



TERMS AND CONDITIONS

1) Registration:

Every reservation becomes effective and can only be confirmed after receipt of the reservation contract, or signed quotation with payment. The amount of the payment depends on the type of accommodation and the duration of the stay.

- Reservation for accommodation

- Booking for rented holiday accommodation 3 days > : 30% of the total price of the stay + 25€ administration fee (15€ administration fee by booking on the website) + (additional 3% of the price of the stay for cancellation insurance - optional). Balance due 30 days before arrival.
- Booking for rented holiday accommodation 3 days < : 30% of the total price of the stay + 8€ administration fee + (additional 3% of the price of the stay for cancellation insurance - optional). Balance due 30 days before arrival.

- Reservation for pitches

- Booking for rented holiday accommodation 3 days > : 30% of the total price of the stay + 25€ administration fee (15€ administration fee by booking on the website) + (additional 3% of the price of the stay for cancellation insurance - optional). Balance payable upon arrival.
- Booking for rented holiday accommodation 3 days < : 30% of the total price of the stay + 8€ administration fee + (additional 3% of the price of the stay for cancellation insurance - optional). Balance payable upon arrival.

2) Reservation :

Confirmation: The booking is effective when you received a confirmation from us. You will have to pay the remaining amount, otherwise the reservation will be considered canceled and the deposit will be retained.

- For rented holiday accommodation: the balance must be paid 30 days before your arrival. Remark: 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 every reservation made directly via our web www.chadotel.com, the down payment is automatically deducted from your credit card.
- 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, 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 18 years of age not accompanied by their parents or legal guardians will not be admitted

3) Method of payment :

Accompanied with the signed reservation contract:

Bank transfer, credit card (16 digit numbers + expiry date + 3 digit security code required) for reservations by telephone, mail or internet.

4) Prices:

The indicated prices are valid for the current season and are in euros, including VAT. Our prices include the rent of the pitch or accommodation, the consumption of water, gas and electricity, access to camping equipment, the parking space for the car.

Not included is the TOURIST TAX, administration fee and cancellation insurance, de additional fee for pets, cleaning costs, the cost of certain activities such as tennis court and mini golf, renting sheets, the hire of various rentals, and the security deposit of 250€ (this deposit is refundable upon departure providing the holiday accommodation is clean and nothing has been damaged).

The prices can change according to several criteria. It is possible that there is a price difference between two stays booked for the same period. Under no circumstances can Chadotel be held responsible for this difference and the customer who has paid the highest price will not receive 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 case of a price error - price unreasonable compared to the real value of the stay - (computer problem or others), the confirmed reservation can be canceled 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. Do not hesitate to ask us for more information about this tax.

6) Deposit :

For rented holiday accommodation: a deposit of 250 euros 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 (within 7 days if departure without inventory). The deposit also includes the loan of a magnetic key which opens the barriers at the entrance of the campsite. For tent/caravan/campervan pitches: a security deposit of 20 euros is required for use of the magnetic key. The security deposit can be paid with the credit card or cash.

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 tranquillity of the campsite or cause a risk to customer safety, and that they respect basic hygiene and cause no damage to facilities (1 max. per rental and pitch). The animal must be kept on a leash at all times in the holiday park. The pets passport must be fully up to date and presented at the reception upon arrival. No pets are allowed into any of the communal buildings, the play areas and the swimming pool area. Animals have to 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) (on arrival on Saturday, Sunday and Wednesday, depending on the campsites). During high season customers should arrive between 4 pm and 8 pm (if you are going to be late please inform the holiday park) and departure between 7am and 10am. It is possible to book for one night or for a weekend, but only in low season.

Please note: for security reasons and for insurance, it is forbidden to be with more people than intended in the rented accommodation, the same applies to pitches where the maximum number of participants is 6. Any person who is above the capacity is refused. Clients for tent/caravan/campervan pitches may arrive any day of the week between 12pm and 8pm, and should leave before 12pm.



CONDITIONS GÉNÉRALES DE VENTE

9) Alternation or Cancellation:

After receiving the down payment, the rented accommodation is definitive and nominative.

a) Alteration: Any alteration to the booking should be indicated beforehand by writing (letter and email). This alteration will only be possible with the agreement of the campsite.

b) Cancellation and interruption of the «Campez Couvert» stay. It is recommended to take a cancellation and interruption insurance under conditions. Without cancellation insurance, the cancellation does not give any refund, The insurance premium must be fully paid upon booking the stay and is non-refundable. In the event of a claim, you must notify the insurance within 5 days of the damage.

- The general cancellation conditions are available on request or can be consulted online on our website : <https://www.chadotel.com/en/cancellation-insurance-campez-couvert/>

- The cancellation 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.

10) Right to retract :

In accordance with Article L221-28 of the French 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 or by telephone with one of our staff, the order cannot be withdrawn.

11) Claim :

All complaints regarding the conditions of the stay must be sent within 30 days after the end of the stay to the customer service CHADOTEL, 54 rue Georges Clemenceau 85520 JARD SUR MER France.

Technical problems must be reported during the stay at the reception of the campsite in order to find an immediate solution. Sailing any subsequent claim will be dismissed.

12) Law applicable to disputes:

In case of dispute and after entering the customer service of the establishment, all campsite clients may contact the Customer Ombudsman within one year from the date of the written claim by registered mail to include a copy of the receipt of the establishment. The Customer Ombudsman may be contacted at AME Conso 11 place Dauphine 75001 PARIS.

13) Respect of the rights of the users:

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 establishment of the law of 17 March 2014, called «Hamon law», makes it possible to register free of charge on an official list to express the refusal to receive calls that are accessible on the Bloctel site.

14) Images for Advertising Purposes

You give the campsite permission to use the photos of you and / or your child that can be taken during your stay, regardless of the type, for advertising purposes of the campsite and the Chadotel chain, without compensation and use limit.

If not, please fill below form and return it to Chadotel, 54 rue Georges Clemenceau 85520 Jard-sur-Mer.

I, the undersigned.....do not authorize the residency to reproduce, publish, edit or represent my image and that of all participants in this contract for its advertising needs, on some media whatever.

GENERAL RULES

1) Internal rules : You will find the internal rules at the entrance of the campsite. It is given to every client who requests it. In case of non-compliance with this, the management reserves the right to terminate the stay without any compensation.

2) Responsibility : Over and above its legal responsibility, the campsite 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 or malfunction or non-function.
- any damage to vehicles caused by other residents whilst parked or driving in the campsite.

3) Disruptions and inconvenience : Each client is responsible for disruptions and inconvenience caused by the people who are present at their pitch or in the rented accommodation. If a resident of the campsite disturbs another resident or causes damage to an installation / building, this person can be dismissed immediately, without any compensation for his stay, and without any request for compensation to the campsite or third parties. The same applies if the campsite were to determine the unlawful use of its accommodations and camping pitches (the number of people is more than allowed in the accommodation / camping pitch).

4) Swimmingpool : Wearing a bracelet is compulsory. Only the tight swimsuit / bathing suit is allowed. Shorts, bermudas, burkinis, etc. are forbidden in the swimming pool. Clients may be asked to leave the swimming pool if they do not respect the rules.

5) Barbecue : Electric barbecues are forbidden on all the Chadotel campsites (except camping Les Iles). The gas barbecues are allowed and available on the site. The charcoal barbecues are subject to prefectural authorizations according to the campsites (please inform).

6) Visitors : Visitors are allowed on the campsite under the responsibility of the campers who receive them and only with the permission of the management and additional payment, if necessary. They have access to the various facilities of the campsite, except the swimming pool. Visitors' cars must be parked in the parking at the entrance to the campsite.

7) What to do before departure : Clients are invited to make an appointment to check the accommodation no later than 24 hours before departure at the reception of the campsite.