



GENERAL TERMS & CONDITIONS OF HIRE & INTERNAL REGULATIONS 2024

So that your holidays are as pleasant as possible, and that you can take advantage of all the services at Camping Les Ecureuils with complete peace of mind, we ask you to carefully read the general terms and conditions of hire below. We inform you that making a reservation implies full acceptance of them.

1. GENERAL TERMS & CONDITIONS OF HIRE

1.1 RESERVATION CONDITIONS

- The reservation only becomes effective with the agreement of the campsite management, after reception of the first payment and after reception of either the hire contract duly completed and signed, or acceptance of the general terms and conditions of hire when booking online.
- The contractor must be present for the duration of the stay.
- The reservation of a pitch or rental is made on a strictly personal basis. You may not under any circumstances sublet, assign or grant your reservation without the consent of Camping Les Ecureuils.
- The contractor must have a civil liability insurance and must provide proof when booking.
- Anyone under the age of 18 years must be accompanied by their legal representative, ensuring their care throughout the whole stay.
- It is specified that the price is set according to the age of the persons during the stay and not the age on the day of the reservation.
- No reservation can be made for a specific pitch or rental number.

1.1.1 BOOKING COSTS

- Standard bookings costs are 25€.
- The web booking costs is 15€ if the reservation is made online at www.camping-aux-ecureuils.com
- The booking costs are due upon reservation.

1.1.2 TOURIST TAX

- The contractor will be responsible for paying the tourist tax. The based price from 2022 subject to modification by the Municipality of Saint Hilaire de Riez for 2023 : 0.61€ ; per night ; per person aged 18 years and over.

1.1.3 RENTAL (tent lodge, mobil-home, chalet)

- Camping Les Ecureuils offers several rentals ranging from 2 to 7 people. Under no circumstances should the number of people occupying a rental exceed the maximum capacity authorised.
- Payment of the balance for the stay is payable 30 days before the arrival date.
- No installation or additional tents are accepted next to the rentals.
- Animals are not allowed in the rentals unless authorised by the campsite manager. (See internal regulations 2.4)

1.1.4 CAMPING PITCH

- The camping package includes the pitch for 2 people ; the vehicle, access to the wash block facilities, a caravan, a tent or a camper van with electricity, water and drainage.
- The maximum capacity on a camping pitch is 6 people. The campsite manager reserves the right to refuse access to the campsite to holidaymakers arriving with a number of people exceeding the capacity indicated, it being specified that a child counts as one person.
- Payment of the balance for the stay is payable on the day of arrival.
- Animals are allowed on the camping pitches. (See internal rules and regulations 2.4)

1.2 MODIFICATION AND CANCELLATION

1.2.1 WITHDRAWAL RIGHTS

- In accordance with the Article L.221-28 of the French Consumer Code, the campsite informs its clients that the sale of rentals/camping pitches and services provided for a certain date or determined period is not subject to the 14 days withdrawal period.

1.2.2 CANCELLATION INSURANCE

- We propose a cancellation insurance with « Campeze Couvert » for each reservation made. This insurance is optional, but strongly recommended. The cost of the cancellation insurance : 3% of the amount of the stay including options (excluding tourist tax and booking costs). See the general conditions for details of guarantees et exclusions on the website of Campeze Couvert.

1.2.3 MODIFICATIONS

- Any modification that may lead to a variation in the amount of the stay must be reported to the campsite reception. In the event of an inaccurate declaration by the contractor, the contract will be terminated automatically and the amounts paid will remain acquired by the campsite.
- In the absence of an email or telephone call from the contractor, specifying that he/she had to postpone the date of his/her arrival, the pitch/rental becomes available 24 hours after the date of arrival stipulated on the hire contract, and the full payment for the stay is still required.

1.2.4 CANCELLATIONS

- Any cancellation must be notified to us in writing, the date of reception determining the date of cancellation .
- Amounts that have already been paid will be kept as compensation for breach of the hire contract.
- No reduction will be made in the event of late arrival or early departure. Only the subscription of the cancellation insurance can, depending on the cause of departure, allow you to benefit from a refund.
- In the event of a cancellation, you must notify the campsite of your cancellation and report the claim within 5 working days via the internet to Campeze-couvert.
- The insurance costs in the event of a claim is 15€. See the general conditions for details of guarantees and exclusions on the website : Campeze Couvert.

1.3 YOUR STAY

1.3.1 ARRIVAL

- The campsite reserves the right to verify the accuracy of the information given in the hire contract and any other documents given and completed by the contractor. In the event that certain essential information turns out to be incorrect (ex. identity, age, number of people, etc), the campsite reserves the right to terminate the contract and without notification or compensation.
- The rental of a tent lodge, a mobil-home or a chalet is reserved for a minimum of a week from Wednesday/Saturday/Sunday 4 PM to Wednesday/Saturday/Sunday 10 AM. (Possibility of variation in low season).
- In the case of a tent lodge, a mobil-home or a chalet rental, a deposit of 300€ will be requested on the day of arrival and returned within 8 days after checking the state and cleanliness of the rental.

- The camping pitch is available every day from 2 PM and after the payment of the balance for the stay. In the event that the campsite remains without news from the contractor for more than 24H in relation to the arrival date the campsite will be obliged to terminate the contract and the amounts paid will remain acquired by the campsite.

1.3.2 DURING YOU STAY

- During your stay the campsite declines all responsibility in the event of theft, fires, bad weather, etc. and in the event of incidents involving the civil liability of the holidaymaker. All clients must comply with the terms and conditions of the internal rules and regulations.
- Each main contractor is responsible disturbances and nuisances caused by people staying with him/her or visiting him/her. (See internal regulations 2.5.)
- The campsite bracelets are compulsory on the campsite in July-August.

1.3.2 DEPARTURE

- Clients are requested to make an appointment at the latest the day before departure for the rental inventory and cleanliness visit.
- The mobil-homes, tent lodges and chalets must be vacated before 10AM. The rental must be returned in a perfect state of cleanliness and any broken or damaged object will be charged for.
- The deposit will be returned to you within 8 days after checking the condition of the rental. The campsite reserves the right to withhold from the deposit a cleaning fee of 80€ or the amount corresponding to the damage caused during your stay.
- The camping pitches must be vacated before midday.

1.4 CLAIMS

- Claims that are not settled amicably will be submitted to the court at La Roche Sur Yon.
- In the event of a claim and after having contacted the campsite management, any client has the possibility of using a consumer mediator, within a maximum period of one year from the date of the written complaint, by recorded delivery to the campsite. The contact details of the mediator are as follows : AME CONSO, médiation et consommation – 11 place Dauphine, 75001 Paris <https://www.mediationconso-ame.com>

1.5 RESPONSIBILITY

- All photos and texts used on our website or on any other media support are non-contractual. It is possible that certain services or facilities offered by the campsite may be cancelled.
- In the event of offending behaviour by a holidaymaker the campsite reserves the right to use the necessary authority to claim compensation for the damage suffered and to take any useful measures with regards to the offender and in particular his/her exclusion for the campsite.

1.6 CHILDREN'S CLUB

- Please take note that the safety of the children is the responsibility of their parents or their legal representative at all times. It is very important that you always know where your children are and that you know the opening and closing times of the club in order to come and pick them up. We cannot accept children under the age of 5 at the children's club.

1.7 DATA PROTECTION

- The information that you communicate to us at the time of your reservation is confidential and will in no case be transmitted to third parties.
- In accordance with the Data Protection Act, you have the right to access, rectify and oppose personal data concerning you. To do this you need to send us a written request.

1.8 IMAGE RIGHTS

- You authorise the campsite to use the photos of you and/or your children that may be taken during your stay, regardless of the type of media support, for the campsites communication purposes, without compensation and use limit.

If not, please complete the box below and return it to the campsite : Camping Les Ecoreuils, 100 avenue de la Pège 85270 Saint Hilaire de Riez

I, here sign..... does not authorise the campsite to reproduce, publish, edit or represent my image and that of all the participants in this contract for its advertising purposes on any media whatsoever.

2 CAMPSITE INTERNAL RULES AND REGULATIONS

- These regulations are given for information only. Within the campsite, the instructions and rules attached to the various services and facilities must be observed. Failure to observe this can result in the possibility to be refused access to certain facilities and the Campsite management accepts no responsibility for this.

2.1 CONDITIONS OF ADMISSION AND STAY

- To be allowed to enter, settle or stay on the campsite, you must have been authorised by the campsite management. The latter has the obligation to ensure correct conduct and order, as well as compliance with the application of these regulations. Staying on the campsite implies acceptance of the rules and regulations and to commitment to comply with them. No one can take up residence on campsite.
- Payment for the stay is made at the campsite reception. The amount due is according to the number of nights spent and their calculation is made from midday to midday.
- Anyone who is wishing to stay at least one night on the campsite must first present their identification at the campsite reception.
- Each camper must have a civil liability insurance.

2.2 DEPARTURE PROCEDURE

- Holidaymakers intending to leave before the reception opening time must pay all the supplements/expenses incurred on site the day before.

2.3 NOISE AND TRAFFIC

- Holidaymakers are requested to avoid all noise and discussions that could disturb their neighbours. Music devices should be adjusted accordingly. Vehicle door and boot closures should be as discreet as possible. The management makes every effort to ensure the tranquility of its holidaymakers between 11PM and 8AM, times during in which the silence is to be total. The campsite gates are also closed during these hours, in case of an emergency please ring at the campsite managers house.
- Inside the campsite the vehicle speed is limited to 10km/h.
- We inform you that a night watch is carried out by a security company in high season.

2.4 ANIMAL

- Category I and II dogs (attack and guard dogs) are not allowed on the campsite. For an additional daily fee any other pets are allowed on the campsite in condition that they have been declared at the time of the booking, that they do not disturb or cause a risk to customer safety, and that they respect basic hygiene rules and cause no damage to the facilities.
- The animal must always be kept on a leash within the campsite and must not be left alone in your absence. The animals up to date vaccination record/passport must be presented at the reception on arrival. Pets are not allowed in the public buildings, aquatic park or childrens playground.

- Animals must be taken out of the campsite for all their toilet needs.
- One animal per pitch is allowed unless authorised by the campsite management.

2.5 VISITERS

- Visitors may be admitted to the campsite under the responsibility of those who receive them and only with the permission of the campsite management and they are required to pay a fee of an additional person, if necessary. They have access to the various facilities of the campsite accept the swimming pools. Vehicles must remain in the parking lot at the entrance.

2.6 AQUATIC AREA

- Wearing bermuda shorts, wetsuits or the like is not allowed in the aquatic area.
- Bracelets are compulsory in the aquatic area.
- The aquatic area is unsupervised. Parents are responsible for their children's safety.

2.7 MAINTENANCE AND APPEARANCE OF THE FACILITIES

- Everyone is requested to refrain from any action that could deteriorate the cleanliness, hygiene and appearance of the campsite and its facilities, particularly sanitary. Plantations and flowers are to be respected. It is forbidden to dig or play football on the camping pitches. Household waste of all kinds is to be placed in the bins provided at the entrance of the campsite.
- A correct dress code is requested in the public areas.
- In the campsite, the public areas and the rental accommodation are non-smoking.

2.8 SECURITY

2.8.1 FIRE

- Charcoal barbecues are permitted. Cooking appliances must be kept in good working order and not be used in hazardous conditions.
- In the case of fire, notify immediately the campsite management. Fire extinguishers/RIA can be used if necessary. A first aid kit is available at reception. A defibrillator is also located on the campsite near to the laundry building. In the event of an evacuation, refer to the campsite evacuation plan.

2.8.2 RESPONSIBILITY

- The responsibilities of the Campsite, beyond its legal responsibility, are not engaged in the event of :
 - Theft, loss or damage of any kind whatsoever during or following a stay. Customers are requested to take the usual precautions to safeguard their belongings.
 - Breakdown or shutdown of technical equipment, breakdown or closure of facilities.
 - Damage made by other holidaymakers vehicles, parked or circulating within the campsite.

2.8.3 VIDEO SURVEILLANCE

- This establishment is placed under video surveillance for safety reasons of goods and people. You can exercise your right of access to images relating to you. For any information, contact the campsite reception or by email : info@camping-aux-ecoreuils.com The images are kept for a period of 1 week.
- We inform you that a night watch is carried out by a security company in high season.

2.9 GAMES

- No violent or annoying games can be organized near to the facilities. Children should always be under the supervision of their parents.

2.10 BREACH OF INTERNAL REGULATIONS

- In the event that a contractor or one of his/her companions disrupts the stay of other holidaymakers or does not comply with the rules and regulations, the management may orally or without notice, immediately terminate the hire contract if they estimate it necessary. In the event of a criminal offense, the management may call the police.

Camping les Ecoreuils :

<https://www.camping-aux-ecoreuils.com/>