

Terms and Conditions

GENERAL & SPECIFIC CONDITIONS OF SALE COMPLEXE TOURISME DU SOLEIL - CAMPSITE AND GITES - CREISSAN

We ask you to read carefully the general & specific conditions below. Any booking request implies the full acceptance of these conditions. This acceptance entails, for an Internet Booking, ticking a box linked to a statement equivalent to the following: "I acknowledge having read and accepted all of the General Rental Conditions". Ticking the box is deemed to have the same value as a handwritten signature on the part of the Customer. When booking through another channel (telephone, on-site, etc.), the guest hereby acknowledges having received a copy of these Conditions with their reservation documents. The acceptance of these General Terms and Conditions assumes that the Guest has the necessary legal capacity to enter into a contract, or if it does not have the authorisation of a guardian or trustee if it is unable to do so. These General Conditions, the legal notices as well as the reservation documents sent to the customer form a contractual whole and constitute the entirety of the contractual relations between the Guest and the Company.

BOOKING CONDITIONS The booking shall be considered effective: 1. After confirmation of reservation by Complexe Touristique du Soleil, 2. After receipt of the deposit, 3. Either after receipt of the duly completed and signed rental contract, or, for an online reservation, after acceptance of the general terms and conditions of sale. ☐ The reservations are only binding on the Complexe Touristique du Soleil if the Complexe Touristique du Soleil has accepted them, which the Complexe Touristique du Soleil is free to do or refuse, depending on the availability, and in general on any circumstances likely to hinder the execution of the reservation made. Complexe Touristique du Soleil offers family-oriented stays. Complexe Touristique du Soleil reserves the right to refuse any reservation that is contrary to this principle, or that seeks to divert it. ☐ The booking of a camping pitch or a rental accommodation is made strictly on a personal basis. Under no circumstances may you sublet or assign your reservation, without obtaining prior consent from Complexe Touristique du Soleil. ☐ Minors must be accompanied by their parents or legal guardians. ☐ Management reserves the right to change the assigned location number. Preferences are not guaranteed, unless confirmed in writing by the Complexe Touristique du Soleil.

BOOKING FEES The booking fee is €5 if the reservation is made online. **NO RIGHT OF withdrawal** In accordance with Article L.121-19 of the French Consumer Code, we inform our customers that the sale of accommodation services provided on a specified date, or at a specified frequency, is not subject to the provisions relating to the 14-day withdrawal period.

TERMS OF PAYMENT ☐ For bookings made more than 30 days before the start of the stay, a deposit of 30% of the amount 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. ☐ For bookings made less than 30 days before the start date of the stay, full payment must be made at the time of booking (by cheque, holiday vouchers, cash or online payment). ☐ Without payment of the balance within the specified period, Complexe Touristique du Soleil reserves the right to cancel your booking and retain the deposit previously paid.

PAYMENT METHODS ☐ Online payment or remote payment via e-mail ☐ Bank or postal cheque payable to Régie Complexe Touristique Creissan ☐ Holiday vouchers (only holiday vouchers are accepted in the name of one of the persons registered on the booking request) ☐ Cash

CANCELLATION and MODIFICATION 1. Modification of booking: ☐ Changes concerning your booking

remain possible but subject to availability and acceptance by Complexe Touristique du Soleil. ☒ In the absence of a message from you indicating a request to postpone your arrival date (an acknowledgement will be sent to you for further confirmation), the campsite or the rental will be considered again available for sale 48 hours after the arrival date mentioned on the contract, and you will therefore lose the benefit of your booking.

2. Unused services Any stay interrupted, or abbreviated (late arrival, early departure) due to you will not give rise to any refund, even partial.

3. Cancellation due to Complexe Touristique du Soleil In the event of cancellation due to Complexe Touristique du Soleil, except in the event of force majeure, the stay shall be fully refunded. This cancellation shall not, however, give rise to compensation for damages.

4. Cancellation by the customer Any cancellation of a booking must be made in writing (LRAR) to Complexe Touristique du Soleil. If the cancellation occurs: ☒ More than 30 days before the start date of the stay: the deposit shall be kept by Complexe Touristique du Soleil. ☒ Less than 30 days before the start date of the stay: 100% of the amounts paid shall be kept by Complexe Touristique du Soleil.

YOUR STAY

1. Arrival: ☒ For the opening hours of the reception desk, please consult the Internal Regulations. ☒ Pitches can be occupied from 14:00. (In high season) ☒ The rental accommodation can be occupied from 16:00 (In high season) ☒ On the day of your arrival, a "rental" deposit of €300 by cheque or cash shall be requested. It shall be refunded 15 business days after you have checked out. A "cleaning" deposit of €50 shall also be requested (cheque or cash), which shall be refunded 15 working days after you have checked out. ☒ An inventory sheet and an inventory to be checked within 24 hours shall be given to you. Any complaint made after this period shall not be taken into account. ☒ Guests or supplements must be reported to the reception, but only those registered at the time of booking shall be able to stay at the property.

2. During your stay: It is the guest's responsibility to ensure: Complexe Touristique du Soleil declines all responsibility in the event of theft, fire, bad weather and incidents falling under the guest's civil liability. All guests must comply with the provisions of the Internal Regulations, available at the reception desk or upon request. Guests are responsible for disturbances and nuisances caused by people staying with or visiting them.

3. Departure: ☒ The campsite must be vacated before noon. ☒ The rental accommodation must be released before 10:00. (In high season) ☒ The rental you leave is the subject of an inventory. If it is vacated in perfect cleanliness, and without missing or damaged equipment, the deposit shall be paid back to you. Withholding of the deposit does not preclude additional compensation in the event that the costs exceed the amount thereof. ☒ In the event that the rental has not been cleaned before your departure, a cleaning package of €50 shall be requested. ☒ In the event of late departure, an additional day shall be charged for at the current nightly rate.

PETS Pets are allowed, they must be kept on a lead and are under your responsibility. Their vaccination records must be up to date. 1st and 2nd category dogs are not allowed.

LITIGATION In the event of a dispute, jurisdiction is delegated to the courts of Béziers. Any complaint concerning the non-compliance of the services with the contractual commitments must be reported in writing (LRAR) within 30 days of the end of the stay.

RESPONSIBILITY OF COMPLEXE TOURISTIQUE DU SOLEIL The guest expressly acknowledges that the Complexe Touristique du Soleil cannot be held responsible for the communication by any third party of false information that would be mentioned in their brochure or their website, and in particular the presentation photos, the qualifications, the activities, the leisure activities, the services and the opening and operating dates. All photos and texts used in brochures or on websites are not contractual. They are only indicative. It may happen that certain activities and facilities proposed and indicated in the description appearing in the brochure are deleted, in particular for climatic reasons or in the event of force majeure, as defined by the French courts.

DATA PROTECTION The information communicated on the occasion of your order will not be transmitted to any third party. This information will be considered by Complexe Touristique du Soleil as confidential. They will be used only by the internal services of the Complexe Touristique du Soleil, for the processing of your order and to strengthen and personalize the communication and the offer of services reserved for the guests of Complexe Touristique du Soleil. In accordance with the Law on Computing and Freedom of 6 January 1978, you have the right to access, rectify and oppose any personal data we might hold. To do this, simply make the request by mail to Complexe Touristique du Soleil, indicating your name, first name and a