

I/ BOOKING CONDITIONS

All bookings must be accompanied by the payment of a deposit and booking fees, 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 Le Pipiou. Minors must be accompanied by their parents or legal guardians. Camping Le Pipiou provides holidays intended for families, it 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/ PAYMENT TERMS

1- Administrative Fee

This can amount to €20 for the week for an offline application, €10 for weekends and short stays of under 4 nights and free for all online bookings made via our website www.camping-pipiou.fr. 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- Arrivals: campsite pitches

Upon your arrival, we will ask you for 1 security 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). 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 6 nights. 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- Arrivals: holiday rentals

Upon your arrival, you will be required to pay 2 deposits (cash or cheque): a €300 deposit for breakages or damage to the property and equipment and a cleanliness deposit of between €60 and €100 (depending on the range of the rental property chosen). 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 agreed arrival date. After that time, it will be released and you will be charged for 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 Le Pipiou 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, 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 7am and 10am on the date indicated on the booking confirmation, at a time determined by reception, depending on availability. 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 to 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 refund 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 on a specific date, or during a defined period, is not 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 event 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.

V/ DATA PROTECTION AND FREEDOM OF INFORMATION

The information that you give us when making your booking will not be passed on to any third party. This information will be treated as confidential. It will only be used by internal services for processing your booking and to enhance and personalise communication and the services exclusively available to Campings Grand Sud customers based on your interests. In accordance with European data protection regulations, you have the right to access, rectify and object to the processing of your personal data. In order to do so, all you need to do is to send us a request by post to the following address, giving your first name, surname and address: Camping Le Pipiou - 382 Route des Campings - 40160 Parentis-en-Born.