

I/ CONDITIONS OF RESERVATION

All bookings must be accompanied by the payment of a deposit and booking fee, as well as an acceptance of the terms and conditions. The booking will be considered finalised as soon as written confirmation is received from Camping La Pointe. Minors must be accompanied by their parents or legal guardians. Camping La Pointe provides holidays intended for families and thus reserves the right to refuse any booking that would go against or stray from this principle. Bookings of campsite pitches and holiday rentals are non-transferable. In the event of deliberate misrepresentation by the customer, the contract will be automatically terminated and any payment made will be retained by the management.

II/ CONDITIONS OF PAYMENT

1- Administrative Fee

This can amount to €20 for the week for an offline booking, €10 for weekends and free for all online bookings made via our website www.camping-lapointe.com. In the event of a cancellation (unless you have taken out special cancellation insurance), these fees will not be reimbursed.

2- Deposit / Balance:

- If the booking is made more than 30 days prior to the arrival date, you will be required to pay a deposit of 30% of the total cost of the stay + an administrative fee; the outstanding balance must be paid no later than 30 days prior to the arrival date.
- If the booking is made less than 30 days prior to the arrival date, you will be required to pay the total cost of your stay when booking.

III/ YOUR STAY

1- Campsite Arrivals

Upon your arrival, you will be asked for a deposit (cash or cheque) of €20 for your campsite entry pass. This deposit will be reimbursed at the end of the stay in exchange for the pass. Each party member will be provided with an access wristband (which they must wear at all times). Lost bands will be charged at €5 per band. Off-peak season: you may arrive on the day of your choosing, with a minimum stay of 2 nights. Your pitch will be available between 2pm and 6 pm. In July-August: you may arrive on a day of your choosing, with a minimum stay of one week. Your pitch will be available between 2pm and 7pm. You must inform the campsite in the event of any late arrival. Pitches will be held for 24 hours after the agreed arrival date. After this time, they will be released and you will be charged for the full cost of your stay. One vehicle per pitch; a second vehicle may be permitted upon request, for an additional fee (see rates), depending on the dates of your stay

2- Rental Arrivals

Upon your arrival, you will be asked for 2 deposits (cash or cheque). A €300 deposit for rental and equipment and a deposit of €60- €80 or €100 cleanliness deposit depending on the property. These 2 deposits will be reimbursed separately, after the property's state of cleanliness and the inventory have been checked. Each party member will be provided with an access wristband (which they must wear at all times). Lost bands will be charged at €5 per band. Off-peak season: you may arrive on the day of your choosing, with a minimum stay of 2 nights. Keys will be available for collection between 4pm and 7pm. In July-August: you must arrive on Saturday or Sunday according to the conditions of your booking contract, for a stay of at least a week. You may collect the keys between 4pm and 7pm. You must inform the campsite in the event of any late arrival. The rental is held for 24 hours following the planned date of your arrival. After that time, it will be released and you will be required to pay the total cost of your stay. Each holiday rental has an equipment inventory list. The holidaymaker is asked to check this inventory upon arrival and notify reception of any possible inconsistencies before midday the following day. One vehicle per rental.

3- During your Stay

It is the responsibility of the camper to arrange their own insurance. Camping la Pointe will be in no way held responsible for the loss, theft or damage of personal items, or damage as the result of a fire, bad weather, etc. All individuals staying at the campsite must comply with the regulations displayed at the entrance to the campsite. There must be total silence between 11pm and 7am. The speed limit on site is 10km/h and vehicle movement on site is prohibited between 11pm and 7am. Visitors are permitted on the site from 9am to 11pm. They must report to reception, state their names, the names of the individuals they are visiting and pay a fee. They must leave their vehicle in the external car park. Tents are not permitted on rental accommodation sites. The use of barbecues is strictly prohibited outside designated areas. During your stay, you may be photographed or filmed and the images used for promotional or publicity purposes. If you do not wish your image to be used in this way, please notify us by registered post, accompanied by a copy of your proof of ID.

Pets are allowed on the site (prohibited in 3-bedroom cottages in the Prestige range), subject to an additional fee paid by the owner (see rates). They must be

kept on a leash, microchipped, vaccinated, and declared at reception. They must never be left alone at the rental property or camping pitch. 1st and 2nd category dogs (attack or guard dogs) are strictly prohibited. (cf. Ministerial Decrees of 30/06/92, 22/01/85 and 06/01/99)

4- Departures: tent pitches

The campsite must be vacated before midday on the day of departure After this time, you will be charged for an extra night.

5- Departures: holiday rentals

Holidaymakers should depart between 8 am and 11am on the date indicated on the booking confirmation, at a time determined by reception, depending on availability. Holidaymakers who leave later than the time specified by reception, will incur an €80 charge. The accommodation must be left spotless; customers will be charged for any damage or breakages, as well as for any repairs to the site deemed necessary. Retention of the security deposit does not exclude the possibility of further compensation payments if the cost of damages exceeds the sum of the deposit.

6- Storage - Occupation:

Unoccupied units can be left on the site only with the management's prior consent and only on the pitch indicated. This service comes at an extra fee, indicated below. Any pitch that is being used to store a unit, without having signed a rental contract, or if this use is in breach of a contract, notably with regards scheduled payments, a "storage" fee of €40 per day shall be applied for standard pitches, and €60 per day for pitches equipped with water, electricity and waste disposal.

IV / CANCELLATION

1- Unused Services

No reimbursement will be made in the event of a late arrival or early departure.

2- Cancellation by the Client (excluding clients with insurance cover)

If the cancellation occurs 45 days or more before the planned date of arrival, the deposit and booking fee will be retained by the campsite. If the cancellation occurs less than 45 days before the arrival date, the total cost of the stay will be retained.

3- Cancellation by campsite

The Campsite reserves the right to cancel your stay in the case of force majeure or unforeseen circumstances that could pose a health and safety risk.

Complaints

Any client wishing to make a complaint should contact the campsite complaint service:

- by post with confirmation of receipt to the campsite address The campsite will reply to the client within two months. When no amicable solution can be found, and if the issue persists, without prejudice to take legal action, the Campsite will offer to call a mediator: SAS Médiation Solution
222, chemin de la bergerie - 01800 Saint Jean de Niost -
contact@sasmediationsolution-conso.fr -
<https://sasmediationsolution-conso.fr/>

Right of withdrawal

In accordance with article L.121-19 of the consumer code, the Campsite informs its clients that the sale of accommodation services provided to a specific date, or according to a determined period of time, will not be subject to a 14 day withdrawal period.

4. Campez-Couvert Cancellation and Interruption Insurance:

Our partner Gritchen Affinity offers insurance for the cancellation or interruption of your stay, optional with your rental contract, which allows only those clients who have signed up for Campez Couvert insurance to be reimbursed for all or part of their stay. In the case of cancellation, please notify the campsite by post or email, as soon as the event occurs that prevents your departure. If the incident is covered in the terms and conditions (available at www.campez-couvert.com or from the campsite), please notify the insurer within 48 hrs, and provide all the necessary information and substantiating documents (or from the campground), please notify the insurer within 48 hrs and provide all necessary information and substantiating documents.

V/ DATA PROTECTION

The information you provide us when making your booking will not be passed on to any third party. This information will be considered confidential. It will only be used by internal services to process your order and to enhance and personalise communication and the services offered to Campings Grand Sud clients in line with your interests. In accordance with the European Data Protection Regulation, you have the right to access, correct and oppose the data held about you. To do so, simply send us a request by post to the following address, indicating your surname, first name and address: Camping La Pointe - Quartier La Pointe - 40130 CAPBRETON.