

GENERAL TERMS AND CONDITIONS OF SALE

Article 1 – Scope of the general terms and conditions

These general terms and conditions, the accommodation rental agreement provided to the CUSTOMER and the campsite rules and regulations constitute a contractual package setting out the entirety of the contractual relationship between the CAMPSITE and the CUSTOMER.

This contractual package governs sales and the CUSTOMER's stay at the CAMPSITE, together with any accompanying persons.

Any document other than these general terms and conditions (brochures, advertisements, catalogues, etc.) is for information purposes only and is not contractually binding.

Article 2 – Acceptance of the general terms and conditions of sale

The CUSTOMER is deemed to accept these general terms and conditions without reservation, in accordance with the provisions of Article 1126 of the Civil Code.

THE CUSTOMER is therefore fully aware that by ticking the box 'I confirm that I have read the general terms and conditions' when placing an order online or upon receipt of the tenancy agreement to which these terms and conditions are attached, they are giving their free and informed consent, in particular regarding the use of personal data and compliance with the campsite rules.

This unconditional acceptance applies both to the CUSTOMER and to any person taking part in the holiday.

Article 3 – Booking

3.1 – Booking method

The CUSTOMER may make a booking online, by telephone or via the CAMPSITE's website.

It is hereby reiterated that group bookings are not accepted in order to preserve the quality and tranquillity of stays at the campsite.

3.2 – Confirmation of the booking

The booking only becomes final once it has been confirmed in writing by the CAMPSITE (by email, post or written confirmation delivered in person).

The booking can only be processed and confirmed if it is accompanied by:

- A deposit of 25 per cent of the total rental amount.
- The booking administration fee
- Cancellation and curtailment insurance fees (optional)

3.3 – Identity and legal capacity of the tenants

The CUSTOMER making the booking must be over 18 years of age, be taking part in the booked stay and provide the CAMPSITE with the full names and dates of birth of all participants, including minors.

The CAMPSITE reserves the right to cancel the stay in the event of incorrect information being provided regarding the identity of the participants.

If the booking is accepted, it will be valid only for the persons named and may not be replaced by third parties under any circumstances. Failure to comply with this clause will result in the cancellation of the contract and the forfeiture of the deposit paid at the time of booking

The maximum number of occupants permitted per type of accommodation/pitch, as indicated on the CAMPING's website and in the CAMPING's brochure, must be observed. The CAMPING will

systematically refuse admission to any person falling below this capacity (including minors and newborns).

Minors not accompanied by their legal guardians, as defined in Article 382 of the Civil Code, are not admitted to the CAMPING.

Minors accompanied by their legal guardians are placed under the sole supervision of the latter and must not at any time be left unsupervised within the CAMPING grounds, including the aquatic area.

3.4 – The booking is personal

Subletting or transferring the booking to a third party is prohibited.

If several families are to stay consecutively on the same pitch or in the same accommodation, a separate booking must be made for each family.

Article 4 – Rates

The applicable rates are as follows:

- as stated on the CAMPING website when booking online;
- As stated by the CAMPING site when booking by telephone;

Prices are quoted in euros, inclusive of VAT. They may vary depending on the time of year.

Any change in the applicable VAT rate occurring between the time the rates were set and the invoicing of the stay will consequently result in a proportional adjustment to the price including VAT.

Rates include:

- The hire of the pitch or self-catering accommodation, for the number of people specified, as described on the website and in the brochure. Please note that the CAMPING's accommodation can accommodate up to 6 people, including a maximum of 4 adults (1 baby counts as 1 person);
- The supply of water, gas and electricity;
- Access to the campsite and its facilities;
- Children's Club activities: activities offered to children over the age of 3 are free of charge (subject to availability). Activity leaders may refuse access to the Club to families who have not adhered to the timetables or whose child may disrupt the smooth running of this service;
- Parking for one vehicle

The rates do not include the following services:

- Optional services: The CAMPSITE offers optional items such as bed linen hire, bath towel hire, beach towel hire and baby kits. These items must be selected on the website at the time of booking or are provided on request during your stay, subject to availability.
- Tourist tax: This tax is collected on behalf of local authorities and is payable. The amount, which is calculated per person per day, varies depending on the destination and may be subject to change during the year.
- Booking fees: These are payable per named booking. The fee amounts to 20 euros. It is payable at the time of booking and is non-refundable.
- Certain activities offered by the CAMPSITE or one of its service providers are optional and subject to a charge. Please note that access to the CAMPSITE's water park is not a chargeable activity.
- Security deposits for rentals: For any stay at the CAMPSITE, a security deposit of 200 euros will be requested from the CUSTOMER on the day of arrival, to guarantee that the accommodation is returned in a clean and good condition.

Payment may be made by credit card or bank transfer.

The deposit will be refunded upon the CUSTOMER's departure (between 7.00 am and 10.00 am) following a check that the accommodation has been cleaned and that the facilities are in a satisfactory condition. If this is not the case, the deposit will be retained in full. If the cost of any damage to the

property exceeds the deposit paid, the CUSTOMER will be liable for the difference after the deposit has been applied.

. Cleaning charges: At the time of booking, the CUSTOMER may request that the CAMPING SITE carry out a clean-up on their departure, subject to a cleaning fee which varies according to the size of the accommodation.

. Parking for two or more vehicles: From the second vehicle onwards, it must be parked in the outdoor pay-and-display car park.

. Cancellation/Interruption of stay/Delayed arrival insurance: This insurance is offered to the CUSTOMER on an optional basis. It may only be taken out at the time of booking. It is non-refundable in the event of cancellation. Full details of the cover are set out in the insurance product information document available on the CAMPSITE's website.

. The Peace of Mind Package: This insurance is offered to the CUSTOMER on an optional basis. It can only be taken out at the time of booking. It allows the customer to cancel their booking up to 30 days before their stay and to amend their stay up to 14 days before arrival. The Peace of Mind Package does not replace cancellation insurance, which offers different and/or additional cover. The terms and conditions of the Peace of Mind Package are set out in detail on the CAMPING's website.

Article 5 – Terms and methods of payment

5.1 – Payment Terms

Payment of the balance for the stay must be made upon arrival at the CAMPING.

Failing this, the booking will be deemed automatically cancelled and all sums paid will be retained by the CAMPING.

5.2 – Payment methods

The methods of payment accepted by the CAMPING for the deposit and/or the full cost of the stay are as follows:

- Credit card
- Bank transfer
- Holiday vouchers

For any payment made on site, the CUSTOMER may pay in cash in addition to the methods listed above, within the limits set by law and regulations.

5.3 – Payment by credit/debit card

The transaction is immediately debited from the CUSTOMER's credit card once the card details have been verified.

The CUSTOMER is reminded that, in accordance with the provisions of Article L132-2 of the Monetary and Financial Code, an order or undertaking to pay made by means of a payment card is irrevocable.

By providing their credit card details during an online or telephone transaction, the CUSTOMER authorises the CAMPSITE to debit their credit card for the amount of the deposit or the full cost of the stay.

In this context, the CUSTOMER confirms to the CAMPSITE that they are indeed the holder of the credit/debit card to be debited and that the surname and first name appearing on the credit/debit card are indeed their own.

In the event of fraudulent use of the credit card following this transaction, the CUSTOMER is asked to contact the CAMPSITE.

Article 6 – No right of withdrawal

In accordance with Article L221-28 of the Consumer Code, the sale of accommodation services provided on a specific date or at specific intervals is not subject to the provisions relating to the 14-day withdrawal period.

However, this exemption does not apply to any insurance policies taken out.

Article 7 – Changes to the booking

Any request for a change must be made no later than 20 days before the start of the stay. The CUSTOMER must submit the request to the CAMPSITE by registered post with acknowledgement of receipt to the CAMPSITE's address or by sending an email with acknowledgement of receipt to the following address: contact@camping-lasirene.fr.

The CAMPING SITE will endeavour to accommodate requests for changes as far as possible, subject to availability and the applicable rates.

If the CAMPING is unable to make the change, the customer must proceed with their stay under the conditions originally agreed at the time of booking.

Article 8 – Cancellation of the stay (excluding cancellation insurance and the 'Serenity Package')

8.1 – Cancellation by the CAMPSITE

In the event of cancellation by the campsite, except in cases of force majeure, any sums paid will be refunded in full or, if the CUSTOMER agrees, a credit note will be issued to be used towards a future stay. Under no circumstances shall such cancellation give rise to the payment of damages.

8.2 – Total or partial cancellation by the CUSTOMER

It is the CUSTOMER's responsibility to notify the CAMPSITE by registered post with acknowledgement of receipt to the CAMPSITE's address or by sending an email with acknowledgement of receipt to the following address: contact@camping-lasirene.fr.

In the event of cancellation, no deposit will be refunded.

8.3 – Total or partial cancellation due to a pandemic

For all bookings made exclusively via the CAMPING's website, the following cancellation terms apply:

If the CUSTOMER is forced to cancel their stay in full for the following reasons:

- Closure of borders following a government measure,
- Administrative closure of the CAMPING site following a government measure,
- Quarantine upon the CUSTOMER's arrival or on their return to their country following a government measure,
- Restrictions on travel to a number of kilometres that prevent the CUSTOMER from travelling to the CAMPSITE,

The CAMPSITE shall offer the CUSTOMER, at the latter's discretion, either a refund of the deposit paid at the time of booking, or the issue of a credit note valid for two years corresponding to the sums paid by the CUSTOMER, less processing and administration fees which shall be retained by the CAMPSITE.

Article 9 – Course of the stay

9.1 – Check-in and check-out times

In the case of an accommodation booking, the accommodation is available on the CUSTOMER's day of arrival from 04.00 pm and must be vacated on the day of departure by 10.00 am at the latest.

For the hire of a pitch, arrivals are from 04.00 pm and departures must be by 10.00 am.

No refund will be granted to the CUSTOMER in the event of a late arrival or early departure.

In the event of a no-show within 36 hours of the scheduled arrival date, and without prior written notice having been sent to the CAMPING site specifying a definite arrival date for the CUSTOMER, the CAMPING site reserves the right to terminate the contract, retain the deposit paid as initial compensation, and re-offer the accommodation or pitch for sale.

If there is a delay of one hour or more in handing over the keys or vacating the pitch, a penalty of 50 euros per hour of delay will be charged to the CUSTOMER as an additional charge.

9.2 Length of stay

During the low season, the minimum length of stay is 2 or 3 nights, depending on the period.

During the high season, the minimum length of stay is:

- 7 nights for a pitch only
- 7 nights in holiday accommodation

9.3 Arrival / Departure

On arrival, the CAMPING reception will check the CUSTOMER's outstanding balance. The CUSTOMER must have paid the balance in full, lodged the security deposit in accordance with the conditions set out in Article 4, and presented a valid form of identification.

Once the CUSTOMER has checked in, the campsite reception will hand over to the CUSTOMER the keys to the rented accommodation, the compulsory wristbands and the regulatory information.

It is the CUSTOMER's responsibility to check the inventory within the rented property upon arrival and to report any discrepancies on the day of arrival.

The CUSTOMER is responsible for ensuring that the accommodation is left in a perfectly clean condition by 10.00 am.

Failure to do so will result in a deduction from the security deposit, as set out in Article 4 of these general terms and conditions of sale.

Similarly, the CUSTOMER may be charged for any items broken, lost or damaged during their stay.

9.4 Rules and Regulations

Throughout their stay, the CUSTOMER undertakes to comply with the CAMPING SITE's house rules, which have been provided to them and are also displayed at the CAMPING SITE reception and on the CAMPING SITE's website. These rules apply to any person staying with them or under their responsibility.

In the event of non-compliance with these rules, the CAMPSITE will terminate the tenancy agreement, in particular in the event of breaches of good neighbourly conduct, anti-social behaviour and any other conduct likely to disrupt harmony within the CAMPSITE.

9.5 Wearing the wristband

To gain access to the CAMPSITE and its activities, guests must wear the leisure pass wristband at all times throughout their stay.

9.6 Pets

One pet is permitted per rental accommodation or pitch, provided this is declared at the time of booking or on arrival at the site.

The CAMPSITE reserves the right to cancel a booking if the number or type of pets is deemed to be incompatible with good neighbourly relations within the CAMPSITE.

Pets are only permitted if they have been vaccinated in accordance with current recommendations and can be identified by tattoo or microchip.

Pets are not permitted to roam freely and must be kept on a lead, including on the rented pitch. Pet waste must be collected by the CUSTOMER.

Pets are not permitted in the toilet blocks, the swimming area or the children's play area.

Dangerous or aggressive animals, category 1 and 2 dogs, and exotic animals are not permitted.

The CUSTOMER must bring the animal's health record.

9.7 Visitors

Any visitor present on the campsite at the CUSTOMER's invitation must report to and register at the CAMPING reception. The CAMPING reserves the right to refuse them access to the site.

Visitors are required to comply with the campsite's rules and regulations.

Under no circumstances may visitors take part in the campsite's activities or use the car park.

9.8 Regulations between campsites in the La Sirène group

CUSTOMERS of Camping Bois de Valmarie do not have access to the water park facilities at La Sirène and L'Hippocampe campsites, and vice versa.

Article 10 – Health Pass

If a health pass is required following a government measure, all guests staying at the campsite who are subject to this requirement must present a valid health pass on arrival in order to enter the campsite.

Article 11 – Mediation

In accordance with the provisions of Article L612-1 of the Consumer Code, any guest at the campsite has the right to seek the assistance of a consumer ombudsman, free of charge, with a view to the amicable resolution of any dispute between them and the campsite operator.

The contact details of the consumer mediator to whom the guest may refer the matter are as follows:

Médiation Solution

Submit a claim online by completing the form provided for this purpose: www.sasmediationsolution-conso.fr

Submit a claim by telephone: +33 04 82 53 93 06

Submit a claim by post: Médiation Solution, 222 chemin de la bergerie, 01800 SAINT JEAN DE NIOST

Article 12 – Images

During their stay, the CUSTOMER may be photographed or filmed by the CAMPSITE or any person appointed by the CAMPSITE. By accepting the general terms and conditions of sale, the CUSTOMER authorises the CAMPSITE, its representatives and any person acting with the CAMPSITE's permission to capture, reproduce, broadcast, use or communicate their image.

This authorisation also applies to all persons staying with the CUSTOMER.

These images may be used for promotional, commercial or internal and external communication purposes and shall in no way damage the CUSTOMER's reputation.

Such use shall not exceed a period of 5 years.

The CUSTOMER acknowledges that they are not entitled to any remuneration for the use of their image.

Article 13 – Theft – Damage – Liability

The CUSTOMER is required to take out third-party liability insurance and is advised to contact their insurer to extend the cover of their comprehensive insurance policy to include the accommodation occupied for the duration of their stay.

The CUSTOMER must ensure the safekeeping of their own property and equipment. In particular, they are advised to exercise caution in this regard and to take all necessary precautions to prevent any theft, loss or damage.

The CUSTOMER is advised to take out specific insurance if they have any valuables belonging to them on the CAMPING site.

The CAMPSITE shall not be held liable in the event of the dissemination or communication by any third party of photographs or videos for which they have declared they hold the rights, or of misleading or incorrect information about the CAMPSITE that may appear in various media (catalogue, brochure, website, social media) and of which the CUSTOMER may have become aware through such channels.

The CAMPSITE shall not be held liable in the event of non-performance or improper performance of the contract entered into, in the event of fault on the part of the CUSTOMER, force majeure, unforeseeable and insurmountable circumstances, or the actions of a third party not involved in the provision of the services provided for in the contract.

Should the CAMPING be found liable for any reason whatsoever, any compensation payable shall be limited to the cost of the stay.

Article 14 – Personal data

Data collection

In accordance with the provisions of the amended Act of 6 January 1978 on data processing, files and freedoms, the automated processing of personal data carried out via the CAMPING's website has been declared to the French Data Protection Authority (CNIL).

The CUSTOMER is informed that their personal data may be collected in the following circumstances:

- When visiting the CAMPING's website, and more specifically when submitting an enquiry or booking form, completing a survey form, or through the use of cookies, web beacons and other technologies
- During correspondence by email, telephone or text message with the CAMPING's services. To ensure better service follow-up, the CAMPING records the reason for the CUSTOMER's contact, as well as the date and time.
- When the CUSTOMER engages with the CAMPING's social media pages (Facebook, Instagram, YouTube)
- When the CUSTOMER takes part in events, loyalty schemes or promotional campaigns.

All such information is treated as confidential by the CAMPSITE. It is used solely by the CAMPSITE's internal departments to process the CUSTOMER's enquiry and to improve and personalise the communications and services provided to the CUSTOMER.

Disclosure of data

The CUSTOMER is informed that their personal data may be made available and/or passed on to service providers engaged by the CAMPSITE for the purposes of managing recruitment processes or maintaining its website.

In accordance with data protection regulations, the CUSTOMER may request:

- access to their personal data,
- the rectification and erasure of such data,
- the right to data portability,
- to withdraw their consent or restrict the use of their data,
- the right to object to the processing of their data,

- the right to lodge a complaint with the CNIL
- to set out instructions regarding the retention, erasure and disclosure of personal data following their death.

To do so, simply submit a request to CAMPING:

- By email to contact@camping-lasirene.fr
- By post to the following address: SIRENE HOLIDAYS CAMPINGS CLUB, Data Protection Department, Route de Taxo à la mer, 66700 ARGELES SUR MER

For any request, the CUSTOMER must provide their surname, first name, email address, postal address, customer reference number, and a valid identity document bearing their signature. The CUSTOMER must specify the address to which the reply should be sent.

Attached appendix:

- Rules and Regulations