



# Chadotel terms and conditions

## 1) Booking:

Bookings will be processed upon receipt of the completed booking form and the deposit or a signed quote with a deposit. The amount of the deposit depends on the type of accommodation and the duration of the stay.

Rented holiday accommodation:

- Booking > 3 days: 30% of the total price of the stay + 25€ booking fee (15€ booking fee on the website) + (additional 3% of the price of the stay for cancellation insurance - optional). Balance due 30 days before arrival.

- Booking ≤ 3 days: 30% of the stay + 8 euro booking fee (additional 3% of the price of the stay for cancellation insurance - optional). Balance due 30 days before arrival.

Booking a campsite pitch

- Booking a camping pitch > 3 days: 30% of the price of the stay + 25 euro booking fee (15€ booking fee on the website) + (additional 3% of the price of the stay for cancellation insurance - optional). Balance payable upon arrival.

- Booking a camping pitch ≤ 3 days: 30% of the stay + 8 euro booking fee (additional 3% of the price of the stay for cancellation insurance - optional). Balance payable upon arrival.

## 2) Confirmation:

The booking is effective when you receive confirmation from us. If the balance is not paid according to the conditions as set out below, the booking will be deemed as cancelled and the deposit retained.

- For rented holiday accommodation: the balance must be paid 30 days prior to arrival. \*

\*NB: no reminder will be sent by CHADOTEL. Once we have received the balance, you will be sent a letter of confirmation. If the balance is not paid within the required time, the booking will automatically be cancelled and any deposit money will be retained by CHADOTEL.

- For bookings of rented holiday accommodation made within 30 days of your arrival, the full price of the stay must be paid at the time of booking.

- For bookings made via our website ([www.chadotel.com](http://www.chadotel.com)) the amount of the deposit will be debited from your bank card. The outstanding balance for mobile homes and chalets will also be debited (20 days prior to arrival).

- For all tent/caravan/campervan pitches the balance is payable upon arrival. If you wish to make any specific requests in relation to your stay (choice of pitch, group bookings...), you should do so at the time of booking. Although we will do everything in our power to comply with these requests, we cannot guarantee same.

Persons under the age of 18 may stay in the holiday park only if they have written authorization from their parents and if they are accompanied by an adult who is in loco parentis.

## 3) Payment:

The booking form must be signed. Payment can be made as follows: cheque from a French bank, international bankers draft/international money order, 'chèques-vacances' (holiday cheques available to French residents only) or bank card (16-digit number, expiry date and 3-digit security code required) for bookings by fax, phone or online.

NB The quickest way to book is to pay by bank card over the phone.

## 4) Prices:

The prices indicated are valid for the current season and are in euros, including VAT.

Our prices include tent/caravan/campervan pitch rental and holiday accommodation rental, water, gas and electricity consumption, access to the campsite's facilities and a parking space.

They do not include the TOURIST TAX, the booking fee, the additional fees (eg for pets), cleaning fees, certain activities, the cost of certain activities, access to tennis and mini golf, bedding/linen hire, the hire of various items and the security deposit of 250€ (this deposit is refundable upon departure providing the holiday accommodation is clean and nothing has been damaged – see below).

Rates according to several criteria may change.

It is possible that there may be a difference in the rate between two or more bookings made for the same period.

Chadotel cannot, under any circumstances, be held responsible for this difference and the customer who has paid the highest price will not be issued a refund.

Prices are not contractual and can be modified without any prior notice. The contractual price is the one set at the time of booking.

However, in the event of a pricing error (eg. an obviously derisory price compared to the real value of the stay due to technical problems or other) the validated reservation may be cancelled by CHADOTEL. This measure remains exceptional.

## 5) Tourist Tax:

This local tax (per person per day) is compulsory and must be paid at the same time as the balance for the duration of the stay. Do not hesitate to ask us for more information about this tax. It's prebilled and non-refundable.

## 6) Security Deposit:

For rented holiday accommodation: a security deposit of €250 will be requested on arrival as a guarantee that the accommodation will be left in GOOD CONDITION. This deposit will be refundable upon departure, after the multipoint checklist has been verified and only if the accommodation has been cleaned and nothing is missing/damaged.

Depending on the campsite, the deposit also includes the loan of a magnetic key which opens the barriers at the entrance to the holiday park. For tent/caravan/campervan pitches: a security deposit of €20 is required for use of the magnetic key.

The security deposit is payable by credit card.

## 7) Pets:

Category 1 (attack) dogs, Category 2 (guard) dogs and exotic pets are not allowed in the holiday park.

For an additional daily fee, any other pets are allowed into all our holiday parks on condition that they have been declared at the time of booking, that they do not disturb the tranquility of the park or cause a risk to customer safety, and that they respect basic hygiene and cause no damage to facilities (one pet, under 20kg per pitch).

The animal must be kept on a leash at all times in the campsite grounds and must not be left alone in your absence. The pet's passport must be fully up to date and presented at reception upon arrival. No pets are allowed into any of the communal buildings, the play areas and the swimming pool area. Animals must be taken outside of the holiday park for all their toilet needs.

## 8) Duration of the stay:

For rented holiday accommodation during high season the minimum duration of the stay is one week (7 days), Saturday to Saturday.

During high season customers should arrive between 3pm and 8 pm (if you are going to be late please inform the holiday park) and depart between 7am and 10am. It is possible to book for one night or for a weekend, but only in low season. Please note that for health and insurance purposes it is forbidden to exceed the maximum capacity of your rented accommodation. Any extra guest exceeding the maximum capacity will be denied access to the accommodation. Customers for tent/caravan/campervan pitches may arrive any day of the week between 12pm and 8pm, and should depart before 12pm.

## 9) Alteration or Cancellation:

All bookings are definite once the balance has been paid. They cannot be transferred or sublet.

a) Alterations

Any alteration to the booking should be indicated beforehand in writing (letter, fax and email). This alteration will occur only with the agreement of the Holiday Park.

b) Holiday Cancellation and Curtailment « Campeze Couvert »

We advise all customers to take out our Holiday Cancellation and Curtailment Insurance Policy.

Without cancellation insurance, the cancellation will not result in any refund.

- The premium must be purchased in its entirety at the time of booking and is nonrefundable.

- In the event of a claim, you must inform the insurance company within 5 days of the loss or damage occurring.

- The Terms and Conditions of our insurance policy are available at [www.chadotel.com/fr/assurance-annulation-et-interruption-de-sejour-campings](http://www.chadotel.com/fr/assurance-annulation-et-interruption-de-sejour-campings)

- The holiday cancellation and curtailment insurance policy guarantees the refund of all sums paid before the stay begins (certain conditions apply). If your stay is interrupted for any reason, the refund will be calculated on a pro rata basis (certain conditions apply).

## 10) Right of withdrawal:

Under article L. 121-20-4-2 of the Consumer Code, the right of withdrawal is no longer applicable to accommodation and leisure booked for a certain date or determined period. This means that, once ordered on the website [www.chadotel.com](http://www.chadotel.com) or by telephone with one of our staff, the order cannot be withdrawn.

## 11) Claims:

All complaints concerning the conditions of your stay must be sent by post to CHADOTEL Customer Service, 54 rue Georges Clemenceau, 85520 JARD SUR MER, within the 30 days following the end of your stay. Technical problems must be reported to the campsite reception during the stay in order to find an immediate solution. Failing to do so, the claim will subsequently be filed without further action.

## 12) Law applicable to disputes

In the event of a dispute, and after appealing to the Customer Service Department of the establishment, all campsite customers may contact the Customer Ombudsman within one year from the date of the written claim by registered mail which must include a copy of the receipt for the establishment. The Customer Ombudsman may be contacted at AME CONSO 11 Place Dauphine 75001, PARIS

## 13) User rights:

In accordance with France's Data Processing & Liberties Act, 6 January 1978, modified in 2004, you have the right to access and rectify any information that concerns you. To do this, contact us at CHADOTEL, 54 rue Georges Clemenceau 85520, JARD SUR MER. You can also, for legal reasons, oppose the processing of your personal data. As part of the EU General Data Protection Regulation (GDPR), in operation since the 25th of May 2018, the personal data collected by Chadotel is used exclusively by Chadotel's internal services for the purpose of administrative and commercial management, e.g. reservations, customer satisfaction, newsletter, etc. and is kept only for a period required for such purposes, and in accordance with the law. This period varies between a few days and a few years.

The introduction of the law of 17 March 2014, known as the «Hamon law» allows you to register for free on the Bloctel website, an official list to express one's refusal of accessible telephone canvassing.

## 14) Image rights:

You authorise the campsite to use photos of you and/or your child which may be taken during your stay on any type of media for the communication and advertising purposes of the campsite and the Chadotel chain, without compensation and without limited usage.

Otherwise, please fill in the box below and return it to Chadotel, 54 rue Georges Clemenceau 85520, Jard sur Mer

.....do not authorise the campsite to reproduce, publish, edit or represent my image and that of all the participants in this contract for its advertising needs, on any medium whatsoever.

## GENERAL REGULATIONS

### 1) Campsite Rules and Regulations

The rules and regulations are posted at the entrance of the campsite. A copy is available to everyone on request. In case of non-compliance to the campsite rules, management reserves the right to terminate any stay without compensation.

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### 2) Responsibility:

Over and above its legal responsibility, the holiday park does not accept responsibility for:

- theft, loss or damage of any nature incurred during or following a stay.

- the lack of availability of facilities/equipment due to malfunction or non-function.

- any damage to vehicles caused by other residents whilst parked or driving in the holiday park.

### 3) Standards of Behaviour:

You are responsible for the appropriate behaviour of any member of your party staying at your pitch. Noisy, offensive or inappropriate behaviour or actions likely to cause harm to any other guest, member of staff or anyone's property at the holiday park will not be tolerated and we reserve the right to immediately eject any person who, in the reasonable opinion of the management of the park, does not comply with these standards of behaviour. No refunds will be issued in these circumstances, which do not preclude any future action being taken by either the Holiday Park or third parties for the cost of any damages incurred. This expectation of behavior also applies to the inappropriate occupancy of a pitch, for example, the number of the party exceeds the stated maximum capacity of the rented holiday accommodation.

### 4) Swimming Pool:

Security bracelets are compulsory. Tight fitting swimwear only. It is forbidden to wear Bermuda shorts, burkinis, etc....) Guests may be asked to leave the swimming pool if they do not respect the rules.

### 5) Barbecues:

Electrical barbecues are not permitted in any of the Chadotel holiday parks (except Les Îles). Gas barbecues are permitted and available to hire on-site. Charcoal barbecues are subject to permits issued by the local authorities according to the sites. Ask your campsite for more information.

### 6) Visitors:

Visitors are admitted to the campsite under the responsibility of the campers who have invited them and only after authorisation from the person in charge of the establishment. There may be an additional charge. The visitors have access to the various services and facilities of the campsite except access to the pool area. Visitor vehicles must be parked in the carpark at the campsite entrance.

### 7) Day of Departure

Guests are invited to make an appointment at the campsite reception for the 'accommodation inventory and inspection' the day before their departure at the latest.