

## TERMS AND CONDITIONS

### BOOKING AND PAYMENT

All rentals are nominative and cannot, under any circumstances, be transferred or sublet. Reservations can be made by telephone, by mail or by internet on the website [www.lesabberts.com](http://www.lesabberts.com).

All reservations must be accompanied by a payment including. The deposit corresponds to 30% of the total price of your rental. The balance of the stay is to be paid 30 days before the arrival date. No deduction will be made in case of late arrival or early departure. For any reservation made less than 30 days before the date

of arrival, the totality of the stay is to be paid upon confirmation of availability. In accordance with article L.121-21-8 of the French Consumer Code, we inform you that the provision of accommodation services, which must be provided on a specific date or within a specific period, are not subject to the 14-day right of withdrawal.

### PRICES

The rates or information published on our website [www.lesabberts.com](http://www.lesabberts.com) are basic rates and do not include optional services. The price agreed at the time of booking includes the VAT in force. The contractual price may be subject to modification within the legal and regulatory limits, when variations in applicable VAT occur between the date of reservation and the date of payment of the balance.

The partner advantages and promotions cannot be applied to a reservation that has already been paid for in full or in part.

### TOURIST TAXES

The visitor's tax appears clearly on the invoice. Tourist taxes vary according to the commune and country. The stay tax is collected on behalf of the communes and may be increased by an additional departmental tax.

The cost of the tourist tax is likely to change during the year and may therefore increase or decrease the total amount of the stay.

### BREAKAGE DEPOSIT

On arrival, you will be asked to pay a deposit which varies according to the type of accommodation.

It will be returned to you no later than 15 days after your departure.

### CAPACITY OF THE ACCOMMODATION

A dwelling is provided for a specified number of occupants.

Under no circumstances may it be occupied by a greater number of people (including children and babies). In the latter case, the campsite manager has the right to refuse any additional person.

Minors who are not accompanied by their parents or a legal guardian cannot be admitted.

### Arrivée et départ

Arrival in the mobile homes is from 16.00 and departures before 10 h 00.

Arrival on the pitches is from 12:00 noon and departures before 12 h 00.

Each accommodation contains all kitchen and tableware as well as bedding (with the exception of sheets and towels). The inventory is located inside the accommodations. The tenant is required to check it and report any anomaly on the same day.

Any dissatisfaction concerning the state of cleanliness, or the general state of the tenant must be notified at the latest 24 hours after arrival, in order to allow for a remedy. No complaint will be admissible more than 24 hours after the day of arrival.

All campers are required to respect the campsite rules and regulations, posted at the reception, and are responsible for any disturbances caused by the people staying with them. The characterized non-respect of the rules of procedure could lead to the expulsion of the camper.

## HOUSING CHARACTERISTICS

Plans and photos of accommodation are given for illustration purposes only. The layout and characteristics of the rooms may vary from one model to another. It is advisable to refer to the written description of the layout available on the headings Our rentals and Our pitches on the page of the campsite concerned on the website [www.lesabberts.com](http://www.lesabberts.com) in order to know the exact composition of each accommodation.

## DOMESTIC PETS

Pets are not allowed in the campsite rentals.

## CANCELLATION / INTERRUPTION OF STAY

It is reminded that in application of the provisions of article L.221-28 and following of the Consumer Code, none of the proposed services is subject to the right of retraction. Consequently, any cancellation by the customer after reservation and before departure will result in the customer being liable for the cancellation:

In case of cancellation more than 30 days before the date of arrival, the deposit paid by the customer will be retained; In case of cancellation less than 30 days before the date of arrival, the obligation for the customer to pay the totality of the price of the stay.

In case of cancellation less than 30 days before the date of arrival, the customer must pay the full price of the stay. Any stay started after and ended before the dates indicated on the booking contract or recorded on the current schedule will not be refunded. This is valid for rental accommodation and camping pitches - Cancellation more than 60 days before the start of the stay: 10% - Cancellation between 60 and 30 days before the start of the stay: 30% - Cancellation less than 30 days before the start of the stay.

## MODIFICATION OF YOUR STAY

Failing any modification, the customer must make his stay in the initial conditions of reservation or cancel it and will therefore be subject to the terms and conditions of cancellation and interruption of stay. No postponement will be accepted to the following season. Any request for an increase in the length of your stay will be made according to availability and according to the rates in force. Any request to reduce the length of your stay is considered as a partial cancellation and will be subject to the terms and conditions of cancellation and interruption of stay.

## UNUSED STAYS

Any stay interrupted, or shortened (late arrival, early departure) due to your fault will not give rise to a refund

## CAMPING CANCELLATION

In case of cancellation due to the campsite, except in case of force majeure, the stay will be fully refunded. However, this cancellation will not give rise to the payment of damages.

## RESPONSIBILITY

The company cannot be held responsible, because of the communication by its partners or by any third party, of photographs of which they have declared having the rights, of false, misleading or erroneous information that would be mentioned in the catalogues or on the partner sites, and in particular the presentation photos, the qualifiers, the activities, the leisure activities, the services and the dates of operation. The company declines all responsibility in the event of theft, fire, bad weather, damage to property or vehicles. As well as in the event of an accident for which the client or another client is responsible.

## LITIGATION

If, despite our best efforts to give you full satisfaction, you have any complaints, we ask you to immediately inform the person in charge of reception on site, who will endeavour to give you an answer, and if necessary to send us your complaint in writing, by registered letter with acknowledgement of receipt, within 4 weeks of the end of your stay. Our customer service will then deal with your complaint as soon as possible.

In the event of a dispute, and after having informed the customer service, any customer of the campsite has the possibility to refer the matter to a consumer mediator, within a maximum period of one year from the date of the written complaint. The contact details of the mediator likely to be contacted by the customer are as follows: Medicys You can submit your request via the Internet by filling in the form provided for this purpose: [www.medicys.fr](http://www.medicys.fr)

E-mail: [contact@medicys.fr](mailto:contact@medicys.fr)

Submission by post: 73 boulevard de Clichy 750009 PARIS

Telephone: 01 49 70 15 93

In the event of unresolved dispute, the consumer may, in accordance with the Code of Civil Procedure, either bring the matter before the court of the place where he was residing at the time of the conclusion of the contract or the occurrence of the harmful event.

## MORE

For swimming only the following items are allowed: briefs and boxer shorts, bikinis and one-piece swimsuits, as opposed to any other clothing. Wearing a bracelet is mandatory at all times. It gives access to the water park and helps to reinforce the control at the entrances and exits of the campsite.