



BOOKING TERMS AND CONDITIONS :

1) All rentals are nominative and may under no circumstances be transferred. The management reserves the right to cancel the booking without any refund if the person(s) who come(s) to say is (are) not the one (those) on the contract.

The booking only becomes effective with the camping confirmation in writing and upon receipt of the duly completed booking contract together with the deposit and the administrative fees.

In the absence of information from the client stating that they have to postpone their arrival, their requested accommodation or pitch will only remain available until noon the following day. After that time, it will be again at the disposal of the campsite. No discounts or refunds will be granted for late arrivals or early departures, whether it be for personal, medical reasons, weather conditions or other.

Each pitch or accommodation can have a maximum of one vehicle. If the client has several vehicles for the duration of their stay, in accordance of the maximum number of persons allowed depending on the type of rentals, a car park is available outside; this car park is unattended, its use by the client is under their sole responsibility, the campsite disclaiming any responsibility for any reason.

Depending on the type of rentals, when pets are allowed, they must be systematically on a leash and do their business outside of the campsite. First category dogs are not allowed on site and second category dogs have to be muzzled. The direction of the campsite can ask the valid vaccination card.

Everyone must comply with the safety instructions and with the campsite rules and regulations available at the reception.

Access to the campsite, exiting the campsite, as well as driving around the campsite is forbidden to all vehicles, from 11pm to 7am.

All visitors and extras imperatively have to be declared and paid for at the reception upon arrival.

The methods of payment accepted at reception are as follows: French cheques, credit cards, cash, French holiday vouchers ("chèques vacances") and bank transfer.

2) Booking a pitch:

The deposit payable upon booking amounts to 25% of the full amount of the stay, and to this must be added the flat-rate administrative fees of 30€. The balance must be paid upon arrival.

In July and August, arrival is after 1pm (2pm outside of these months) and departure is before 12pm.

Each pitch can be occupied by a maximum of eight people.

Only one pet (in the strictest sense of the word) is allowed per pitch.

3) Booking accommodation:

a) The deposit payable upon booking amounts to 25% of the full amount of the stay, including the price of renting the accommodation, as well as all extras chosen, and to this must be added the flat-rate administrative fees of 30€. The balance must be paid at least one month prior to arrival. For the case when the booking is made less than a month prior arrival, then the full payment of the stay and of the administrative fees has to be made upon booking.

b) Stays are carried out from Saturday to Saturday or Sunday to Sunday (please refer to the contract for each type of rentals) in July and August, including the weeks spreading over June/July and August/September.

c) Rentals are available from 2pm on the day of arrival, and must be vacated before 12pm on the day of departure after an inspection and inventory of fixtures by appointment. This appointment has to be arranged at the latest the day before departure and will take place, depending on the times available, on the day of departure, between 8.30am and 12pm. In case of departure the day before, the appointment has to be made at the latest two days prior and will take place on the actual departure day, depending on the times available; the actual departure must take place before 8pm.

d) Every accommodation is rented for a defined number of people (please refer to the contract for each type of rentals); the campsite forbids the access to the site to any supernumerary person (including babies and children).

e) Pets are not allowed, except in the rentals "Loisir Confort Melezia", for which only one pet – which can only be a small or medium-size dog - is allowed per accommodation.

f) A security deposit of 300€ (500€ if there is a pet) is required on the day of arrival. This covers the loss, damage or degradation of the equipment and the cleanliness of the place. It will be refunded upon departure after inspection, with a deduction made for any possible damage noted. The final cleaning must be made by the client.

SUNËLIA CANCELLATION GUARANTEE ** TERMS AND CONDITIONS:

The cancellation guarantee is applicable for any 7-night stay booking in a rental, valid at the time of the stay. When it is applicable, the cancellation guarantee is free. This guarantee takes effect from the contract subscription and expires on the eve of the first day of the stay at midnight. Provided that the conditions of the offer and contractual obligations are met, this guarantee allows the client to get the refund of the sums paid if the stay should be cancelled in the following cases (exhaustive list):

1. A serious illness, a serious physical accident or the death of the client themselves, of their spouse, civil partnership partner or common-law spouse, of their ascendants or descendants, of their guardian, of their brothers, sisters, brothers-in-law, sisters-in-law, sons-in-law, daughters-in-law, fathers-in-law, mothers-in-law.

By serious illness or serious physical accident, we mean any violation, temporary or definitive, to the physical integrity of a person, diagnosed by a qualified medical doctor and preventing the person from any professional or other activities. A certificate proving the family relationship or kinship, as well as the medical certificate or death certificate, as the case may be, shall be provided.

2. Pregnancy complications of the client themselves or of their spouse, civil partnership partner or common-law spouse. A medical certificate shall be provided.

3. Serious harm imperatively requiring the presence of the client on the scheduled departure date and resulting from theft, fire, water damage or natural elements to their principal residence or their business premises destroyed beyond 50%. A certificate from the insurance provider shall be provided at a minimum.

4. The economic redundancy of the client themselves or of their spouse, civil partnership partner or common-law spouse, provided that the procedure was not initiated before booking the stay. Supporting documents shall be provided.

All these grounds for cancellation must be communicated by registered letter with acknowledgement of receipt along with all necessary documents and certificates establishing the alleged facts (expert report, police report, summons, medical or death certificate...) as soon as they occur and at the latest within three business days following the damage or event.

The main exclusions for the cancellation guarantee are as follows:

1. The consequences, sequelae, complications or aggravation of a disease or an accident recorded before signing the contract.

2. Pregnancy, voluntary termination of pregnancy, birth and the normal aftermath.

3. Drug addiction, Alcoholism and their consequences.

4. Psychological, mental or nervous illnesses which do not require hospitalisation for more than seven days.

5. Intentional acts of the client.
6. Accidents resulting from the participation, professionally, in any sport or competition, as well as in preparatory training.
7. accidents resulting in the practice, as an amateur and at all levels, of the following sports: motorsports (automobile, motorcycle and any motorized vehicle), aerial sports.
8. Epidemics, pollution, natural disasters notably referred to by the law n°82.600 from the 13th of July 1982, civil or foreign war, riots, popular movements, strikes, terrorist acts, any effect of a source of radioactivity.

GENERAL TERMS AND CONDITIONS FOR THE SUN OFFER:**

The "Soleil" offer is applicable for any booking for a minimum of 7 nights in a rental, counted from the day of arrival to the final evening of your stay. The booking must have been made at least three days prior to the start of the stay. When it is applicable the "Soleil" offer is automatic and free. Provided that the conditions of the offer and contractual obligations are met, it allows the client to receive in their name and at their address as indicated upon booking, a 100€ gift certificate if there was less than three days of sunshine* during their stay, or a 200€ gift certificate if there wasn't any sunshine* during their stay. * For the offer to take effect, there must be less than 2 hours of direct sunlight

between 10am and 6pm on the given day calculated by the METNEXT Sun Index (®) which indicates every day the sunshine duration for each Sunélia site. The sunshine duration is defined as the duration during which the solar radiation is of a sufficient intensity (equal or above 120W/m²) to produce distinct shadows (source: Météo-France). The index METNEXT (a subsidiary of Météo France) is calculated on the basis of data recorded by the Meteosat 2 satellite.

** excluding Sunélia partners

SUNÊLIA GENERAL TERMS & CONDITIONS

OUTDOOR PITCHES

The basic rate includes:

- ✓ 1 person, 2nd person goes free
- ✓ Pitch for a tent, caravan or camping car
- ✓ Space for 1 car
- ✓ Access to the shower blocks
- ✓ Access to events, services and leisure facilities, except for those indicated with an extra charge on each site.

ACCOMMODATION UNITS

The basic rate includes:

- ✓ 4 to 10 persons (including babies and children) according to the capacity of the accommodation unit rented
- ✓ Space for 1 car
- ✓ Access to events, services and leisure facilities, except for those indicated with an extra charge in each site.
- ✓ Our accommodation is fully equipped with kitchen utensils, crockery, furniture, covers and pillows.
- ✓ In most of the sites, the sheets are not provided, although it is possible to hire them.

The sites will refuse access to families of a number greater than the rented accommodation unit's capacity (babies and children included).

All rental prices given in this brochure are inclusive of all taxes and charges. VAT is applied at the rate in force at the time of printing, which is 10%. Any change in this rate between the booking date and the date of the holiday will therefore cause a change in the all-inclusive rental prices.

DEPOSIT

- ✓ For rented accommodation, a maximum deposit of €500 will be requested on your arrival. This deposit will be returned to you at the end of your stay or sent to you five days after your departure, after deduction of any possible fees for repairs and/or the value of any missing or damaged items.
- ✓ A fixed sum will be deducted if you have not cleaned the accommodation before departure.

TOURIST TAX

The amount of the tourist tax varies according to the town in which the site is located, and is not included in the price of the stay (see "Additional charges and information" table for each site).

ADMINISTRATION FEES

Administration fees of a maximum of €40 will be invoiced when you book your outdoor pitch or rented accommodation.

TERMS OF PAYMENT

- ✓ For bookings made more than 30 days before your planned date of arrival, a payment of 30% of the full cost of the stay, along with the administration fees, must be paid on reservation.
- ✓ For accommodation and outdoor camping, payment must be made 30 days before arrival.
- ✓ For bookings made less than 30 days prior to your date of arrival, the full amount along with the administration fees must be paid on reservation.

On receipt of your booking application, the site you have chosen will send you confirmation, subject to availability. However, we recommend telephoning the site for availability before sending your application.

CANCELLATION PERIOD

In accordance with article L.121-20-4 of the Consumer code, the collective services and provisions on this site are not subject to the cooling-off period previously mentioned in articles L.120-20 and following of the French

Consumer Code. Consequently, the provisions of accommodation and leisure services operating on the site are exclusively subject to the conditions of cancellation herewith.

CANCELLATION

Any cancellation of a booking must be made in writing (by registered letter with acknowledgement of receipt) and sent to the site. In case of cancellation, the following will be retained or due:

- ✓ Administration fees.
- ✓ An amount equal to 20% of the full cost of the stay in case of cancellation more than 30 days before your planned date of arrival.
- ✓ The full amount of your stay in case of cancellation less than 30 days before your planned date of arrival or if you do not arrive on this date.

A complementary guarantee ensuring the reimbursement of the amount of your stay in case of cancellation may be offered by the site under certain conditions (see the individual terms of sale of the site).

TIME OF ARRIVAL AND DEPARTURE

- ✓ See the prices tables for the days and times of arrival and departure for each site.
- ✓ You will be invoiced one extra night if you exceed the hours stipulated.
- ✓ In case of delayed arrival or early departure, the invoice will be based on the dates of arrival and departure defined in your booking contract.
- ✓ If you do not arrive after 48 hours following the arrival time without informing the site in writing of your delay, your booking will be cancelled and no refund will be given.

PETS

- ✓ Pets are admitted at some sites and on some outdoor pitches and accommodation units for an extra charge to be paid on reservation (see "Additional charges and information" table for each site).
- ✓ When they are admitted in rented accommodation units, only one is allowed per unit.
- ✓ When they are admitted (see "Additional charges and information" table for each site), you must keep them on a lead and be able to present their updated vaccination record and earmark. Dogs of the breeds Rottweiler, American Staffordshire Terrier, Staffordshire Terrier, Rosa or dogs with physical features similar to the aforementioned, are strictly prohibited.

MISCELLANEOUS

On certain sites it is compulsory to wear an identification bracelet throughout your stay.
Prices are inclusive of VAT.

DISPUTES

In case of a dispute, the competent jurisdiction will be the one corresponding to the location of the site.
Every campsite customer has the right to refer to a Consumer Ombudsman to reach an amicable agreement on the settlement of their dispute with the campsite owner, within not more than one year from the date of notification of the complaint (with recorded delivery).
The Consumer Ombudsman contact details are the following:

MEDICYS :

- Referral procedure through the Internet by filling the provided form on: www.medicys.fr
- Referral procedure by email: contact@medicys.fr
- Referral procedure through the post: 73, boulevard de Clichy - 75009 PARIS - FRANCE

INHOUSE RULES

All clients are obliged to comply with the inhouse rules of the site.

RIGHT OF PUBLICITY

During your stay on our campsites, you may be photographed or filmed for the creation and production of our promotional material, unless you inform the reception in writing of your opposition to this practice as soon as you arrive.

IMPORTANT

Brochures can never be totally free of errors or misprints. Please ask us to confirm prices when you reserve; only those indicated on your invoice will be contractually binding.

SAS Sunêlia with share capital of 264 000 €
414 833 616 R.C.S Bordeaux
Registration of travel operators
and travel trips n° IM033100040

Financial guarantee :

APST.

Assurance SAS Sunêlia de responsabilité
civile professionnelle :

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