

## CosyCamp General Terms and Conditions of Sale

### 1/ Our Services

Nature pitch 100m<sup>2</sup> without electricity : This consists of a bare pitch for 2 persons and for your tent in the car-free area. Your stay shall be calculated based on a set amount that includes the pitch, the person(s) expected according to the offer selected, your installation, your vehicle and access to the infrastructures with regard to reception, activities and sanitary facilities. The additional costs (additional person, vehicle, pets, etc.) are not included in the package and will be added to the latter. Contact the campsite to know until what age the stays are free as well as the terms required for booking a bare pitch.

Comfort Pitch 100m<sup>2</sup> with electricity : Pitch for 2 people with a tent (no caravan or camper van allowed because it is in the carfree area). Nature offer + electricity. Our prices include the people, water, electricity, a vehicle, access to the infrastructures in terms of reception, activities and sanitary facilities. Your accommodation must be put back in order at the time of your departure. Your wishes for a precise pitch or accommodation at the campsite can be met according to our availability at the time of your arrival.

Caravan or Campervan Pitch 100m<sup>2</sup> with electricity : Pitch for 2 people with a caravan or camper van. Nature offer + electricity. Our prices include the people, water, electricity, a vehicle, access to the infrastructures in terms of reception, activities and sanitary facilities. Your accommodation must be put back in order at the time of your departure. Your wishes for a precise pitch or accommodation at the campsite can be met according to our availability at the time of your arrival.

Privilege pitch 200m<sup>2</sup> with electricity : Pitch for 2 people with a tent or a caravan with electricity. Our prices include the people, water, electricity, a vehicle, access to the infrastructures in terms of reception, activities and sanitary facilities. Your accommodation must be put back in order at the time of your departure. Your wishes for a precise pitch or accommodation at the campsite can be met according to our availability at the time of your arrival.

For a pitch the arrival time is from 15 :00pm and departure time is 12 :00pm.

For accomodation, delivery keys Arrival time is from 4:00pm and departure time is 10:00am

#### Related Activities :

All the activities mentioned in this document, whether free or for a fee, may be in certain circumstances independent of our will modified or cancelled when you arrive at the campsite. In this case, we cannot be held responsible for such an occurrence. Furthermore, all free activities offered on the campsite (like canoes, bikes, campfire area...) are not under our responsibility and can be cancelled if decided by the campsite.

#### Extra charges :

Whatever the package selected, additional costs will be invoiced for additional vehicles, additional tents, pets, bed linen, final cleaning or visitors... Our prices, exclusive of tax, do not include the local tourist tax. The tax shall be invoiced along with your accommodation or pitch. It is to be paid on the same due dates. It cannot be modified or refunded on your arrival at the campsite. And for other charges, they are to be paid along with the balance of your stay (30 days before your arrival at the campsite).

### 2/ Payment for the Stay

Modes of payment accepted as a deposit or balance, you can pay for your booking or your stay using the following payment methods: By French bank cheque, cash, bank card, foreign bank card, international bank transfer

Terms of Payment All requests for a firm booking from the buyer must be indicated in writing and be provided with the following: • Payment of a deposit including 30% of the costs of the stay • 15.00€ for booking fees • And the payment for cancellation insurance (when taken out)

This booking is only of contractual value when the buyer has received a booking confirmation issued by the campsite. The balance of the stay must be paid 30 days before the stay begins at the latest. In the case where the balance has not been

paid on the deadlines indicated, the booking shall be considered as cancelled, and the cancellation terms indicated below shall apply.

### 3/ Last minute booking

Any booking made within a period of 30 days before the date of departure must be paid in full, using a bank card only.

### 4/ Late arrival or early departure

In case of a late arrival or early departure, with respect to the dates mentioned on your booking voucher, the total amount of the stay shall remain due. You shall not be entitled to claim any refund for the part of the stay not actually used.

### 5/ No arrival at the campsite

In the case where no one comes to the campsite within a period of 48 hours from the beginning of your stay, and without any proof and/or news of your arrival, we shall be able to reallocate your accommodation. We shall keep the fees as per our cancellation terms.

### 6/ Cancellation

Due to the buyer: All cancellations must be notified by email, which shall go into effect on the date of receipt of the message • More than 30 days before arrival, the amount of the deposit shall be kept by the campsite. • Less than 30 days before your arrival, the total amount of the rented accommodation, booking fees and insurance fee shall be kept.

For possible damages, we ask you to take our cancellation insurance at the time of your booking.

Due to the campsite: If the campsite is obliged to cancel its rental of a bare pitch and/or rented accommodation, any contracting party having received its confirmation of stay, shall be informed by email and reimbursed in full for the amount it has paid.

Due to Covid-19 or other pandemic : except if we get new ordinance from our government, any stay not honoured will be subject to the following conditions • in case of national lockdown or if CosyCamp is closed or if we can not drive in France, we will turn your deposit into a credit not valid 18 months. • if one of the participant of your stay is covid-19 sick upon presentation of proof, we will turn your deposit into a credit not valid 18 months. • if one of the participant of your stay is a Covid-19 contact case upon presentation of proof, we will turn your deposit into a credit not valid 18 months.

### 7/ Deposit

For rented accommodation, you will be requested to pay a deposit of 250.00€ on your arrival, which will be returned to you at the end of the stay, no later than eight days from the date of your departure. The campsite reserves the right to keep part or the total amount of the deposit in case of deterioration of the accommodation and its contents and/or facilities at the campsite.

The campsite also reserve the right to deduct the amount of 40.00€, 60.00€ or 80.00€ (depending on the accommodation you have chosen) to pay for costs of cleaning not carried out at the time of departure.

### 8/ Minors

Minors not accompanied by their parents cannot be accepted.

### 9/ Pets

As a general rule, dogs and cats, except for dogs of category 1 and 2, shall be admitted. We require dogs to be kept on a lead within the campsite. Please comply with the rules for hygiene and the environment at the host campsite. The health certificate must be presented at the time of your arrival at the campsite. Anti-rabies booster vaccinations and tattoo certificates are compulsory.

### 10/ Claims

Any possible claim with respect to a stay must be specified in writing and sent by registered letter with acknowledgement of receipt within 20 days following your stay.