GENERAL TERMS AND CONDITIONS OF SALE – CAMPING LES DUNES DU COTENTIN

Article 1 – Purpose
These General Terms and Conditions of Sale govern reservations for camping pitches, rental accommodation, and any services offered by the campsite. Any reservation implies unreserved acceptance of these General Terms and Conditions of Sale and the campsite
Article 2 – Booking
A reservation is only confirmed upon receipt of a deposit amounting to 30% of the total cost of the stay and upon written confirmation from the campsite. Reservations are personal and non-transferable; they may not be resold or sublet without written consent. Minors must be accompanied by their parents or legal guardians. Rentals will not be made to minors.
Article 3 – Payment
Accepted payment methods
For the deposit, you may pay for your reservation using the following methods:
check, holiday vouchers, bank transfer, or bank card.
For the balance, you may pay for your stay using the following methods: check,
holiday vouchers, cash, or bank card.
The balance of the stay must be paid no later than 30 days before arrival. Any additional services used during the stay must be paid for before departure.
Article 4 – Rates
Prices are quoted in euros, inclusive of all taxes. Tourist taxes, optional extras, and additional services are billed at the rates in effect at the time the balance of the stay is paid.
Article 5 – Cancellation by the client
Any cancellation must be notified in writing. Payments made are retained by the campsite, unless cancellation insurance was purchased or specific provisions were agreed upon at the time of booking. No refund will be granted in the event of late arrival, early departure, or interruption of the stay.
Article 6 – Cancellation by the campsite
In the event that the booked service cannot be provided, the campsite may offer equivalent accommodation or refund the amounts paid, without further compensation, unless otherwise required by law.
Article 7 – Arrival and departure
For rental units, check-in is scheduled between 4:00 PM and 7:00 PM, and check-out must take place between 8:00 AM and 10:30 AM; an appointment must be made at reception for the departure inventory check.
Please bring your own fitted sheets, duvet covers, and pillowcases; these items can also be rented at the time of booking. (Duvets and pillows are provided.)
For camping pitches, check-in is from 2:00 PM and check-out is before 12:00 PM.
Any unreported delay exceeding 24 hours may be treated as a cancellation.
Article 8 – Occupancy of accommodation
The accommodation or pitch is reserved exclusively for the persons declared at the time of booking. Any additional person must be authorized by the management.
Article 9 – Security Deposit
A security deposit of €350 will be required upon arrival. It covers damage, missing items, cleaning fees (€80), and any damage caused to the campsite facilities.

Please note that smoking or vaping inside the rental units is strictly prohibited; a flat fee of €100 will be charged if this rule is violated. This amount will be deducted from the security deposit.

Article 10 – Cleanliness

The client agrees to return the accommodation clean, tidy, and with all its equipment intact. Failure to do so may result in a cleaning fee of €80 being charged.

Article 11 – Pets

Pets are permitted only with the campsite's prior approval. They must be identified, vaccinated, and kept on a leash; they must never be left unattended in accommodation units or on pitches. They must be taken outside the campsite grounds to relieve themselves. Only one dog weighing less than 15 kg is allowed in the mobile home, for a fee of €5 per day. Category 1 and 2 dogs are not permitted on the campsite. An up-to-date vaccination record is mandatory. Cats and rodents of any kind are strictly prohibited inside mobile homes.

Article 12 – Liability

The client remains liable for any damage caused by themselves, their accompanying persons, their visitors, or animals in their care. The campsite accepts no liability for the theft, loss of, or damage to personal belongings.

Article 13 – Insurance

The client certifies that they hold civil liability insurance covering any damage they might cause during their stay.

Article 14 – Internal Rules

The internal rules form an integral part of these General Terms and Conditions of Sale. Any behavior contrary to the rules regarding safety, peace and quiet, hygiene, or respect for other occupants may result in immediate expulsion from the campsite without a refund.

Article 15 – Force majeure

The campsite shall not be held liable for total or partial non-performance of the contract in the event of force majeure or any external event rendering the normal provision of services impossible.

Article 16 – Complaints

Any complaint must be reported during the stay so that a solution can be sought on-site. Otherwise, it must be submitted in writing within 3 days of the end of the stay.

Article 17 – Personal Data

The information collected is used solely for managing reservations and complying with legal obligations, in accordance with personal data protection regulations.

Article 18 – Governing Law – Disputes

These General Terms and Conditions of Sale are governed by French law. The parties shall seek an amicable solution as a priority before initiating any legal proceedings.

Article 19 – Vehicles

Each pitch or accommodation unit allows for the parking of one vehicle. Any additional vehicle must be declared at reception or at the time of booking and may be subject to a charge or refused.

Article 20 – Electric Vehicle Charging

Charging electric or hybrid vehicles using power outlets in accommodation units, sanitary facilities, or installations not designed for this purpose is strictly prohibited. Any violation may result in a charge being applied.

Article 21 – Games and leisure equipment
Leisure equipment, playgrounds, and various facilities are used at the users' sole responsibility. Children must remain under the constant supervision of their parents or accompanying adults.
Article 22 – Visitors
Visitors are admitted only after registering at reception and subject to the campsite's authorization. They remain the responsibility of the guests hosting them. A daily visitor fee will be charged upon arrival.
Article 23 – Nuisances and Conduct
The following are strictly prohibited: excessive noise, aggressive behavior, obvious intoxication, the consumption or trafficking of illicit substances, and any willful damage to property. Management reserves the right to order immediate expulsion without a refund.
Article 24 – Damage
Any damage to the accommodation, furnishings, green spaces, or communal facilities will be charged in full to the responsible client. The cost of repairs may be deducted from the security deposit.
Article 25 – Left-behind items
Items left behind after departure may be kept for a period of six months. They may be forwarded only at the client's request and expense.
Article 26 – Service Outages and Interruptions
The campsite shall not be held liable for temporary interruptions to water, electricity, gas, television, telephone, or internet services resulting from technical work, adverse weather conditions, force majeure, or any circumstance beyond its control.
Article 27 – Adverse weather and exceptional events
In the event of a storm, flood, fire, exceptional weather event, health risk, or administrative decision, management may mandate any necessary measures, including the temporary or permanent evacuation of the premises.
Article 28 – Right of exclusion
Management reserves the right to refuse entry to or immediately exclude any person whose behavior violates these General Terms and Conditions of Sale or the internal regulations, or is likely to compromise the safety, tranquility, or image of the establishment.
Article 29 – Photos and communication
Unless the client objects in writing, general photographs taken during activities or in common areas may be used by the campsite for communication purposes, excluding any individual portraits taken without consent.
Article 30 – Election of Domicile
For the purposes of this agreement, the parties elect domicile at their respective addresses as stated in the reservation contract.
Article 31 – Invalidity of a clause
If any provision of these General Terms and Conditions of Sale were to be declared invalid or unenforceable, the remaining provisions would retain their full validity.
Article 32 – Acceptance
Signing the contract, paying a deposit, or settling all or part of the cost of the stay constitutes full and complete acceptance of these General Terms and Conditions of Sale and the campsite’s rules and regulations.