

General Terms of Sale



Camping de la Cité d'Aleth

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camping-saintmalo.fr

1. RULES OF STAY

The booking of the stay becomes effective only after confirmation by our services and payment of the deposit by the tenant. A deposit payment will be requested to validate your reservation. The deposit can be paid by cheque (order: SARL SOLIDOR), by ANCV, by bank transfer or by telephone with the distance selling. Upon receipt of the payment of the deposit, you will receive a confirmation email with practical information about your stay. The balance of the stay will be payable upon arrival.

Please take notice that your booking option can be cancelled in case of late payment of the deposit, the option period being fixed at 15 days.

2. CAPACITY

The number of people mentioned per accommodation (4 persons) and per pitch (6 persons) in our rates is the maximum occupancy allowed given the equipment available. It cannot be exceeded for security and insurance reasons.

The rental of a location or accommodation of the furnished type of tourism, Coco Chrono or Coco Sweet implies the total acceptance of the conditions of sale by the contracting parties.

3. LOCATIONS

- Pitch rentals :

We put at your disposal a bare pitch, which can accommodate up to 6 people, to install your tent, your caravan or your camper.

Price : this is a price per night of occupancy for 2 people, a facility and a vehicle. The pitches are available from 14:00 on the day of arrival and must be vacated before 12:00 on the day of departure. Any excess of time generates the invoicing of an additional day. This package gives free access to health facilities, reception services, playgrounds and entertainment.

Supplements : persons (adults or children) or additional items present on the site (electricity, animal, etc.) are subject to a daily cost.

Please note : pitches allocation is carried out without distinction in the order in which reservations are registered. The management reserves the right to change the location assignment when the camper arrives.

- Accommodation rentals :

Our coco-chrono or coco-sweet rentals can accommodate up to 4 people.

Definition of rental seasons : please refer to rate documents.

Rental periods and duration : rentals are possible for a week or a minimum of 2 nights outside July-August. In July-August, accommodation is rented weekly from Saturday to Saturday.

The rental rate includes : the rental of the accommodation, the charges (water, electricity up to 200 kW per week), access to sanitary facilities, reception services, playgrounds and entertainment.

Rentals are available from 15:00 and until 19:00 on the day of arrival and must be released before 10:00 on the day of departure. Any excess of time generates the invoicing of an additional day.

Sale/Subleasing : any rental is nominative and can in no case be sold or sublet.

Security deposit : tenants must provide a security deposit of €200 upon arrival. It will be returned in its entirety on the day of departure after a satisfactory inventory and exit.

Otherwise it will be deducted from the security deposit :

- A fixed price of €150 for installations insufficiently cleaned up
- The price of repairs in case of deterioration by the occupant
- Damages in excess of the amount paid as security deposit shall be paid by the customer after being charged of the security deposit

To prepare your stay : it is essential to bring your bed linen (sheets, pillowcases and duvet cover) if a sleeping kit has not been booked in advance (bed kit rate: €10 per bed). Pillows, duvets and covers are provided.

In case of late arrival (after 19:00) or last minute incapacity, it is imperative to notify our services. The key of your rental will be given to you upon arrival. During your stay, we ask you to respect all the markings and safety instructions as they will be displayed to you, and to return the keys of your rental at the end of your stay.

4. MODIFICATION OF STAY

Possibility of modification (addition of nights/ change of dates/ change of rental types) subject to availability.

5. DELAYED ARRIVALS / EARLY DEPARTURES

In the absence of a written message from the camper, specifying that he had to postpone the date of his arrival, the location or accommodation becomes available 12H after the date of arrival provided by the rental contract and full payment of the services remains required.

No discount will be granted in the case of delayed arrival or early departure.

6. CANCELLATIONS

- **Cancellation of stay by Camping Cité d'Aleth BEFORE your arrival :**

In case of force majeure, management reserves the right to cancel your stay for security reasons. If you have already left your home, we will offer you to relocate to another similar accommodation at no extra charge. If none of these offers satisfied you, the entire amount paid would be refunded to you, no further compensation may be claimed.

If the deposit is not paid within 15 days of your booking request, the management will have the right to cancel your stay.

- **Cancellation of your stay by yourself BEFORE your arrival :**

You must notify the campsite in writing (follow-up mail, email with request for acknowledgement of receipt). Failing this, the customer will be required to pay all sums due under the contract. The campsite reminds you that according to article L121-20-4-2° of the Consumer Code, the right of withdrawal does not apply to accommodation, transport, catering and leisure services provided on a given date at a given frequency. The deposit is refundable only upon cancellation made by the campsite. The advance deposit is lost in case of cancellation by the customer.

In case of serious illness, serious accident or death and upon presentation of a medical certificate or death we will refund you the full of your payment.

- **For any cancelled stay :**

More than 30 days before the arrival date, and not included in the cancellation clauses mentioned above, we will retain the equivalent of 15% of the total amount of your stay.

Between 30 and 8 days before the stay, 60% of the total amount of your stay will be withheld.

For any stay cancelled within 7 days before the date of arrival, interrupted or not consumed for any reason whatsoever, the entire amount of the stay reserved will be due or will remain acquired at Camping of the Cité d'Aleth.

7. PETS

Our pet friends are admitted in our rentals and pitches under your whole responsibility. They should not be left alone on the plot or in the rental. The pet must be tattooed and vaccinated and its papers must be presented to the office upon arrival. Owners of category 1 and category 2 dogs must register their dog at the reception and carry an ownership licence for the dog. Owners must attach and muzzle their dog during their stay.

8. LONG STAY

The campsite cannot be a main residence. For any stay longer than one month a proof of residence must be presented.

Seasonal workers will be required to submit their contracts and an attestation from their employer.

9. CLAIMS

Any claim relating to a stay must be sent by registered letter with acknowledgement of receipt within 30 days following your stay. Do not hesitate to report directly to us your complaints, suggestions or any ideas face to face. It's always more productive than talking to Mr Google!

10. RULES OF PROCEDURE

Every camper has to comply with the rules of the campsite under penalty up to and including termination of the contract. You must respect the charter of the camper that will be given to you upon your arrival.

It is strictly forbidden to light a fire on the domain.

11. RECEPTION OPENING HOURS

Low season

Monday to Thursday : 9:00 - 12:30 / 14:30 - 18:30

Friday to Sunday : 9:00 -19:30

High season (July and August)

Every day 8:00 - 20:30

12. BANK DETAILS

S.A.R.L. SOLIDOR - avenue de la Guimorais 35400 Saint Malo

Bank domiciliation: Crédit Agricole - 9 Bd de la République, 35400 Saint-Malo - Branch code: 13606 - Sort code: 00034

Account number: 46329700224 - Bank account details: 36 - IBAN: FR76 1360 6000 3446 3297 0022 436 - SWIFT Code: AGRIFRPP836

