

# GENERAL PROVISIONS

## PREAMBLE

Booking a stay (pitch and/or rental) implies prior acceptance of these general terms and conditions of sale, regardless of the sales channel, which prevail over all previous conditions. These General Terms and Conditions of Sale apply to the exclusion of any other conditions applicable through other service distribution channels. The customer acknowledges having been informed, prior to booking, in a readable and understandable manner, of these general terms and conditions of sale and of all information listed in Article L.221-5 of the Consumer Code. The Camping des Gayeulles reserves the right to adapt or modify these general terms and conditions at any time. The applicable booking conditions are those in effect on the day of the booking.

## ADMISSION AND STAY CONDITIONS

To be admitted to enter or settle in a campsite, authorization from the manager or their representative is required. The latter has to ensure the proper maintenance and order of the campsite as well as the application of these internal regulations.

Installation at the campsite is subject to prior registration of the stay. Before accessing the pitch or rental, passing through reception or the self check-in kiosk is mandatory.

Access to the pitch or accommodation may be denied in case of disruptive behaviour contrary to the peace and tranquillity of the campsite. The campsite reserves the right to cancel any booking from a customer with whom there is a prior dispute. Only vehicles in normal driving condition and functioning state will be accepted.

## DOMICILE ELECTION AND DURATION OF STAY

Bare pitches and rentals are intended for leisure use only. According to the provisions of Article D 331-1-1 of the Tourism Code, it is prohibited to establish domicile\* in a campsite. The campsite reserves the right to request proof of external domicile from the camper at any time, such as the previous month's nominative rent receipt for tenants or the latest property tax notice accompanied by an EDF, gas, or telephone bill less than 3 months old for homeowners. A certificate of free hosting or proof of domicile with a social action centre or an organisation approved by the prefect are not accepted as proof of domicile. In case of failure to present the requested proof, the campsite reserves the right to terminate the contract for the fault of the customer. Regardless of the reason for the client's stay, the duration of stay is limited to 90 nights per year concerning the pitches with water and electricity (stabilised), the pitches not stabilised tent/car and the Citylodges, and up to 6 nights maximum for either small or big tent without a car pitches and stabilised bare pitches without water nor electricity and for the cabins.

\*Domicile is understood as the camper's main residence, i.e., the place where they usually and effectively reside and where their professional and material interests are centred.

## RATES AND SERVICES

Rates are expressed in euros, including VAT at the current rate.

Prices are flexible and variable based on different criteria and the customization of services, such as booking dates, the start date of the stay, the duration of the stay, the type of package, and additional personalised services. Additional services are charged in addition to the base price of the stay, in accordance with the rates in effect at the time of order. Payment is made in full at the time of service order. The Camping des Gayeulles reserves the right to modify its rates at any time.

In case of changes in applicable rates or taxes for the stay at the billing date, these changes may be reflected in the price of the stay.

Due to promotions and last-minute offers, it is possible that customers have paid different prices for the same stay. However, customers who have paid the highest price will not be entitled to a refund of the difference compared to the promotional price. Discounts cannot in any case be combined with current promotions.

## BOOKING CONDITIONS

The sale of accommodation services provided on a specific date or according to a determined period is not subject to the 14-day withdrawal period applicable to distance selling (Article L221-28 of the Consumer Code).

A reservation is nominative and personal. Therefore, it cannot be transferred or sublet, either in whole or in part, without the prior and express agreement of the campsite. By making a reservation, the customer certifies being a physical person of legal age acting for their personal needs; they acknowledge having full capacity to commit under these general booking conditions when conducting transactions.

A reservation only binds the campsite if it has accepted it, which it is free to do or refuse, depending on availability and, generally, any circumstances likely to affect the execution of the reservation made. The reservation only guarantees the rental dates and the desired model(s) of pitch(es)/accommodation(s).

Furthermore, to confirm a pitch or accommodation reservation, it is imperative to secure it by paying a 30% deposit. This percentage is determined based on several parameters, such as the type of stay reserved, the rate chosen by the customer, the booking date, or the total cost of the stay, whether for rental alone or rental with services. The deposit represents an advance on the total amount due by the customer and will be deducted from the total cost of the reservation.

Regarding reservations made on the campsite's website [www.camping-rennes.com](http://www.camping-rennes.com), to validate the order, the client must first read and accept these General Terms and Conditions of Sale by clicking at the indicated place, then proceed to payment validation. The online transmission of the credit card number by the client and the final validation of the order will serve as proof of the client's agreement, marking the chargeability of the amounts due for the reservation, as well as the signature and explicit acceptance of all operations carried out. In case of fraudulent use of the credit card, the buyer is invited, upon noticing this use, to contact the campsite at +33(0)299369122.

## PAYMENT OF THE BALANCE

In addition to the deposit paid at the time of booking, the final payment of the total amount must be made according to the following deadlines: the total price of the stay is due 2 days before the start of the stay for pitches and 7 days before the start of the stay for rentals. In case of non-payment within the mentioned deadlines, the reservation will be considered cancelled by the client, and the cancellation fees outlined in the Cancellation section will apply.

## ACCEPTED PAYMENT METHODS

When booking on the website [www.camping-rennes.com](http://www.camping-rennes.com), the payment of the deposit or the total amount of the stay is made by credit card (Carte Bleue, Visa, Eurocard/Mastercard) or with e-ANCV Connect. The transaction is immediately debited from the customer's card after verification of the card's details. In accordance with Article L-132-2 of the Monetary and Financial Code, the commitment to pay given by means of a payment card is irrevocable.

By providing the information related to their credit card, the customer authorises the campsite to debit their card for the amount of the deposit or the full amount of the stay. To this effect, the customer confirms that they are the holder of the credit card to be debited and that the name on the credit card is theirs.

The balance of the stay can also be paid by the customer by credit card: online by logging into their personal account where they will find the tracking of their order, or by phone. On-site payment is possible up to 7 days before arrival.

## PROVISIONS APPLICABLE FOR PITCH AND RENTAL ACCOMMODATION BOOKING

The rental cost is calculated per night of occupancy and includes the following elements:

For pitches: The rental of the pitch as well as the elements included in the selected package.

For accommodations: The rental of the accommodation, the number of people (according to the capacity of the model), and the service fees (water, electricity).

Access to the vehicle, reception services, common facilities, and the tourist tax (€0.50 per night per person over 18 years old) are also included. In case of excessive consumption of water and electricity, the Camping des Gayeulles reserves the right to charge the client for the additional costs.

## CANCELLATION / MODIFICATION OF STAY BY THE CLIENT (excluding force majeure cases)

The conditions for cancellation, modification, or interruption of the stay depend on the option chosen by the customer at the time of booking (with or without cancellation guarantee). Any request for modification or cancellation, whether partial or total, must be communicated to the Camping des Gayeulles by email at [camping-rennes@citedia.com](mailto:camping-rennes@citedia.com) as soon as possible. In the absence of written communication from the customer, the customer will be liable for the full payment of amounts due under the contract. No refund will be granted for additional services reserved by the client and not used at their own initiative.

Any change in dates and/or the type of pitch/rental initially reserved and confirmed is considered a modification of the stay. The campsite will endeavour to accommodate this request subject to availability.

Conditions for modification or cancellation and applicable fees		
	Pitch	Accommodation
Without cancellation guarantee	Up to D-3: 30% deposit due From D-2 to D: 100% balance due Stay interruption: 100% balance due	Up to D-8: 30% deposit due From D-7 to D: 100% balance due Stay interruption: 100% balance due
With cancellation guarantee	Without condition: refund of amounts already paid up to D-3 Under conditions: refund of amounts paid in case of cancellation from D-2 to D or in case of stay interruption The amount paid for the cancellation guarantee is non-refundable.	Without condition: refund of amounts already paid up to D-8 Under conditions: refund of amounts paid in case of cancellation from D-7 to D or in case of stay interruption The amount paid for the cancellation guarantee is non-refundable.

- "Without condition" means that the client can obtain a refund of amounts already paid without having to provide justification, within the specified deadlines in the table above.
- "Under conditions" implies that any refund applicant who has subscribed to the cancellation guarantee must comply with the provisions of the article relating to cancellation guarantee in order to be eligible for a possible refund.

## SPECIFIC CONDITIONS FOR ORGANISED GROUPS

Any reservation for a stay of more than 3 accommodations or 7 people for pitches, made on behalf of an association, a company, or a community, is considered an organised group.

For any group booking request, please contact the reception at [camping-rennes@citedia.com](mailto:camping-rennes@citedia.com) or by phone at +33 (0)2 99.36.91.22. The Camping des Gayeulles reserves the right to review the booking request before accepting or refusing it.

Organised groups can make a reservation using a purchase order if they wish.

To finalise the reservation, we ask the client to return a purchase order, the quote, and these general terms and conditions of sale, duly signed.

Conditions for modification or cancellation and applicable fees		
	Pitch	Accommodation
Without cancellation guarantee	Up to D-3: 30% deposit due From D-2 to D: 100% balance due Stay interruption: 100% balance due	Up to D-30: 30% deposit due From D-29 to D: 100% balance due Stay interruption: 100% balance due
With cancellation guarantee	Without condition: refund of amounts already paid up to D-3 Under conditions: refund of amounts paid in case of cancellation from D-2 to D or in case of stay interruption The amount paid for the cancellation guarantee is non-refundable.	Without condition: refund of amounts already paid up to D-16 Under conditions: refund of amounts paid in case of cancellation from D-15 to D or in case of stay interruption The amount paid for the cancellation guarantee is non-refundable.

- "Without condition" means that the client can obtain a refund of amounts already paid without having to provide justification, within the specified deadlines in the table above.
- "Under conditions" implies that any refund applicant who has subscribed to the cancellation guarantee must comply with the provisions of the article relating to cancellation guarantee in order to be eligible for a possible refund...

## CANCELLATION GUARANTEE

To benefit from a potential refund in case of modification, cancellation, or interruption of stay, it is strongly recommended for the customer to subscribe to the cancellation guarantee offered by the establishment, the amount of which represents a percentage of 4% of the total cost of the stay.

It is specified that this cancellation guarantee is not offered through an insurance company.

Cancellation guarantee can be added to any reservation up to 24 hours after receipt of the confirmation email following initial payment.

The cancellation guarantee assures the customer the possibility of obtaining a partial or total refund of amounts already paid, except for the amount paid for the subscription to the cancellation guarantee which remains charged to the customer.

The guarantee takes effect in cases where the hindrance is caused exclusively by one of the following reasons:

- Serious accident or hospitalisation of the customer, their spouse, a person specified in the rental contract, the client's or their spouse's ascendants or descendants;
- Death of the client, their spouse, a person specified in the rental contract, close relatives of the client or their spouse (ascendants, descendants, siblings, sons-in-law or daughters-in-law of the client, uncles, aunts, nephews, and nieces).
- Illness not known at the time of booking the stay of a person specified in the rental contract,
- Administrative, judicial, military summons, or as a juror of a person specified in the rental contract,

- Impediment justified by economic dismissal, relocation, or bankruptcy of the company of which a person specified in the rental contract is manager;
- Modification of the holidays of a person specified in the rental contract, imposed by the employer for a legitimate reason or exceptional circumstances, officially granted by the employer in writing before registration for the stay. This guarantee does not apply to business owners, self-employed professionals, independent workers, artisans, and entertainment workers.
- Summons of a person specified in the rental contract to a resit examination in the context of higher education only provided that said examination takes place during the stay.
- Disaster causing significant damage to the professional or private premises of a person specified in the rental contract.
- Disaster causing serious damage to the vehicle of a person specified in the rental contract within 48 hours before the effective cancellation of the stay.
- Cancellation of the means of transport of a person specified in the rental contract, due to events resulting from force majeure, such as bad weather, including various modes of transport such as train, boat, or plane.

To claim the cancellation guarantee, the customer must inform the campsite of the reason for the cancellation within the deadlines provided by the articles "cancellation / modification of stay" for individuals and groups, by email to the following address: [camping-rennes@citedia.com](mailto:camping-rennes@citedia.com).

The customer will have a period of 15 days, from the date of sending their request, to provide valid documentation to the establishment (death certificate, employer, insurer, transport company, etc.).

The establishment will refund within a maximum of one calendar week from the receipt and validation of the documentation submitted by the client.

In the event of an interruption of stay duly justified by one of the reasons provided for in the insurance, the refund will be made on a pro-rata basis of the planned rental period.

#### STAYS OFFERING NON-CANCELLABLE AND MODIFIABLE RATES

The Camping des Gayeulles may occasionally offer stays at preferential non-flexible rates on specific dates, which are non-modifiable, non-refundable, and non-exchangeable. Therefore, no request for modification or cancellation will be considered by the Camping des Gayeulles, and no refund will be made, including the refund of additional services that may have been reserved.

#### MODIFICATION / CANCELLATION BY THE CAMPING

##### Modification by the Campsite

If the campsite is obliged to modify the services initially planned for the stay, the campsite will make every effort to provide similar services. The customer may either accept the modification or terminate the contract and obtain a refund of the amounts paid, under the conditions provided for in Article L214-1 of the Consumer Code.

##### Cancellation by the Campsite (excluding force majeure)

The amounts paid will be refunded in full without giving rise to the payment of damages, and an equivalent stay will be offered to the customer, except in the case of termination of the contract for breach of the internal regulations, for which no refund will be granted.

##### Cancellation in Case of Force Majeure

Amounts paid in advance by the customer for the reservation of the stay will be refunded within 6 weeks, without being liable for additional compensation, in the following two cases:

- In case of total or partial closure of the establishment decided by the public authorities, which is not attributable to the campsite during the dates of the reserved stay.
- In the event that the client is compelled to cancel the entire stay due to governmental measures preventing participants from travelling (general or local lockdown, travel ban, border closure), even though the campsite is able to fulfil its obligation and accommodate customers.

#### SECURITY DEPOSIT AND INVENTORY IN RENTAL ACCOMMODATIONS

#### Security Deposit

The security deposit for rentals is intended to cover the costs of any damages observed upon the customer's departure. The campsite considers any action by the occupants or their pets that permanently damages equipment, surfaces, or furniture (including urine stains), impregnation of cigarette odour inside the accommodation, theft (including bed and bath linens), breakage, loss (including access badge), or inadequate cleanliness as constituting damage.

- Option 1: The customer will receive an online "Swik" request before arrival to make the security deposit via our partner platform Swikly. This security deposit is not debited and has no impact on the customer's credit card limit. The terms of use for this service are available on the website (<https://www.swikly.com>).

- Option 2: The camping site will perform a credit card pre-authorisation using the customer's credit card on-site on the day of arrival. It is important to note that pre-authorisation does not result in an immediate debit but rather reserves funds for future payment, temporarily authorised by the customer's bank. The pre-authorisation, when done using the campsite's payment terminal, reduces the credit card's limit (equal to the deposit amount) used to guarantee future payment. In some cases, depending on the customer's bank, the pre-authorisation may temporarily appear as a pending transaction on the associated bank account. The automatic release of the pre-authorised amount is done within a maximum period of 30 days. Depending on the cardholder's bank policy, the release of the pre-authorised amount may take from 24 to 48 hours, or up to 7 working days or more.

Note that the security deposit does not limit liability, and withholding the security deposit does not exclude additional compensation if the costs exceed the deposit amount.

#### Check-in Inventory

The customer must use the rented premises and facilities peacefully and reasonably, in accordance with articles 1728 and 1729 of the civil code. Any anomalies, malfunctions, missing or damaged items must be reported to reception no later than 10:00 a.m. the day after arrival. Otherwise, the customer is presumed to have taken the rental, furniture, and equipment in good condition. No claims will be accepted after this deadline.

#### Check-out Inventory

The accommodations are provided in good condition. The client agrees to return them in the same condition on the day of departure.

Access badges/keys must be returned to reception in the key box located at the entrance, with doors and windows closed upon departure. An inventory and cleanliness check will be conducted by the campsite's team after the customer's departure, taking into account any remarks made by the client upon arrival. Any missing items or damages to movable or immovable property will be charged.

**Citylodge:** In accommodations, the cleaning fee is not included. In case of non-compliance with cleaning instructions upon departure, a €40 deduction may be made from the deposit. Customers also have the option to add the cleaning fee to their stay for an additional €29.

It is important to note that the cleaning fee does not cover certain tasks, including washing and storing dishes, emptying trash into the designated containers in the parking lot, and emptying the refrigerator-freezer. In case of non-compliance with at least one of these instructions, an additional €20 deduction may be applied.

Any missing or damaged access badge will be charged at €5 per unit. It is also important to note that our accommodations are non-smoking. In case of tobacco odour detection upon departure, a deduction of €120 may be made from the deposit.

**Cabanétype:** Any missing or broken key will result in a lock change and the creation of 3 copies of keys, which will be charged to the customer.

**Equipment Rental and Loan:** For each equipment rental or loan at the campsite, a security deposit must be paid, the amount of which varies depending on the type of equipment:

- Electrical adapter: €30

- Outdoor games: €50
- Sanitary key: €15
- Small household appliances: €150

## DISPUTES

All disputes arising from purchase and sale operations carried out in accordance with these general terms and conditions of sale may be brought before the competent courts under the laws governing their validity, interpretation, execution, termination, consequences, and repercussions, if these disputes could not be resolved between Citédia Services and the customer. The customer is informed that in case of failure to reach an amicable resolution of the dispute, they have the option to submit the dispute to the civil, social, and commercial mediation service of Rennes, located at Place du Parlement de Bretagne, CS66423, 35064 Rennes Cedex.

## LOSS - THEFT - DAMAGE

The camping site draws the customer's attention to the fact that camping rentals are not covered by the hotelier's liability framework provided for in Articles 1952 and following of the Civil Code. Consequently, the campsite declines all responsibility in case of theft and damage to personal belongings, both in the accommodations, the customer's equipment and on the pitches or in the common areas. It is also reminded that the outdoor parking is not guarded, and parking is therefore at the user's own risk.

## CIVIL LIABILITY INSURANCE

The customer staying on a pitch or in a rental must be covered by liability insurance. An insurance certificate may be requested from the customer before the start of the service. The Camping des Gayeulles declines all responsibility in case of material or bodily accidents resulting from improper use of the premises.

The campsite also declines all responsibility for damages resulting from natural events, natural disasters, force majeure, or any incident directly attributable to the customer's responsibility.

## INTERNAL REGULATIONS

The Camping des Gayeulles reserves the right to intervene on occupied pitches for technical repairs or landscape maintenance. In case of non-compliance by the client with the obligations imposed on them under these terms as well as the internal regulations, the campsite reserves the right to interrupt their stay without entitling them to a refund.

## INTELLECTUAL PROPERTY

The content of the website [www.camping-rennes.com](http://www.camping-rennes.com) is the property of Citédia Services and its partners, protected by French and international laws relating to intellectual property. Any reproduction, distribution, total or partial use of this content is strictly prohibited and may constitute an infringement. Furthermore, Citédia Services retains all intellectual property rights over photographs, presentations, studies, drawings, models, prototypes, etc., made (even at the request of the customer) for the provision of services to the customer. The customer therefore undertakes not to reproduce or exploit these studies, drawings, models, and prototypes, etc., without the express, written, and prior authorization of Citédia Services, which may be conditional on financial compensation. The same applies to names, logos, or more generally any graphic representation or text belonging to Citédia Services or used and disseminated by it.

## PERSONAL DATA PROTECTION

Citédia Services, the drafter of these terms, undertakes to comply with the regulations applicable to the processing of personal data and in particular Law No. 78-17 of January 6, 1978 relating to data processing, files, and freedoms as well as EU Regulation 2016/679 on the protection of individuals with regard to the processing of personal data and on the free movement of such data, applicable from May 25, 2018 (GDPR). Citédia Services is the data controller within the meaning of the GDPR.

When concluding a contract for an online sale on the Camping des Gayeulles website, Citédia Services collects data concerning the person concerned:

- Identification data: first name, last name, date and place of birth, home and billing address, personal telephone number, personal email address

- Personal life-related data: proof of address, bank details, type of credit card, credit card numbers, expiry date, vehicle registration number
- Professional life-related data: work phone number, work email address, professional vehicle registration number

The processing operations are carried out for the following purposes and kept as follows:

- Contract execution: 5 years
- Customer management: duration of the contract
- Commercial prospecting and associated actions: 3 years from the end of the commercial relationship
- Legal and regulatory obligations: 10 years

Bank transactions made from the website [www.camping-rennes.com](http://www.camping-rennes.com) or by phone during distance purchases are secured via Payline, in connection with Crédit Agricole (<https://www.payline.com/>). At no time are bank details transmitted outside this secure system.

Only IDENTIFICATION data such as name, first name, and email address, recorded in the camping's customer management software "Naxi gestion" may be shared with "Guestsuite" as part of customer satisfaction surveys and our partner Swikly, our platform allowing online deposit.

Personal data is stored on servers of hosting companies located in the European Union. The data will not be transferred outside the European Union. The website is hosted by OVH – 2 rue Kellermann BP 80 157 – 59053 ROUBAIX Cedex.

Citédia Services implements organisational, technical, software, and physical measures regarding digital security to protect personal data against alteration, destruction, and unauthorised access. When the person concerned chooses to communicate their personal data for the purpose of executing the processing defined above, they expressly consent to the collection and processing thereof. In case of refusal by this person to provide this personal data, it will be impossible for them to make a reservation at the Camping des Gayeulles.

In accordance with the regulations, the person concerned has the right to access, rectify, erase, limit, port, and object to personal data concerning them. To exercise these rights, the person concerned may contact Citédia Services:

- by email at the following address: [dpo@citedia.com](mailto:dpo@citedia.com)
- by phone at +33 (0)2 99 36 91 22
- by mail to the following address: CAMPING DES GAYEULLES – CITEDIA SERVICES – SAEML 37 Bd Solférino, 35000 Rennes

The people concerned have the possibility to lodge a complaint with the CNIL by post or telephone: 3 place de Fontenoy 75 007 Paris – tel: 01 53 73 22 22, or via the CNIL website <http://www.cnil.fr>.

## IMAGE

The customer authorises Citédia Services, as well as any substitute, to photograph, record, or film them during their stay at the campsite and to exploit said images, sounds, videos, and recordings on all media (particularly on the campsite's websites or pages, on promotional materials of the campsite, and in travel or tourist guides). This authorisation applies to all people accommodated. Its sole purpose is to ensure the promotion and animation of the campsite and may not in any way harm the customer's reputation.

## PRECONTRACTUAL INFORMATION - ACCEPTANCE

The customer acknowledges having been provided, prior to placing their order, in a clear and understandable manner, with these General Terms and Conditions of Sale and all the information and details referred to in articles L 111-1 to L111-7 of the Consumer Code, in addition to the information required under the decree of October 22, 2008 concerning prior information to the consumer about the characteristics of rental accommodation in outdoor hotels, and in particular:

- the essential characteristics of the services, taking into account the communication medium used and the services concerned
- the price of the services and additional fees
- information regarding the identity of the Camping des Gayeulles, its postal, telephone, and electronic contact details, and its activities, if not apparent from the context

- information regarding legal and contractual guarantees and their implementation methods; the functionalities of digital content, and, if applicable, its interoperability
- the possibility of resorting to conventional mediation in the event of a dispute
- information on the terms of cancellation and other important contractual conditions.

The act of ordering on the website [www.camping-rennes.com](http://www.camping-rennes.com) by an individual (or legal entity) implies full and complete acceptance of these General Terms and Conditions of Sale, which is expressly acknowledged by the customer, who renounces, in particular, to rely on any contradictory document that would be unenforceable against the Camping des Gayeulles.

Important note: No brochure or website can be immune from possible "typos," omissions, or printing errors. Our prices are subject to change depending on economic and commercial conditions. Only the rental contract confirming the reservation constitutes a contractual document.

#### APPLICABLE LAW - LANGUAGE

These General Terms and Conditions of Sale, written in French, and the transactions arising therefrom are governed by and subject to French law. In the event of translation into one or more foreign language(s), only the French text shall prevail in the event of a dispute.

CAMPING DES GAYEULLES – CITEDIA SERVICES – SAEML  
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Phone: +33 (0)2 99 36 91 22  
Email: [camping-rennes@citedia.com](mailto:camping-rennes@citedia.com)  
Share Capital: 1 224 000,00 €  
SIRET No.: 310 679 055 00056  
R.C.S. Rennes 310 679 055  
NAF Code 9004Z  
VAT No.: FR 6731067805

# INTERNAL REGULATION

## INSTALLATION

Outdoor accommodation and related equipment must be installed at the designated location according to the instructions provided by the manager or their representative. During the stay, it is strictly prohibited to change location without informing the reception, or to sleep "under the stars." Trailers with double axles are not allowed on the campsite. Regarding the storage of equipment on unoccupied land, it is necessary to obtain the campsite's approval and to respect the designated location for this purpose. On unstabilised tent/car pitches, only small vehicles less than 6 metres are permitted. Stays in tents are permitted from April to October. It's important to note that tents can only be used on locations specifically designated for this purpose. The pitch or rental unit used during the stay must be maintained and returned in the condition in which the camper found it upon entry.

Any permanent installation or construction is prohibited throughout the campsite, including in common areas. It is important to note that the sanitary blocks are fully closed during the winter season, from November to April. Stabilised pitches endowed with running water and electricity remain accessible all year long for any self-reliant vehicles. The pitch or the accommodation occupied during the stay need to be maintained and restituted as found upon entry. No construction or fixed installation are allowed on the premises or even in the common areas. Furthermore, it is fully forbidden to install any domestic electrical goods (such as a TV, an air-conditioner, a washing machine and so forth)

## ARRIVAL AND DEPARTURE

### Formalities:

In accordance with Article R. 611-35 of the Code of Entry and Residence of Foreigners and the Right of Asylum, the manager is required to have foreign clients, including European Union nationals, fill out and sign a police form stating: the last name and first name; date and place of birth; nationality; usual residence. Children under 15 may be listed on one of the parent's forms. Therefore, clients are requested to provide a valid identification upon arrival.

### Arrival and Departure Times:

- Caravan, Motorhome, Tent Pitches: Arrival between 3:00 PM and 11:00 PM / Departure before 1:00 PM
- Rental Units: Arrival between 3:00 PM and 11:00 PM / Departure before 10:00 AM

Clients are asked to inform the reception of their departure no later than the day before. Any departure after the authorised time and without the campsite's agreement will result in an additional night's charge for pitches and for accommodations, the charge for cleaning services ordered by the campsite but not performed.

**Late Arrival:** The campsite considers a late arrival as one occurring after the reception's closing time. Late arrival is allowed until 11:00 PM. A late-arrival self check-in kiosk, placed by the reception, is available for any customer who has or hasn't a booking. This self check-in kiosk allows anyone to proceed to their registration and to fill in any important detail related to their stay. Important : using this self check-in kiosk is mandatory for everyone, with or without a booking. This latter one only may authorise the access by registering the license plate of the vehicle to activate the opening of the barrier. It is also essential to respect the given pitch by the kiosk.

**Important notice:** If you wish to book for an accommodation and to arrive after the reception's closing time, you will need to book firsthand prior to your arrival. Theself check-in kiosk does not manage spontaneous arrivals for an accommodation.

**Delayed Arrival / Early Departure:** In the absence of prior communication from the customer specifying a delayed arrival, the reserved pitch or accommodation will be considered available from 3:00 PM the day following the initially scheduled arrival date. Payment for services remains fully required. In case of early departure from the pitch or accommodation, no discount will be granted, and the balance of the stay will remain due and retained. If the customer wishes to extend their stay (subject to availability), the rate for additional nights will be adjusted based on the prevailing rates at the time of the extension request. It's important to note that the number of people staying must not exceed the

maximum capacity of six people (including babies) per pitch or in accordance with the total capacity of the reserved accommodation.

## NOISE AND SILENCE

Inside the campsite, we ask our guests to observe complete silence from 10:00 PM to 7:00 AM. It's important to avoid any noise or conversation that may disturb neighbours, and sound devices should be appropriately adjusted. Additionally, please be discreet when closing doors and trunks. It's crucial to note that any disruptive behaviour or noise nuisance, at any time of day or night, may result in immediate termination of the contract without refund. If necessary, the campsite may involve local authorities to maintain the tranquillity of the establishment.

Regarding external environmental factors that may cause noise disturbances, the campsite cannot be held responsible. In case of persistent discomfort, the campsite may involve law enforcement. It's important to emphasise that such external disturbances do not entitle guests to any full or partial refund of accommodation fees.

## VISITORS

Visitors may be allowed to enter the campsite after obtaining approval from the manager or their representative, under the responsibility of the hosting campers. Visitors have access to the campsite's services and facilities, but fees may apply for their use. The corresponding rates are displayed at the campsite entrance and reception. However, visitors' vehicles are requested to remain outside the campsite premises.

## SAFETY

For safety reasons, all our guests, during their stay, are registered with our 24/7 security service, located downtown (Citédia Security). In case of emergency, the service can be accessed via a red emergency phone located outside near the reception. Additionally, in case of difficulties with barrier passage outside reception hours, an intercom is available next to each barrier. This intercom is connected to the C-PARK standby service, also located downtown. This service can remotely open the barrier after verifying the driver's identity.

It's important to note that a defibrillator is installed in front of the reception entrance for any eventuality.

In fire prevention measures, it's strictly forbidden to light fires or use charcoal barbecues. Collective barbecues areas are available nearby, in the Gayeulles Park. Authorised stoves, with a maximum capacity of 450 g, must be maintained in good working order and used safely. In case of need, fire extinguishers are accessible, and a first aid kit is available at the reception.

## TRAFFIC AND PARKING

Vehicle circulation is allowed between 6:00 AM and 11:00 PM from early April to late October. From November to late March, circulation is allowed 24/7. It's important to note that traffic rules apply within the campsite, with a speed limit of 10 km/h for vehicles. The campsite allows only one vehicle per pitch. Vehicles must be parked in the accommodation parking lot or on the stabilised part of the rented pitch. Parking should not disrupt traffic or the arrival of new residents. Therefore, it's strictly prohibited to park your vehicle in an unoccupied pitch or in the campsite aisles. Parking on lawns is strictly prohibited, except for pitches included in the "tent" package. Between October 1st and April 1st, vehicles must park on stabilised areas in case of rain.

## ELECTRIC VEHICLES

We want to emphasise that our pitches and accommodations are not designed to allow for the charging of electric vehicles. This practice presents potential risks, such as short circuits or fires, which could endanger the safety of accommodation or pitch occupants, as well as our entire clientele.

Therefore, it is strictly prohibited to charge the battery of an electric or hybrid vehicle using the electrical outlet available at our campsite.

## APPEARANCE AND MAINTENANCE OF FACILITIES

Everyone is required to refrain from any actions that could compromise the cleanliness, hygiene, or appearance of the campsite and its facilities, particularly sanitary facilities.

campsite, and their waste must be disposed of outside the campsite, in the designated areas, in the Gayeulles park.

In line with our commitment to environmental preservation, the Camping des Gayeulles, holder of the Green Key label, reminds guests of the prohibition against discharging wastewater onto the ground or into gutters. There are two areas where you will be able to do so. Household waste, all types of waste, as well as papers, must be deposited in the bins at the entrance of the campsite, following the applicable sorting instructions, and must not be left on the ground under any circumstances. Compost bins are also available for your use within the campsite. Washing vehicles within the campsite is strictly forbidden. We also emphasise the importance of not wasting resources such as water and electricity, with a view to conserving resources.

Located in a wooded park of approximately 10 hectares, it is essential to respect the local fauna, flora, as well as plantings and floral decorations within the campsite. Driving nails into trees, cutting branches, or planting are strictly prohibited. Similarly, the use of personal means to delineate a pitch or dig the ground is prohibited. In the event of damage to vegetation, fences, the land, or campsite facilities, the person responsible for such damage will be liable for the cost of repairs. Clothes drying is permitted near pitches until 10:00 PM, provided it is done discreetly and does not disturb other campers, but it must not be done using trees.

## GAMES

No violent or disruptive games may be organised near the facilities. Children must always be under the supervision of their legal guardians.

## COMPLAINTS

We provide our guests with a system for collecting and processing complaints at the reception. For a complaint to be considered, it must be signed, dated, as detailed as possible, and relate to relatively recent events.

## NON-COMPLIANCE WITH INTERNAL REGULATIONS

In the event of non-compliance with the rules outlined in these internal regulations, the campsite reserves the right to issue warnings orally or in writing, if deemed necessary, to cease disturbances. In the case of serious or repeated violations of these internal regulations, and after the campsite has clearly instructed the customer to comply with these rules, the campsite reserves the right to terminate the contract. In the event of a criminal offence, the campsite may involve the competent authorities. In the event of termination of the customer's contract for breach of the internal regulations or failure to comply with its obligations under the general terms and conditions of sale, the Camping des Gayeulles reserves the right to remove any vehicle belonging to the customer by its own means and to use the services of a tow truck.

## MINORS

For safety and liability reasons, unaccompanied minors by their parents or legal guardians are not allowed to stay at the campsite. Minors are under the full responsibility of their legal representatives for the entire duration of their stay. It is strictly forbidden to leave them alone and unsupervised within the campsite premises.

Please note that THE Camping des Gayeulles reserves the right to refuse access to any pitch or accommodation that has been booked in violation of this rule. Furthermore, in the event of subsequent discovery that a pitch is occupied by an unaccompanied minor under the age of 18, the campsite reserves the right to cancel the reservation and terminate the stay immediately.

## PETS

Cats and dogs are allowed for an additional fee, except for dogs classified as category 1 and 2, which are strictly prohibited within the campsite premises. In Citylodges, only dogs are allowed, limited to one dog per accommodation. As for the Cabanétapes, animals are not allowed. Dogs and cats must be identified and vaccinated against rabies (presentation of the health record is mandatory). Under no circumstances should they remain on the campsite in the absence of their owners, who are civilly responsible for them. Animals must be kept on a leash when inside the

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