

## GENERAL TERMS AND CONDITIONS OF SALE

### 1. Conditions of reservation and access to the campsite

The reservation becomes effective after acceptance of the General Terms and Conditions when booking online and after receipt of the deposit or the total price of the stay.

Reservations for rental pitches require a minimum of 6 nights in high season and 2 nights in low season.

In accordance with article L. 221-28 of the French Consumer Code, the 14-day withdrawal period cannot be exercised for services related to accommodation.

The prices do not include the tourist tax, which will be collected on site.

Reserved rental pitches are available on the day of arrival from 5 p.m. and must be vacated by 10 a.m. on the day of departure.

Late arrivals must be notified to the campsite for organisational reasons. The client will be informed of the modalities of the late arrival.

Any delay in arrival of which the campsite has not been informed cancels the terms of the contract and allows the campsite management to make the pitch available within 24 hours.

The client who signs this contract for a fixed period may not under any circumstances claim any right to remain on the premises at the end of the stay, unless a new pitch is booked with the campsite.

The campsite does not accept minors who are not accompanied by an adult.

The Campsite reserves the right to refuse access to the pitch that has been reserved in disregard of this rule to minors under 18 years of age who are not accompanied by their legal guardians and who present themselves at the reception of the Campsite, and to proceed with the immediate cancellation of the stay.

Furthermore, the campsite is not a Holiday and Leisure Centre within the meaning of decree n°2002-883 dated 3 May 2002, and is not suitable for providing group or individual accommodation outside the family home for minors under 18 years of age, unaccompanied by their legal guardians

### 2. Tariffs and terms of payment for the campsite services

The descriptions, the definition of the rental seasons as well as the periods and durations of the rentals appear on the commercial brochure and the website.

The prices in our brochure are in Euros, including VAT at the rate applicable at the time of printing.

Any change or modification of the rate as well as any change in the taxes applicable to your stay, such as the tourist tax, at the date of invoicing, may be reflected in the price of your stay.

Transfer, subletting:

All rentals are nominative; they may not be transferred or sublet without prior agreement from Wellness Sport Camping.

Price changes :

The rates are dynamic and may change during the season. Wellness Sport Camping cannot be held responsible for any difference in cost between two stays booked for the same period.

The prices indicated are in euros, including VAT at the rate in force at the time of booking. The total price of the stay includes the price of the pitch or the rental accommodation, the chosen additional services, the booking fees and any cancellation insurance. This total price is indicated before the client confirms the reservation of his stay, whether the reservation is made on the website or through another reservation channel. Any change or modification of the rate as well as any change in the taxes applicable to the stay, at the date of invoicing, may be passed on to the price of the stay

Payment of the stay:

For bookings made more than 30 days before the start of the stay, a deposit of 30% of the price of the services booked must be paid to the campsite on booking.

The balance must be paid at the latest 30 days before the start of the stay for the rental pitches.

For bare pitches, the balance must be paid on the day of arrival.

For rental bookings made less than 30 days before the start date of the stay, full payment will be required at the time of booking.

Payment for your stay can be made by credit card (the cards accepted are those of the Carte Bleue, Visa, Eurocard/MasterCard networks), by holiday cheque (sent by recorded delivery with acknowledgement of receipt), in cash in euros and by cheque in euros up to 30 days before arrival at the campsite.

Security deposit:

For rental accommodation, a security deposit, the amount of which appears on the rates, is required on arrival at the campsite. An imprint of your credit card may be requested or a deposit cheque depending on the campsite/destination and the arrangements made by the campsite.

The deposit will be returned in its entirety on the day of departure or at the latest eight days after a satisfactory inventory of fixtures.

If this is not the case, the security deposit will be deducted.

An inventory of fixtures will be made on the day of departure. It will be carried out on the inventory made by the client on the day of arrival. The Client will be given an inventory to check at the time of installation. He will report any anomaly to the campsite reception

Any damage exceeding the amount paid as a security deposit will be charged to the client after deduction of the security deposit.

### 3. Cancellation and modification of reservations

Modification of your reservation

On request, the Client may ask for a change in his stay (campsite, dates and/or type of accommodation), subject to availability and reception possibilities.

The Client may request a change to his reservation only once during the season and no more than 14 days before the start of his stay.

No postponement will be accepted for the following season.

- An administrative fee of 25 (twenty-five) euros will be charged for a change of stay.

- If the amount of the new stay is higher, the difference between the two bookings is payable by the Client.

In the event that the amount of the new stay is lower than that of the initial stay, the difference is likely to be refunded and the administrative costs of modifying the stay as defined above will apply.

The Client's attention is drawn to the fact that in the event of a change to the holiday, he/she will not be able to benefit from any promotions subsequent to the initial booking. The date of the first booking will be taken as the reference date.

In the event that Wellness Sport Camping is unable to comply with the Client's request for a change, the initial stay will be maintained unless the Client cancels.

Unused services

Any interrupted or shortened stay or no-show (late arrival, early departure) due to your fault will not give rise to a refund.

Cancellation by the campsite

In the event of cancellation by the campsite, except in cases of force majeure, the stay will be fully refunded.

However, this cancellation cannot give rise to the payment of damages and interest.

#### Cancellation by the client

Any notification of cancellation must be made by registered letter to the campsite, as soon as possible, the postmark being taken as proof.

In all cases, the booking fee shall be retained and the amount of the insurance, if taken out, shall not be refunded. Cancellation of the reservation by the participant will result in the collection of cancellation fees per reservation according to the following schedule:

More than 45 days > 5% of the total price  
Between 45 and 30 days > 30% of the total price  
Between 30 and 15 days > 50% of the total price  
Between 14 and 8 days > 75% of the total price  
Less than 7 days and no show > 100% of the total price

Any shortened stay as well as any service voluntarily abandoned by a participant will result in a cancellation fee of 100% of the price of the shortened or abandoned stay.

#### 4. Liability

The campsite declines all responsibility in case of theft or damage of personal objects on the campsite.

We would like to point out that the rental of accommodation on the campsite does not fall within the scope of the hoteliers' liability. Consequently, the campsite cannot be held responsible for the loss, theft or damage of personal belongings on the pitches, whether on the rental pitches, bare pitches or in the car parks or communal areas.

It is also reminded that the car parks are not guarded.

#### 6. Complaints

The campsite team is at the disposal of the clients during their stay to answer questions, to resolve any malfunctions observed and to enable them to fully enjoy their stay. It is advisable to contact them for any request

Any complaint concerning the non-conformity of the services in relation to the contractual commitments must be notified in writing (by registered letter or e-mail) to the campsite manager within 30 days of the end of the stay.

In the event of disagreement with the response given, customers may contact a Mediator.

The modalities of referral to the Mediator will be communicated on simple request to the campsite.

#### 7. The tourist tax

The tourist tax, collected on behalf of the municipalities, is not included in the rates. Its amount is determined per person and per day and varies according to the destination. It must be paid on site.

The amount of the tourist tax can be communicated to you before your arrival. This

amount is for information only and is subject to change during the year.

#### 8. Personal data

In accordance with the European legislation in force and in particular within the framework of the General Data Protection Regulation (EU Regulation 2016/679 of 26 April 2016), the campsite, in its capacity as Data Controller, collects personal data.

The information collected about you is processed by the Campsite and by its commercial partners and service providers located inside and outside the European Union.

The information you are asked to provide is necessary for your reservation to be processed by our services. Your answers are obligatory, as failure to answer will make your registration impossible.

The processing is also intended for statistical processing, canvassing and the implementation of marketing operations with your prior consent as well as in the context of respecting the legitimate interests of the UCPA Group, to which you consent by accepting the general conditions of registration.

For security reasons, video surveillance systems may be installed on the campsite in accordance with applicable legislation.

The Data is kept for the time necessary for the purposes of its processing and then archived in accordance with the legal provisions in force, subject to the processing necessary to comply with the accounting, tax and social legal obligations that are specific to it.

You have a right of access, rectification, portability, deletion and/or limitation of processing.

You have the right to withdraw your consent at any time by sending your request by post to the attention of the DPO at the following address UCPA - DPO - 17, rue Rémy Dumoncelet - 75698 Paris Cedex 14 or by e-mail to [dpo@ucpa.asso.fr](mailto:dpo@ucpa.asso.fr).

You also have the possibility of lodging a complaint with the competent supervisory authority.

#### 9. CANCELLATION INSURANCE

If you wish to subscribe to the AssurCamping offer, you are invited to check that you are not already covered by a guarantee that covers one of the losses covered by the new contract.

If you have previous cover for the risks covered by the insurance taken out, you may cancel this/these insurance(s) free of charge within 14 days of taking out the policy and as long as the package and any cover have not been taken out.

In this case you can exercise your right to cancel by letter or any other durable medium sent to the insurer of the new contract, together with a document proving that you are already covered for one of the claims covered by the new contract. The insurer is obliged to reimburse the premium paid within 30 days of your waiver. If you wish to cancel your policy but do not meet the above conditions, check the cancellation procedure in your policy.

If you have taken out additional cover (cancellation - programme interruption, assistance - etc.) and you wish to benefit from it, it is your responsibility to contact your insurer.

The optional cancellation guarantee allows the client to be reimbursed the sums withheld by the campsite, in accordance with the cancellation conditions specified in our general terms and conditions of sale, when the client has to cancel all or part of his stay for reasons of illness or accident.

The terms and conditions of AssurCamping are specified in the general terms and conditions of sale available and transmitted at the time of booking and subscription to this additional insurance.

Please note! The optional cancellation insurance must be taken out at the time of booking. It is only valid for a registration at the campsite and is not refundable.

#### 9. Rules and regulations

All clients and visitors are required to comply with the internal regulations posted on the campsite.

#### 10. Visitors from outside the campsite

Visitors from outside the campsite are required to report to the reception. Vehicles must be parked outside the campsite. Visitors will not have access to the facilities included in the campsite. Depending on the campsite, a daily fee will be charged.

#### 11. Animals

Dogs of categories 1 and 2 are strictly forbidden. Pets will be accepted on presentation of an anti-rabies certificate, and a certificate of aptitude for the possession in the case of categorized dogs.

Animals must be kept on a lead and muzzled if necessary. They will be walked outside the campsite premises