



GENERAL TERMS AND CONDITIONS OF SALE

RESERVATION : as all rentals are nominative, they cannot be transferred or sublet under any circumstances. Management may cancel the reservation without refund if the person(s) arriving for the stay is (are) not the person(s) specified in the contract. The reservation can only be taken into account after the rental contract has been signed, a deposit of 30% of the total amount of the stay (deducted from the overall bill) has been paid, the booking fees have been paid, and confirmation has been sent by the campsite by email or post.

The balance of the stay must be paid in full at least one month before the arrival date. For any reservation made less than one month before the arrival date, the total rental amount is due. For a pitch, the balance will be paid on the day of arrival. The reservation only becomes effective after our written confirmation, upon receipt of the contract and payment. The amount of the stay will be calculated based on the dates mentioned in the rental contract: no reduction will be granted for early departure or even for a delay of which we have been notified. Failure to pay the balance on the agreed date will automatically result in the cancellation of the contract without prior notice. Each accommodation is rented for a specific number of people. This number cannot be increased and the addition of extra beds is prohibited. The campsite reserves the right to refuse access to people arriving with a number of people exceeding the number specified in the contract.

LIABILITY : The contractual customer of an accommodation or pitch is considered personally liable for any damage, loss, deterioration, disturbance, or nuisance caused by persons staying with them or visiting them. In the event of disturbances, damage, nuisances, etc., the campsite reserves the right to terminate the stay immediately without payment of any compensation and without prejudice to any claims for compensation that the campsite and third parties may assert against the customer.

The customer certifies that they have a civil liability insurance policy covering damage caused to rented or entrusted property.

ARRIVALS/DEPARTURES : in low and mid season (January to June and September to December), arrivals can take place during the week depending on availability. In high and very high season (July and August), rentals are from Saturday to Saturday. They are available from 4 p.m. to 7 p.m. Upon arrival, you must check the inventory of the rented property and inform us of any anomalies within 24 hours (inventory or damage to the rented property). After this period, it can no longer be taken into account. The rental must be vacated by 10 a.m. on Saturday. For pitches, arrivals are every day from 3 p.m. to 7 p.m. and departures are in the morning by 11 a.m. at the latest.

DEPOSIT : for rentals, a security deposit (not cashed) of €500 by credit card (€75 for cleaning – €25 for the gate key and the rental key – €400 for the rental) is required upon arrival and will be refunded within 30 days after your departure, minus any damage and cleaning costs, depending on the condition of the property. The tenant is responsible for cleaning the rented property. At the end of the stay, it must be returned in a perfectly clean condition. If this is not the case, a minimum of €75 will be deducted from your deposit. For pitches, a deposit of €25 by credit card is required at the beginning of your stay for the keys to the campsite entrance gate and the sanitary facilities. The deposit will be returned at the end of your stay, minus any costs for missing or damaged equipment. The retention of the deposit does not exclude additional compensation in the event that the costs exceed the amount of the deposit.

MINORS : Minors may stay at the campsite provided they are accompanied by an adult and have parental authorization (a photocopy of the identity document of one of the parents or legal guardian is required). The accompanying person is criminally and civilly liable.

ANIMALS : Animals must be vaccinated and kept on a leash. Please ensure that their waste is collected. They are not allowed in the aquatic area. Access to the campsite is prohibited for dogs classified as category 1 or 2.

CHANGES / DELAYS / INTERRUPTIONS AND CANCELLATIONS : Changes to your reservation can be made free of charge, subject to availability and feasibility. If you need to delay your arrival or cancel your stay, please notify us in writing as soon as possible. If we do not receive this information, we will make the pitch or rental available from 12 noon the following day and may allocate it to another customer. Full payment for services remains due and no refunds will be made. For any cancellation by the campsite manager (except in cases of force majeure), all sums paid will be refunded in full.

Any stay interrupted or shortened by you will not give rise to a refund for any reason whatsoever. The same applies in the event of late arrival. Any cancellation of a reservation must be made in writing with acknowledgment of receipt.

Refunds of sums paid will be made after deduction of the amounts specified below. If the cancellation occurs:

- ☑ More than 30 days before the start of the stay: the 30% deposit and the booking fees will be retained by the campsite.
- ☑ Less than 30 days before the start of the stay: 100% of the amount of the stay will be retained by the campsite.

For bare pitches: for any canceled, unused stay, the 30% deposit and administrative fees will be retained by the campsite.

It is recommended that you take out insurance.

INSURANCE

Customers can take out cancellation insurance with FFCC.FR (annual membership) at https://maboutique.ffcc.fr/fr/adhesion-ffcc/958/?mtm_campaign=verbela_13.550.002

This insurance will cover cancellation, interruption of stay, or late arrival.

No refund will be made if cancellation insurance has not been taken out.

WITHDRAWAL PERIOD : pursuant to Article L.121-20-4 of the French Consumer Code, none of the services offered on this website are subject to the right of withdrawal provided for in Articles L. 121-20 et seq. of the French Consumer Code. Consequently, the accommodation and leisure services ordered are exclusively subject to the cancellation conditions set out above.

CONSUMER MEDIATOR : in accordance with the provisions of Article L 612-1 of the French Consumer Code, any complaint regarding your stay must be made to the campsite management in order to find an immediate solution. If this fails, the customer has the right to refer the matter to a consumer mediator after sending their complaint to the campsite by registered letter with acknowledgment of receipt. The contact details of the mediator proposed by the campsite are as follows :

Referral via the internet on the following Website: <https://www.cm2c.net/>

Referral by email to the following address : cm2c@cm2c.net

Referral by post to the following address : 14 rue Saint Jean 75017 Paris

INTERNAL RULES : By staying at the campsite, you agree to abide by the internal rules and regulations. The contractual customer agrees to ensure that any persons accompanying or visiting them also comply with these rules. The internal rules are available at reception and on the website.

IMAGE RIGHTS : for the campsite's advertising purposes, you expressly authorize, without compensation, the Verbéla Village campsite to use photos or videos of you, your children, and your companions taken during your stay in any medium. You may object to this by informing the campsite management by email or mail before the start of your stay. The campsite is also equipped with a video surveillance system.

PROTECTION OF PERSONAL DATA : the campsite processes personal data solely for the purposes of marketing and promotional activities, managing customer and prospect files, organizing, registering and inviting guests to campsite events. The campsite only retains data for the period necessary for the operations for which it was collected and in accordance with the regulations in force.

DATA PROTECTION : in accordance with the French Data Protection Act of January 6, 1978, you have the right to access, rectify, and object to the use of your personal data. Simply send us a written request (by registered mail) with your contact details.