



GENERAL TERMS AND CONDITIONS OF SALE - 2024

Camping de la Cité d'Aleth

Allée Gaston Buy - 35400 Saint Malo - tel: +33(0)2 90 63 02 13 - campingsaintmalo@gmail.com
camping-saintmalo.fr

1. RULES OF PROCEDURE

All campers are required to comply with the campsite's internal rules, failing which they may be penalised, up to and including termination of the contract or immediate exclusion without refund.

You must respect the "good camper's charter" (available on your campsite map) which will be given to you on your arrival :

- do not change your pitch without notifying reception (even if your stay is extended)
- vacate your pitch by 12.00 noon and leave it clean (paper, cigarette butts, etc.)
- sort your rubbish (skips, compost bin)
- keep quiet after 11pm
- do not empty your chemical WC cassettes into the sanitary facilities
- switch off your motorhome/van engine when emptying at the motorhome terminal
- respect the 10km/h speed limit and park your vehicle in reverse on your pitch
- do not light fires on the site

The campsite reserves the right to refuse any bookings involving celebrations of any kind on the site: hen/boy parties, family celebrations, student or professional groups.

All stays by minors not accompanied by a parent or legal guardian, except in July and August, are prohibited. For the July and August period, the "authorisation form for minors" must be completed and returned to us, signed and accompanied by a copy of the identity card of the parent or legal guardian signing the authorisation.

2. HOLIDAY PAIEMENT

The booking of the stay only becomes effective after written confirmation by e-mail by our services and payment of the deposit by the tenant.

You will be asked to pay a deposit to confirm your booking. The deposit can be paid by cheque (payable to SARL Solidor), by ANCV, by bank transfer or by telephone using the VAD.

As soon as we have received payment of the deposit, you will receive a confirmation e-mail containing practical information about your stay. The balance must be paid on arrival.

Please note : your booking option may be withdrawn if the deposit is not paid within 15 days.

3. ABILITIES

The number of people mentioned per accommodation (4 people) and pitch (6 people) in our rates corresponds to the maximum occupancy authorised, taking into account the equipment available. It may not be exceeded for safety and insurance reasons.

The rental of a pitch or accommodation of the coco-chrono, coco-sweet or coco salle d'ô type implies full acceptance of the sales conditions by the contracting parties.

4. RENTALS

- Pitches to rent :

We offer you a bare pitch for up to 6 people to pitch your tent, caravan or motorhome.

Price : this is a price per night of occupation for 2 people, one installation and one vehicle. Pitches are available from 2 p.m. on the day of arrival and must be vacated by 12 p.m. on the day of departure. An extra day will be charged for any overrun. This package gives free access to sanitary facilities, reception services, play areas and entertainment.

Supplements : additional persons (adult or child) or items present on the pitch (electricity, pet, etc.) are subject to a daily charge.

Please note : pitches are allocated on a first come, first served basis. The Management reserves the right to change the allocation of the pitch when the camper arrives.

- Accommodation rental :

Our coco-chrono, coco-sweet and coco salle d'ô rentals can accommodate a maximum of 4 people.

Definition of rental seasons : please refer to the price list.

Rental period and duration : rentals are available for one week or for a minimum of 2 nights, except in July and August.

In July and August, accommodation is rented on a weekly basis from Saturday to Saturday.

The rental price includes : rental of the accommodation, utilities (water, electricity up to a maximum of 200 kW per week), access to sanitary facilities, reception services, play areas and entertainment. Accommodation is available from 3pm to 7pm on the day of arrival and must be vacated by 10am on the day of departure. An extra day will be charged for any delay.

Supplements : a cleaning charge of €80 is suggested for all rentals. You will be offered this choice when you sign the contract. Payment must be made on arrival.

Transfer, subletting : all rentals are by name only and may under no circumstances be transferred or sublet.

Security deposit : Tenants must provide a security deposit of €200 on arrival. This will be returned in full on the day of departure after a satisfactory inventory of fixtures and fittings, within 72 hours by the campsite maintenance team.

If this is not the case, the following will be deducted from the deposit :

- the value of any missing items (see binder available in your accommodation)
- a flat-rate charge of €80 for inadequately cleaned facilities
- the cost of repairs in the event of damage caused by the occupant.
- damage exceeding the amount paid as a security deposit will be charged to the customer after deduction from the security deposit.

If your security deposit is made by cheque: the deadline for payment of the amount of the damage or the state of unhealthiness of the accommodation is a maximum of 15 days from the date on which the campsite sends you a complaint e-mail. After this deadline, your cheque for 200€ will be cashed.

To prepare for your stay : you must bring your own bed linen (sheets, pillowcases and duvet covers) if a sleeping kit has not been booked in advance (price of sleeping kit: €10 per bed). Pillows, duvets and undersheets are provided.

In the event of late arrival (after 7pm) or last-minute cancellation, please inform us in advance. The key to your accommodation will be given to you on arrival.

During your stay, we ask you to respect all the signs and safety instructions as they will be posted to you, and to return the keys to your accommodation at the end of your stay.

5. STAY'S MODIFICATION

Modifications possible (additional nights / change of dates / change of type of accommodation) subject to availability.

6. DELAYED ARRIVALS / EARLY DEPARTURES

In the absence of a written message from the camper by e-mail to campingsaintmalo@gmail.com, stating that he/she has had to postpone the date of arrival, the pitch or accommodation will become available 12 hours after the arrival date stipulated in the rental contract, and full payment for services will still be required.

No discount will be granted for late arrivals or early departures.



7. CANCELLATIONS

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

In the event of force majeure, the management reserves the right to cancel your stay for safety reasons. If you have already left your home, we will offer you alternative similar accommodation at no extra charge.

If you are not satisfied with any of these offers, you will be refunded the full amount paid and no other compensation may be claimed.

If the deposit is not paid within 15 days of your booking request, the campsite reserves the right to cancel your holiday.

The campsite reserves the right to expel, without notice or reimbursement, any person who fails to comply with the internal regulations, or who has not declared all the occupants or given false information concerning the occupants of the pitch or rental accommodation.

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

You must notify the campsite in writing (by recorded delivery or by email to campingsaintmalo@gmail.com). If you fail to do so, you will be liable for payment of the full amount due under the contract. The campsite reminds you that, in accordance with article L.121-20-4-2° of the French Consumer Code, the right of withdrawal does not apply to accommodation, transport, catering and leisure services provided on a specific date at a specific time. The deposit is refundable only in the event of cancellation by the campsite. The deposit paid in advance is forfeited in the event of cancellation by the customer, even on presentation of medical proof.

8. ANIMALS

Pets are allowed in our accommodation and pitches at your own risk. They must not be left alone on the plot or in the accommodation. The animal must be tattooed and vaccinated and its papers must be presented to the office on arrival. Category I and II dogs must be notified when checking in at reception and will only be accepted on presentation of a dog licence. They must be tied up and muzzled during their stay. If these conditions are not met, the campsite management reserves the right to exclude the dog immediately and without refund.

9. LONG STAY

The campsite may not be used as a main residence. Proof of address is required for stays of more than 3 weeks.

Seasonal workers must present their contract of employment and a certificate from their employer.

10. CLAIMS

Any complaint relating to a holiday must be sent by registered letter with acknowledgement of receipt within 30 days of the holiday.

Don't hesitate to report any complaints, suggestions or ideas directly to us. It's always more productive than writing to Mr Google!

11. RECEPTION OFFICE OPENING HOURS

Low season

To monday from thursday : 9h00- 12h30 / 14h30-18h30

To friday from sunday : 09h00 - 19h30

High season (july and august)

everyday : 8h00-20h30

12. OPENING HOURS TELEPHONE RECEPTION

Everyday : 09h30 - 12h30 phone number : 02 90 63 02 13

13. 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

**The campsite management reserves the right to expel, without notice or reimbursement,
any person who fails to comply with any point in these regulations**

