

# Campings Indigo General Terms and Conditions of Sale (in effect on 10/11/2015)

The rental of a pitch or accommodation indicates the full acceptance of the terms and conditions of sale by the contracting parties.

As such, the customer declares that they have read and accepted the present general terms and conditions of sale prior to confirming their booking.

## OUR SERVICES AND PRICES

### Rental of pitches:

We will provide you with an empty pitch, for up to 6 people, on which you can set up your tent, caravan or motorhome.

Depending on the campsite, we offer pitches of different types (see the descriptions in the marketing brochure or on the website).

Pitch fee: Rates are calculated per night of stay. Pitches are available from 2 pm on the day of arrival and must be vacated before 12 noon on the day of departure. The fixed fee covers: a tent, caravan or motorhome, 1 or 2 people and a vehicle. This fixed fee gives you free access to the shower blocks and toilets, the reception area, the swimming pool (during opening dates), and the game areas and entertainment activities.

**Supplements:** Additional people (adults or children) or items occupying the pitch (second vehicle, animals, electricity supply, extra tent, etc.) will be the subject of a daily supplement.

### Rental of accommodation:

The descriptions, definitions of rental seasons, and duration and periods of rental are detailed in the marketing brochure and on the website.

**The rental fee covers:** accommodation rental, the people in the accommodation (according to capacity), ancillary costs (water, gas, electricity), a vehicle, access to the services at reception, the swimming pool (during opening dates), the games area and entertainment activities.

Accommodation is fully equipped. Only sheets and bed linen are not supplied (except on Paris and Strasbourg Indigo Campsite) but can be rented on some campsites. Your accommodation must be returned clean and in its original condition at your departure. Accommodation is non-smoking.

Accommodation is available from 4 pm on the day of arrival and must be vacated before 10 am on the day of departure.

On the weekends outside of July and August, some campsites can allow departure in the afternoon rather than at 10 am.

**Transfer and sub-lets:** All accommodation rental is nominative and can in no case whatsoever be transferred or sub-let.

For security reasons, the number of people staying in the accommodation must not exceed the capacity of the accommodation or pitch.

N.B: Pitches and rental accommodation are allocated without distinction and in the order in which the bookings are registered. The management can in no case guarantee that a pitch or accommodation requested by a camper will be allocated to them, except if pre-selection fees have been paid.

Nonetheless, in the case of force majeure, Campings Indigo reserves the right to modify the allocation of pitches or rental accommodation.

### Additional activities:

Any free or paid activity mentioned in our marketing brochure, on our website or in an email can, under certain circumstances, be modified or cancelled on your arrival at the site.

### Prices and taxes:

The prices in our marketing brochure are in Euros, inclusive of VAT at the rates in effect at the time of printing. Any changes to rates as well as to the taxes applied to your stay, at the date of invoicing, could affect the price of your stay.

## MINORS

Minors unaccompanied by their parents will not be accepted on the campsites. Only some of our campsites authorise unaccompanied minors under certain conditions (parental authorisation etc.). Please inquire before booking.

## PAYMENT OF YOUR STAY

### Accepted methods of payment

The payment for your holiday can be made by bank card (we accept Cartes Bleue, Visa, Eurocard/MasterCard), by "chèque vacances" holiday vouchers (sent by registered post with acknowledgement of receipt), by cash in euros, or by cheque in euros up to 30 days prior to your arrival on the campsite.

Cheques are not accepted on the campsite itself.

**For the reservations on www.camping-indigo.com:** On booking, the deposit or the total cost of the stay must be made by bank card (we accept Carte Bleue, Visa, Eurocard/Mastercard).

The customer's bank account will be immediately charged once their card details have been checked. Conform with article L.132-2 of the Code Monétaire et Financier, once a commitment has been made to pay by bank card, the payment can no longer be revoked. By giving us the details relating to their bank card, the customer authorizes Campings Indigo to debit the cost of the deposit or the total cost of their stay from their bank card. To this end, the customer confirms that they are the owner of the bank card that is to be charged and that the name on the card is their own.

The payment of the balance of the stay can be made by bank card, by "chèque vacances" holiday vouchers (sent by registered post with acknowledgement of receipt), by cash in euros, or by cheque in euros up to 30 days prior to the customer's arrival on the campsite. Cheques are not accepted on the campsite itself.

Our Dutch customers can also pay for their stay using IDEAL.

### Payment conditions

Reservations only become effective after confirmation by our reservation service and payment by the customer of a deposit and booking fee (amounts detailed in the marketing brochure and on the website).

Payment for a stay on a Pitch: the balance of your stay should be paid the day before your departure from the campsite or on the day of arrival, depending on the campsite.

Payment for a stay in Rental accommodation: The balance of your stay should be paid, without further reminder from us, 30 days prior to the intended date of arrival in the accommodation or on the day of arrival if you have not booked in advance.

Payment of the balance: in the event that the balance due is not fully paid on the agreed date, Indigo Campsites has the right to consider that the customer has cancelled the reservation and retain the amount already paid.

## SAFETY DEPOSIT

For rental accommodation, a safety deposit is required on your arrival at the campsite, the amount of which is indicated in our price lists. You may be asked to pay this by credit or debit card. This sum will be returned to you in its totality on the day of your departure or within eight days of the end of your stay, following a satisfactory inventory of your accommodation when you check-out. If this is not the case, the security deposit shall be withheld. The customer will pay the costs of any damage above the amount of the deposit after the security deposit has been debited.

## LATE ARRIVAL / EARLY DEPARTURE

In the absence from the camper specifying that they have had to change the dates of their arrival, the pitch or accommodation will be considered available and unoccupied 24 hours after the intended arrival date specified in the rental contract, and the full payment of the services must still be made.

No reduction will be given in the case of early departure from rental accommodation (see possibilities for refunds through cancellation insurance).

In the case of early departure from a pitch, we will only retain the deposit for the days that were not used if the stay was booked in advance.

## CANCELLATION OF YOUR STAY

**Cancellation on the part of Campings Indigo:** the amount already paid will be refunded and in compensation the campsite will offer the client an equivalent holiday (except in the case of force majeure).

**Cancellation on the part of the customer:** the customer should give the campsite written notice. If this is not the case, the customer will be required to pay the amount due in their contract.

According to article L. 121-20-4 - 2° of the Consumer's Code, the right to withdraw does not apply to accommodation, transport, catering or leisure services provided on a specific date or for a specific period.

### Cancellation of a stay in rental accommodation:

For all stays cancelled more than 30 days before the date of arrival, the deposit, booking fees and any payment of cancellation insurance shall be withheld by the campsite. Less than 30 days before the arrival or if the customer does not come to the campsite for their holiday, the total costs of the accommodation, booking fees and the costs of any cancellation insurance are considered due to the campsite and will be retained.

### Cancellation of a pitch:

Whatever the date of cancellation, the deposit, booking fees and any cost of cancellation insurance will be retained by the campsite.

**To obtain possible compensation, we suggest that you sign up for cancellation insurance or holiday interruption insurance at the time of booking.** In the case of cancellation for a reason covered by your insurance, this will allow you to obtain a partial or total refund on the cost of your stay, according to the conditions indicated in your insurance contract.

## INTERNAL REGULATIONS

**All campers must adhere to the internal regulations of the campsite and are liable to penalties that could include the termination of their contract.**

## INSURANCE

We accept no responsibility for the theft or damage of personal belongings on the campsite/site. Campings Indigo cannot be held responsible for theft or damage to campers' personal belongings except in the case of proven contravention by the campsite of its contractual obligations.

It should also be noted that the car parks do not have security guards and are used at the vehicle owners' risk.

## SPECIAL OFFERS - LAST MINUTE DEALS

In these cases, some customers may have paid a different price for the same stay. The difference between the price actually paid and the special offer price will in no case be paid back to the customers who paid the higher amount. Discounts can in no case be combined with any other promotional offers.