TVA intracommunautaire :  
FR29 439 881 749 00014  
N° arrêté Atout France : C24-020318-004

### BELA BASQUE

2, allée Etchecopar | 64600 ANGLÈT  
Capital social de 37 000 €  
RCS Bayonne 382 603 009 00012  
N° TVA intracommunautaire :  
FR85 382 603 009  
N° arrêté Atout France : 2011/TOU/088

### L'ÉTOILE DE MER

Route de la Maire | 34410 SERIGNAN PLAGE  
Capital social de 8 000 €  
RCS Béziers 750 963 076 00013  
N° TVA intracommunautaire :  
FR 26 750 963 076  
N° arrêté Atout France : C34-025506-003

Réservez votre séjour  
**EN LIGNE**  
Book online

**+33 (0)2 43 53 04 33**  
**www.eden-villages.fr**