

# TERMS OF SALES



## CAMPING DE LA POINTE DE GRIGNON

15, route de la Pointe de Grignon - 17590 ARS-EN-RE

N° SIRET : 211 700 190 000 96

APE : 5530Z

N° Agrément : C17-023371-003 du 19/07/2022

Phone : 05 46 29 44 73

E-mail : [accueil@campingessi.com](mailto:accueil@campingessi.com)

Web : [www.campingessi.com](http://www.campingessi.com)

## 1- GENERAL PROVISIONS

To be allowed to enter, settle in and stay on the La Pointe de Grignon campsite, you must have been authorized by the campsite management or the reception staff. Staying at the La Pointe de Grignon campsite implies acceptance of the provisions of the campsite's internal regulations and the commitment to comply with them. The latter is available to you upon simple request at the campsite reception or by email to the address: [accueil@campingessi.com](mailto:accueil@campingessi.com).

In the event of non-compliance with the internal regulations, violations of the rules of good neighborliness, incivility, and any other fact likely to undermine the harmony of the campsite, the management will immediately end the stay without compensation or compensation which will result in the expulsion of its author and the people accompanying him. In the event of a criminal offense, the campsite management may request the intervention of the police.

## 2- OUR SERVICES

**Renting a bare pitch** - The price includes the rental of a bare pitch of 80m2, people, as well as a vehicle (car, motorhome, car+caravan). For reasons of compliance and security, a maximum of 6 people per pitch cannot be exceeded, knowing that a baby counts as one person.

**Renting an accommodation** - The price includes rental of accommodation, people, water, electricity and gas charges as well as a vehicle. For reasons of compliance and security, the maximum number of people indicated for accommodation cannot be exceeded, knowing that a baby counts as one person.

The rental includes access to campsite services, the heated swimming pool (excluding camps without a lifeguard) between May 1 and September 30, sanitary facilities, the playground and summer activities.

If the number of people exceeds the maximum capacity of the accommodation, the management reserves the right to refuse access to the campsite. Any additional installation (for example a tent) next to the rental is strictly prohibited.

The customer undertakes to use the rented pitch or accommodation without damaging it or disturbing the peace of the neighborhood. He cannot use it for purposes other than residential purposes. The accommodation must be returned to its original condition upon departure.

## 3- PRICES

Rental is open from April 1 to October 31 of each year according to the price list available online on our website [www.campingessi.com](http://www.campingessi.com). They can also be communicated and transmitted on simple request to the reservation service by email at [accueil@campingessi.com](mailto:accueil@campingessi.com) or by telephone on 05 46 29 44 73. Prices are inclusive of all taxes (with a VAT rate of 10% applicable to day on which they were determined) and are expressed in euros. The price of services ancillary to the stay is determined with a VAT rate of 20%. An invoice is drawn up by the Campsite and given to the Customer after receipt of the balance of the stay.

## 4- TOURIST TAX

The tourist tax is in addition to the amount of the stay, it is calculated according to the number of adults present during the stay and per night. Its amount is 0.66€ (0.60€ intermunicipal tax and 0.06€ additional CD 17 tax).

## 5- STAY RESERVATION PROCEDURE AND CONDITIONS

For any request, the customer informs the services he wishes to order according to the following methods:

- Either directly on the online reservation site by choosing the rental of your choice and the options of your choice
- Either directly on site at the campsite, by telephone, mail or email

Their request is then translated into an option sent to them by email, post or directly to the campsite premises. It is the Customer's responsibility to verify the accuracy of the Order and to immediately notify the Camping of any errors.

The reservation only becomes effective and final with the agreement of the La Pointe de Grignon campsite, after receipt of payment of the deposit accompanied either by the rental contract duly completed and signed, or after acceptance of the general conditions of sale during the online reservation (for any reservation on the internet, validation of the general conditions is equivalent to signing a contract). The contract alone without payment and vice versa does not allow the reservation to be validated. By returning the signed contract to us, the customer certifies having read and accepted the rental conditions. The names and dates of birth of all people who will occupy the rental must be provided. The reservation only has contractual value upon receipt by the customer of a reservation confirmation issued by the campsite. This will be sent to the customer by email (or by post if no email address is provided). All mobile home rentals are nominative and cannot, under any circumstances, be transferred or sublet. The person making the reservation must be at least 18 years old, be legally capable of contracting in accordance with these rental conditions and guarantee the truth and accuracy of the information. Reservation requests including minors not accompanied by their parents or legal guardians will be refused. The location numbers indicated on the various documents sent are given for information purposes only. The management reserves the right to modify the assignment upon arrival. Rental numbers will only be indicated upon the customer's arrival. Special requests must be specified by the customer at the time of booking. We do our best to try to satisfy them according to our possibilities, without guaranteeing them.

## 6- CONDITIONS AND TERMS OF PAYMENT

3.1 **Deposit** : The reservation must be accompanied by a payment of 25% of the amount of the stay as a deposit with a minimum amount of €20. The application fee is €15, they are compulsory and payable only once during the season. The deposit will be deducted from the total amount of the order.

3.2 **The balance** : The full price of your mobile home rental and any additional services (excluding tourist tax) is due 15 days before the start of your stay. In the absence of full payment 15 days before arrival, the campsite reserves the right to consider the reservation canceled. The amounts paid as a deposit remain with the campsite. Any reservation made less than 15 days before the arrival date must be paid in full. For a reservation less than 10 days before the arrival date, payment of the entire stay will be required by credit card.

For stays longer than 1 month, services can be paid monthly, on the 1st day of each period, but always in advance.

3.3 **Accepted payment method** : The campsite accepts payment by **credit card, cash, check, holiday vouchers (ANCV) and bank transfer**. In the case of a distance sale (CB), we thank you for communicating to the campsite with the signed rental contract, the 16 digits of your bank card, the expiry date and the cryptogram.

*In the case of a transfer, please inform us and we will send you our RIB/IBAN by email.*

## 7- MODIFICATION OF STAY

It is possible to modify the dates of a stay subject to availability. Depending on the period, the pricing is not the same, which will result in a recalculation and adjustment of the amount of the stay. Any amount paid cannot be refunded if the new rate is lower than the previous one.

## 8- CHECK-IN / CHECK-OUT

3.1 **Day of arrival** : Pitches are available from 2 p.m. while rentals are only available from 4 p.m., until the reception office closes (see Internal regulations - Reception

opening hours). The customer and all participants in the stay must present a valid ID upon arrival. Only one vehicle is allowed per location.

- 3.2 **Day of departure** : Pitches must be vacated before 12 p.m. while rentals must be vacated before 10 a.m. Any excess will result in billing for an additional day.
- 3.3 **Late arrival** : Late arrivals - outside reception opening hours - must be agreed in advance with the reservations department.  
In the event of no-show at the campsite within 24 hours from the start of the stay and without proof and/or news from the customer, the campsite will have the accommodation available.

## 9- DEPOSIT

To claim the keys to the rented accommodation, the customer must provide a deposit of €800 upon arrival to cover possible material damage and/or cleaning costs. The customer must verify the inventory of furniture and various equipment upon arrival and report any malfunction/anomaly, breakdown, basic failure to reception within 24 hours of arrival. Otherwise, the accommodation will be deemed to be in good condition. The deposits will be returned or destroyed in their entirety after a satisfactory inventory and exit inventory in accordance with the condition of entry into the accommodation on the day of arrival. Otherwise, the campsite reserves the right to deduct and invoice from the deposits:

- The value of missing items
- A fixed amount of €60 for installations that are insufficiently cleaned
- A fine of €69 per stay or per month spent in the rental if an odor of tobacco is detected in the accommodation on the day of departure
- The amount of repairs in the event of damage
- Damages greater than the amount paid as a security deposit will be the responsibility of the customer after deduction from the security deposit. Additional deposits may be requested for access to certain services offered by the establishment, for example bicycle rental must be subject to a deposit. For more information on this subject, we invite the customer to consult the list of deposit prices.

## 10- ANIMALS

Small animals are accepted in rentals with a supplement (3.00 euros per night/animal). They are admitted on condition of having been declared with the vaccination record.  
**Dogs are kept on a leash and must under no circumstances remain in the rental in the absence of their owners.**

## 11- CANCELTION AND INSURANCE

- 3.1 **Due to the customer**: Any cancellation, due to the customer, if notified to the campsite:
- More than 15 days before the arrival date, the amount of the deposit and the reservation fees remain with the campsite.
  - Less than 15 days before the arrival date, the total amount of the rental and reservation fees are kept by the campsite.

The customer will not be able to claim any compensation or reimbursement if he shortens, arrives late or interrupts his stay for any reason whatsoever. Any stay started is due in full. To obtain possible compensation, the La Pointe de Grignon campsite offers a cancellation guarantee which covers, under certain conditions, the reimbursement of all or part of the stay. Its fixed amount of €30 is payable in full and only when booking. The cancellation package covers the reimbursement of stay costs, after deduction of reservation costs and the amount of this insurance, upon presentation of proof for the reasons set out in the "Campez Couvert" general conditions.

- 3.2 **Due to the campsite** : If the La Pointe de Grignon campsite has to cancel its accommodation rental services, any customer who has received their confirmation of stay will be notified by registered letter and will benefit from a credit valid for 12 months up to the sums they have paid.

## 12- INFORMATION

The information contained in the brochure, presentation photos, plans, qualifiers, activities, leisure activities, services and operating dates are given for purely indicative purposes and are not contractual. Facilities or equipment may not be in place. It may happen that certain activities and facilities offered by the campsite and indicated in the description are modified or canceled when you arrive on the site, particularly for climatic reasons, in the event of force majeure, or not operating in the pre or late season. . As such, the campsite cannot be held responsible.

## 13- IMAGE RIGHTS

The customer expressly authorizes the campsite, without compensation, to use, on all media, photos and videos of their holidaymakers and their families which may be taken during their stay, for the campsite's advertising purposes. Those who object are asked to report this to reception.

## 14- RESPONSIBILITY AND INSURANCE

The campsite cannot be held liable in the event of damage or theft of personal effects in the accommodation, car parks, pitches or common areas. Likewise, no liability can be held against the campsite in the practice of sporting or other activities, organized

locally or not, in the event of injury, illness or death suffered by customers. The campsite cannot be held responsible for fortuitous cases of force majeure or nuisance disrupting, interrupting or preventing the stay. The safety of children in the campsite is entirely the responsibility of their parents or legal guardians, particularly around leisure areas.

The customer must check with his insurance company that he has a resort extension as part of his Home Insurance contract and its guarantee conditions. If this is not the case, the client is required to insure against the risks inherent to his occupation. He must also take out insurance for any damage he may cause to the rental accommodation or campsite, either by himself or by those accompanying him. The customer must therefore have taken out multi-risk and civil liability insurance, which he must be able to provide proof of at the campsite's first request. In the event of force majeure not allowing the accommodation to be delivered on the scheduled date and time, the campsite may offer other accommodation (subject to availability) as a replacement or simply a credit corresponding to the sums already paid by the tenant if no Accommodation is not available.

## 15- DISPUTES

"In accordance with the provisions of Article L. 612-1 of the Consumer Code, any customer of the campsite has the right to have free recourse to a consumer mediator with a view to amicably resolving a dispute that would oppose him to the operator of the land. The contact details of the consumer mediator, which the customer can enter, are as follows:

**BAYONNE MEDIATION**  
32 rue du Hameau  
64200 Biarritz  
Nouvelle Aquitaine  
0679598338