

GENERAL TERMS AND CONDITIONS OF SALE 2025

PAYMENT FOR THE STAY

- **For any stay booked more than one month before the arrival date:**
 - A deposit of 40% of the total amount of the stay must be paid at the time of booking.
 - The balance must be paid no later than one month before the start of the stay.
- **For any stay booked less than one month before the arrival date:**
 - The total amount of the stay must be paid at the time of booking.

Note:

Camping Les Écureuils considers a booking confirmed only after receipt of the payments within the required deadlines (deposit or balance). Any booking not settled prior to the stay may be cancelled without refund. Please contact us for any special requests.

Accepted payment methods:

- **Credit card:** via PayZen or VAD by phone.
- **Cheque:** only if received at least one month before arrival.
- **Holiday vouchers (ANCV):** sent by registered mail with acknowledgment of receipt or via ANCV Connect.
- **Bank transfer:** to be made in advance to ensure receipt before arrival.
- **Cash:** only on-site, with prior bank pre-authorization as a guarantee.

LIABILITY FOR LOST OR STOLEN ANCV HOLIDAY VOUCHERS

Camping Les Écureuils declines all responsibility for the loss, theft, or deterioration of holiday vouchers before their receipt.

Recommendation: Send your vouchers by registered mail with acknowledgment of receipt. In case of a problem, please contact ANCV directly.

RESERVATIONS AND GROUPS

Accommodations are reserved exclusively for families. Groups (friends, sports teams, etc.) are not accepted. We reserve the right to refuse any family group not declared at the time of booking.

In case of excessive noise or non-compliance with the internal regulations, the management may terminate the rental at any time without refund.

CANCELLATION OF THE STAY

By the camper:

When booking, a cancellation and interruption insurance is offered with our partner Gritchen Affinity.

In case of cancellation:

1. Notify the campsite immediately by mail or email.
2. Contact the insurer within 48 hours if the reason for your cancellation is covered by the policy.
3. Provide all necessary supporting documents.

Note: No refund will be granted without subscribing to the cancellation insurance.

By the campsite:

In case of cancellation attributable to the campsite, except in cases of force majeure or safety reasons, the client will be fully reimbursed for amounts paid.

Specific cases (pandemic, natural disaster):

- **Postponement of the stay:** possible based on availability.
- **Credit note:** valid for 18 months.
No cash refunds will be provided in these cases.

ANIMALS

Animals are allowed under the following conditions:

- They must be declared at reception.
- Kept on a leash and walked outside the campsite for their needs (waste must be collected).
- A supplement of €40 per animal per week or €6 per night will apply.
- Dogs are not allowed in certain types of accommodation.

Important rules:

- Access to the swimming pool and sanitary facilities is prohibited for animals.
- They must not be left alone inside the rental unit.

CONDITIONS OF ACCOMMODATIONS

- **Schedules:** Arrival from 3:00 PM, departure before 10:00 AM. For late arrivals, please inform reception in advance.
 - **Deposit:**
 - €300 for material damage.
 - €200 for cleaning if not properly done.Deposits are not cashed and are returned at the end of the stay after inspection.
 - **Tourist tax:** Mandatory for persons over 18 years old, according to current rates:
 - €0.65/night/person for mobile homes.
 - €1.05/night/person for T2 apartments.
 - €1.31/night/person for T3 apartments.
 - **Included equipment:** Kitchen utensils, garden furniture, duvets, pillows. Bed linen and towels are available for rent on request.
 - **Swimming pool:** Open and heated from April to September (paddling pool heated from mid-June to mid-September).
 - **Vehicle circulation:** Prohibited in accommodation areas (75% pedestrian campsite). Parking is available for one vehicle per accommodation.
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POLICY FOR EXTERNAL VISITORS

External visitors are allowed to visit you at your pitch or at the campsite snack bar but are not permitted to access the campsite facilities. Please contact reception for more information.

LIABILITY AND LIMITATION

Camping Les Écureuils declines all responsibility for:

- Theft/loss of your personal belongings (clothing, bicycles, electronic equipment, etc.).
- Damage to vehicles parked inside or near the campsite.

We recommend subscribing to personal insurance to cover such incidents.

REFUND IN CASE OF DISPUTE WITH THE INSURANCE

In case of disagreement with our partner Gritchen Affinity, any claim must be made directly with the insurer.

Insurance contact:

- Website: www.campez-couvert.com
 - Assistance: Refer to your insurance contract.
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DATA PROTECTION (GDPR)

In compliance with the General Data Protection Regulation (GDPR), we inform you of the processing of your personal data in connection with your reservation and stay.

Collected data:

During your reservation or stay, the following data may be collected:

- Name and surname of the person making the reservation.
- Email address and phone number for communication.
- Postal address for administrative purposes.
- Dates of birth of guests, for tourist tax calculation.
- Payment data, such as payment references, processed via secure solutions.

Purposes of processing:

Your personal data is used for:

1. Execution of the reservation contract.
2. Administrative and accounting management (billing, payment tracking).
3. Improving our services (customer satisfaction follow-up, claims management).
4. Sending promotional offers, if you have consented.

Data retention period:

- Reservation data: Retained up to 3 years after the end of your stay.
- Financial data: Retained for 10 years for tax and accounting purposes.
- Marketing data: Retained until you unsubscribe or 3 years after your last contact.

Data transmission:

Your personal data is shared only with:

- Our management software (INAXEL).
- Our technical or administrative partners (e.g., Gritchen insurance for cancellations).

We are committed to never selling or using your data for unauthorized commercial purposes.

Your rights:

You have the following rights regarding your personal data:

- Access, rectification, deletion, portability, and objection to processing.

To exercise these rights, contact:

Email: info@les-ecureuils.com

Subject: Personal Data Processing

MEDIATION IN CASE OF DISPUTE

In accordance with Article L.612-1 of the Consumer Code, you may submit a mediation request to SAS Médiation Solution within one year of a written complaint.

- Website: <https://www.sasmediationsolution-conso.fr>
- Email: contact@sasmediationsolution-conso.fr