

## GENERAL TERMS & CONDITIONS OF SALE Le Braou Municipal Campsite in Audenge

### 1. BOOKING CONDITIONS

- The booking is confirmed exclusively after
  - the campsite's Head Office gives its approval
  - the prepayment is received
  - the General Terms & Conditions of Sale are accepted during online booking or after reception of the booking contract fully filled out and signed.
- Bookings do bind Le Braou Municipal Campsite only if Le Braou Municipal Campsite previously accepted them. Le Braou Municipal Campsite is free to accept or refuse any booking, depending on availability and depending on any circumstances that are likely to be prejudicial to the execution of the booking made. Le Braou Municipal Campsite offers family vacations. Le Braou Municipal Campsite is entitled to refuse any booking that may be contrary to this principle or be inappropriate.
- Any booking of a camping pitch or a rental accommodation is exclusively for personal use. Without the campsite's approval, any subletting or booking exchange is prohibited.
- Minors must be accompanied by their parents or their legal guardians.

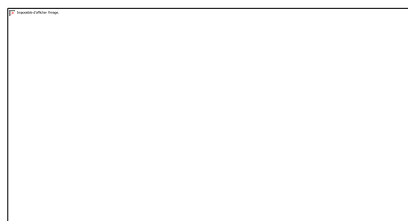
#### **Camping pitch**

The base price is for one or two people per pitch for a tent, a caravan or a camper. The addition of individuals and tents involve additional fees. The maximum is 6 persons and 3 tents per pitch.

#### **Rental accommodation**

- The rental accommodations are fully equipped. Sleeping capacity goes from 4 to 8 places depending on the type of rental accommodation.
- Le Braou Municipal Campsite may deny the client the access to any group or family that have a superior amount of people than the one of the rental accommodation's capacity.
- Setting up a tent on a rental accommodation lot is not allowed.

#### **Group booking**



- Every booking of more than 4 accommodations by the same person or different individuals knowing each other, moving together for the same reasons at the same staying dates on the Le Braou Municipal Campsite is considered as group booking.
- The accommpersonal purposes.

*General Terms & Condition of Sale of Le Braou Campsite in Audenge.*

Email : [campingmunicipal@mairie-audenge.fr](mailto:campingmunicipal@mairie-audenge.fr)

- To book for a group, you must call or send an email to Le Braou Municipal Campsite so your request can be studied before acceptance or denial.

### **Prices and tourist taxes**

- Prices stated are valid on season 2020. They correspond to one night and they are quoted in euros including VAT.
- The COBAN fixed the sum for tourist tax. The amount is indicated at the campsite's reception.

## **2. CONDITIONS OF PAYMENT**

- If the booking is made more than 30 days before the beginning of the stay, a prepayment of 30% of the total of the stay price is requested as soon as the booking has been made. At the latest, the whole payment must be paid 30 days before the beginning of the stay.
- When the booking is made less than 30 days before the beginning of the stay, the whole payment must be done at the moment of the booking.

When the booking is made more than 30 days before the beginning of the stay, an option is kept for 7 days. If 7 days have passed and we didn't receive a prepayment of 30% of the total staying price, the option is cancelled.

### **NO RIGHT OF WITHDRAWAL**

Following the article L.221-28 from the Consumer Code, Le Braou Municipal Campsite notifies that the selling of determined date or determined period provision of rental accommodation service is not subject to relative provision at withdrawal period.

## **3. MODIFICATON AND CANCELLING**

### **a. Booking modification**

The client may ask to do some modifications about his stay, (date, type of accommodation) by writing (letter or e-mail to [campingmunicipal@mairie-audenge.fr](mailto:campingmunicipal@mairie-audenge.fr)) which can be accepted following availabilities and opportunities. If the modifications are not approved, the stay shall be done under the initial terms. No postponement shall be accepted for the following season.

Any request of stay length addition shall be done under the current prices and depending on availabilities.



Any request of stay length reduction is considered as a partial cancellation and shall be treated according to the cancellation and stay interruption terms.

### **b. Unused service**

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Any stay interruption or length reduction (later arrival, advance departure) due to the client cannot be refunded.

#### **c. Cancelling due to Le Braou Municipal Campsite**

In case of a cancelling due to Le Braou Municipal Campsite, except in case of unexpected events, the stay shall be fully refunded. This will not involve the payment of any damages.

#### **d. Cancelling due to the client**

In case of a cancelling due to the client, Le Braou Municipal Campsite shall no refund the stay. The client may choose any third-party of its choice.

### **4. YOUR STAY**

#### **a. Deposit**

The deposit shall be requested on arrival. Without the deposit the client shall not be able to occupy the accommodation. Deposits shall not be cashed in and they will be given back after checking out at the moment of the departure only if the accommodation is clean and once the missing or damaged equipments have been deducted if need be.

#### **About rental accommodation :**

- ⑩ The damages deposit is of 400.00 € and cleaning deposit of 100.00 € for the mobile home, chalet, coco sweet.
- ⑩ The damages deposit is of 250.00 € and cleaning deposit of 50.00 € for the caravan, canvas bungalow.

#### **About camping pitch :**

In case of badge or electrical outlet request :

- ⑩ A deposit of 30.00 € shall be required for the badge
- ⑩ A deposit of 20.00 € shall be required for an European electrical outlet

#### **b. Arrival and departure**

The arrival time starts from 3PM.

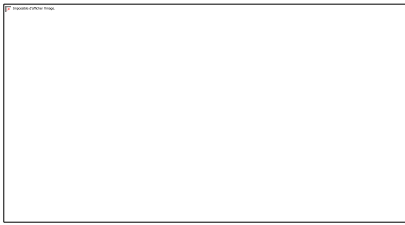
- ⑩ **About rental accommodation :** a checklist is adressed to the client at his arrival.

The client must return it at the reception place to the campsite's staff within 24 hours after having considered the accommodation clean and fully equipped.

**The day of the departure, the accommodation must be empty before 10 AM.** The accommodation must be left perfectly clean.

The campsite's staff shall procede alongside with you to an exit inventory on departure day.

The inventory shall be verified so any damaged or broken object and if necessary, the place's rehabilitation shall be at the tenant's expense.



At the end of your stay, the deposit shall be refunded to you after deduction of compensation retained on production of supporting invoices against possible damage ascertained during the departure inventory. The retention of the deposit does not include additional compensation in the event of expenses being greater than the amount of the deposit.

If the accommodation is not clean on your departure, the cleaning deposit shall not be refunded.

In case of delayed departure, you may be charged an extra day at the price applicable for that night.

- **About camping pitch :**

- the departure must always be before 12 AM.

### **c. During the stay**

The client's personal effects are his responsibility (bike, ect..). The campsite denies any responsibility for event of any incident concerning the civil responsibility of the camper. All customers must conform to the provisions of the campsite rules. Each client is responsible for disturbances and nuisances caused by any person staying with or visiting them.

## **5. PET**

Pet are tolerated inside Le Braou Municipal Campsite (except dogs from 1st and 2nd categories) under the following terms :

- they are to be kept always on a leash and the Stoop-and-Scoop rule applies.
- they are forbidden around the swimming-pool, whitening buildings and food shops.
- dog's and cat's vaccination certificates must be up to date.
- the campsite reserves the right to refuse an animal.

## **6. LITIGATION**

Any eventual dispute which may arise concerning the non compliance of the services in relation to the contractual commitments must be notified in writing by post or e-mail to the Le Braou Municipal Campsite's manager.

### **MEDIATION**

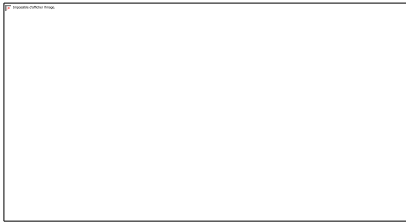
In case of a litigation situation, you may contact us :

- by sending registered letter with acknowledgment of receipt to the campsite's manager
- by sending a copy of this letter to Ville d'Audenge, allée de Boissière, 33980 Audenge

If you are dissatisfied with the answer, according the nature of the dispute you have the possibility to address the competent Judge as :

### **Bordeaux's Administrative Court**

9 rue Tastet  
33 000 BORDEAUX



**Bordeaux's High Court**  
30 rue des frères Bonie  
33 000 BORDEAUX

## **7. LE BRAOU MUNICIPAL CAMPSITE'S RESPONSABILITY**

The Client expressly acknowledges that Le Braou Municipal Campsite cannot be held responsible for any false informations supplied by its partners or by any third party that might be specified in Le Braou Municipal Campsite's brochure or rentals website, in particular for the presentation of pictures, descriptions, activities, leisure activities, services and dates.

Le Braou Municipal Campsite website's pictures and texts are non-contractual. They are only for information purposes.

## **8. ONLINE DATA AND FREEDOM**

Informations that you provide to us with the booking is never communicated to third parties. They are considered as strictly confidential to Le Braou Municipal Campsite. They are to be used by Le Braou Municipal Campsite's internal services only for the booking process, to reinforce and personnalise communication and the offer of services proposed to Le Braou Municipal Campsite's clients according to your interests. Following the 6 January 1978 Information Technology, Data Files and Civil Liberties Act, Le Braou Municipal Campsite notifies that you have the right to access, modify and oppose your personal data. To this end, simply make the request by mail at Le Braou Municipal Campsite's address specified on your booking contract.