General Terms and Conditions of Sale 2027

We are happy to welcome you to St-Cast Le Guildo. We hope that your stay will be as pleasant as it is relaxing. Some useful information is provided below, together with the House Rules, which we kindly ask you to respect.

BOOKING CONDITIONS

A booking only becomes effective with the campsite's approval, after receipt of the deposit and after receipt of either the duly completed and signed booking contract or, for online bookings, acceptance of the general terms and conditions of sale at the time of booking.

Bookings are binding on the campsite only if it has accepted them, which the campsite is free to do or to refuse depending on availability and, more generally, on any circumstances likely to affect the performance of the booking made. The campsite offers family-oriented stays, in the traditional sense. It reserves the right to refuse any booking that would run contrary to this principle or that would seek to circumvent it.

The booking of accommodation is strictly personal. You may under no circumstances sublet or transfer your booking without the prior consent of the campsite.

Minors must be accompanied by their parents or legal guardians.

RATES, TOURIST TAX AND BOOKING FEES

The rental rate includes water, electricity and gas. It does not include the tourist tax or visitor fees.

For the campsites Les Mielles and La Crique:

- The tourist tax is €0.66 per night per adult. It must be paid on arrival at the reception office.
- The household waste collection contribution is €0.48 per person per night.

For the campsites Le Clos Tranquille and Les 4 Vaulx:

- The tourist tax is €0.22 per night per adult. It must be paid on arrival at the reception office.
- The household waste collection contribution is €0.18 per person per night.
- The booking fee is €20 per booking.

PAYMENT TERMS

For **bookings made more than 30 days** before the start of the stay, a deposit of 30% of the price of the booked services must be paid at the time of booking. The balance must be paid no later than 30 days before the start date of the stay. If the customer fails to pay the balance no later than 30 days before the start date of the stay, the campsite reserves the right to cancel the booking and to put the accommodation back up for rental.

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

The customer acknowledges the following points concerning payment with paper holiday vouchers (Chèques-Vacances):

- Holiday vouchers that have expired, that are not submitted with their counterfoil, or that bear erasures, annotations or overwriting cannot be accepted,
- No refund can be made for a payment made with holiday vouchers.
- If the value of the holiday vouchers exceeds the amount of the initial booking, the difference cannot be refunded.

CANCELLATION

Cancellation by the tenant:

If you cancel **more than 30 days** before your arrival date, the deposit will be refunded less the booking fee.
If you cancel **between 30 and 15 days** before your arrival date, only the 30% deposit and the booking fee will be retained.
If you cancel **less than 15 days** before your arrival date, the full amount of the stay will be retained.
If you **cut your stay short**, you will not be entitled to any refund.

For greater peace of mind, you may take out the Cancellation Insurance Option offered by our partner Gritchen (**which also covers you in the event of COVID-19**). The cancellation insurance, to be taken out at the time of booking, costs 3.5% of the amount of the stay.

PAYMENT AND CANCELLATION CONDITIONS APPLICABLE TO GROUPS

These conditions apply to so-called group bookings, i.e. from 3 mobile homes and/or pitches.

For bookings made more than 45 days before the start of the stay, a deposit of 30% of the price of the booked services must be paid at the time of booking. The balance must be paid no later than 45 days before the start date of the stay. If the customer fails to pay the balance no later than 45 days before the start date of the stay, the campsite reserves the right to cancel the booking and to put the accommodation back up for rental.

For bookings made less than 45 days before the start date of the stay, full payment must be made at the time of booking.

A deposit of €1,000.00 will be requested for the entire booking, by bank transfer or cheque, before your arrival. This includes the €80.00 per mobile home deposit that is retained if the cleaning has not been done at your departure.

Cancellation by the group:

If you cancel more than 45 days before your arrival date, the deposit will be refunded less the booking fee.
If you cancel between 45 and 30 days before your arrival date, only the 30% deposit and the booking fee will be retained.
If you cancel less than 30 days before your arrival date, the full amount of the stay will be retained.
If you cut your stay short, you will not be entitled to any refund.

NO RIGHT OF WITHDRAWAL

In accordance with Article L.221-28 of the French Consumer Code (Code de la consommation), the campsite informs its customers that the sale of accommodation services to be provided on a specified date or at a specified frequency is not subject to the provisions relating to the 14-day withdrawal period.

YOUR STAY

1. Arrival:

When the keys are handed over, 2 deposits will be requested: €250 for any damage to your accommodation and €80 for cleaning costs. The tourist tax must also be paid. The accommodation's equipment is subject to an inventory. Each tenant is required to check it and to inform reception of any anomalies on the same day. Campers must report to reception and complete the registration formalities for the stay.

2. During your stay:

The tenant is responsible for looking after their personal belongings. The campsite accepts no liability for incidents falling under the tenant's civil liability. All customers must comply with the provisions of the house rules. Each named tenant is responsible for any disturbance or nuisance caused by the persons staying with them or visiting them.

3. Departure:

On the departure date indicated on your contract, the rental accommodation must be vacated before 10:00 a.m. Any key returned after 10:00 a.m. will result in an additional night being charged. The accommodation must be returned in perfect cleanliness and the inventory may be checked. Any broken or damaged item will be at your expense, as will the restoration of the premises if necessary.
The deposits will be released after a check of the accommodation carried out by the campsite team within 48 hours after departure – subject to damage, missing items or unclean accommodation. These deposits do not constitute a limit of liability.
Camping pitches must be vacated by 12:00 noon; any departure after this time will result in an additional night being charged.

PETS

Pets are accepted at the campsite, except for category 1 and 2 dogs (attack or guard dogs), which are not admitted on site. A fee, payable at the time of booking, applies: €3 per day in a mobile home and €2 per day on a pitch. All animals must be kept on a leash inside the campsite. Their owners must take them outside the campsite for them to relieve themselves. Dogs and other animals must not be left alone at the campsite, even shut in, in the absence of their owners, who are civilly liable for them. Owners will also be required to present the health record (up-to-date vaccinations + tattoo).

VISITORS

Visitors may be admitted to the campsite under the responsibility of the tenants who receive them, who are asked to report their presence to the reception office, stating the length of their visit if possible. **The campsite's services and facilities (swimming pools, playground, etc.) are not accessible to visitors.** Guests whose behaviour is detrimental to the good atmosphere or harmful to the campsite may be excluded. Tenants may also be excluded in the event of breaches of the house rules.

VEHICLE PARKING

Only one car per pitch is permitted. A car park at the entrance to the campsite is available to users. Visitors must leave their vehicle in the outside car park.

IMAGE RIGHTS

By staying at our campsite, you expressly authorise the campsite, free of charge, to use, on any medium, photos/videos of you or of the persons staying with you that may be taken during your stay, solely for the campsite's advertising purposes. You also have the right to object: to do so, please inform reception in writing.

MEDIATION

In accordance with the provisions of Article L 612-1 of the French Consumer Code, every customer of the campsite has the right to use a consumer mediator free of charge with a view to the amicable resolution of a dispute with the operator of the site. The contact details of the consumer mediator to whom the customer may refer are as follows: SAS Médiation Solution, 222 chemin de la Bergerie, 01800 SAINT JEAN DE NIOST – Tel.: 04 82 53 93 06 – https://www.sasmediationsolution-conso.fr