Terms and Conditions of Sale

2027

CAMPSITE VILLAGE DE LA GUYONNIÈRE *****



village de
la **guyonnière**
CAMPING VENDÉE ★★★★★

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1 Booking Conditions

The Terms and Conditions of Sale are freely available on our website: www.camping-guyonniere.com.

They are automatically considered accepted by the guest as soon as a deposit of **30%** of the total cost of the stay has been received and recorded by the campsite.

A confirmation e-mail will be sent to you once the deposit has been received as soon as you proceed to your booking online. Final acceptance however is at the sole discretion of the campsite, who will let you know if something prevents the confirmation of your stay.

The booking confirmation is issued in the guest's name. However, it may be transferred to a family member or friend, with the campsite's authorisation. Requests must be made in writing to: info@laguyonniere.com.

Accommodation and pitches are reserved for a single family unit. They are assigned by name and may under no circumstances be sublet. Only the information provided at the time of booking is considered contractually binding – in particular the number of guests and their identities. **Only the persons named in the booking are permitted to stay on the campsite**. Families arriving with more people than the authorised capacity of the booked accommodation or pitch (including babies and children) must book additional accommodation or an extra pitch.

Guaranteed Preference: Guests wishing to guarantee a specific pitch or cottage number must select the "Guaranteed Preference" option, subject to an additional fee of €49.

Without subscription of this option, final allocation of the pitch is made by the campsite and will be confirmed on the day of arrival only. The campsite reserves the right to adjust pitch or accommodation assignments at any time in order to optimise planning, except in the case of guests who have taken out the Guaranteed Preference option, and only after availability has been confirmed by the campsite. Special case for bookings made on-site during the 2026 season (from 07 May to 05 September): preferences will be guaranteed free of charge.

The prices shown are subject to change. The campsite reserves the right to amend its prices at any time. Stays will be invoiced based on the rates in force on the date of booking, subject to availability. Guests are advised to check the applicable rate by contacting the campsite directly at +33 (0)2 51 46 62 59 or by email at info@laguyonniere.com.

Promotional offers are non-retroactive and cannot be combined with other offers.

Estimates sent by the campsite are valid for 7 days from the date they have been sent.

2 Your Stay in an Accommodation

2.1 Conditions

Our rental accommodations are fully equipped and include items such as crockery, garden furniture, microwave, pillows and duvets. Only the following rentals are equipped with blankets: Cottage 4 or 6 persons, Cottage Duo 8 persons, Cottage 6 persons – Pets Allowed, Cottage 4 persons for persons with reduced mobility, and Chalet 36 m² 4 persons. All other accommodations are equipped with duvets. Bed linen and towels are not included unless otherwise stated. They are available to hire, subject to prior reservation.

Only the following accommodations are equipped with a TV: Wild Spirit 5 persons, Safari Lodge for 8 persons, Zen Spa for 4 persons, Chalet 36 m² 4 persons, all Cottages Premium 4, 6 persons or duo 8 persons, and Cottage 4 persons for persons with reduced mobility.

Key collection is available from 4:00 p.m. If your accommodation is not ready upon your arrival, you may still collect your campsite wristbands. Reception will notify you by phone as soon as your accommodation is ready. In the event of early arrival, access to your accommodation may not be possible immediately. No early key collection will be permitted.

No deposit is required upon arrival. However, on departure, your accommodation must be left in a perfectly clean and tidy condition. This means removing all food items from cupboards and the fridge, taking out the rubbish, and leaving the bed linen as a pile on the floor. **On the day of departure, you must vacate the accommodation before 10:00 a.m., otherwise an additional night will be charged**. Keys and wristbands must be returned either to reception staff or placed in the designated drop box. We rely on your understanding and honesty.

If the accommodation has not been cleaned by you before departure, a minimum cleaning charge of €150 (incl. VAT) will be invoiced. This must be paid within 7 days after your departure.

If any damage is found in or around the accommodation after your stay, repair estimates will be sent to you, and you will be required to cover the cost. In such cases, we reserve the right to involve the relevant authorities.

In case of late arrival, please contact us on +33 (0)2 51 46 62 59. Reception is open until 6:00 p.m. in low season (May, June, and September) and until 8:00 p.m. in high season (July and August). After closing time, please go to the bar to collect your keys and visit reception the next day to complete the check-in formalities. Please note that the campsite barrier closes at 10:00 p.m. After this time, vehicles must be parked at the entrance.

2.2 Payment Terms for Rental Stays

When you are booking, you have **to pay** a **30% deposit** of the total cost of your stay, along with a €20 administration fee, and the Serenity Option (optional).

The balance must be paid no later than 4 weeks before arrival. A reminder will be sent to you by email. You may settle the balance via:

- Credit/Debit card
  - Via our website, in the "My Account" section. Log in using your email and password, then enter the amount to be paid and your card details.

- Or by telephone on +33 (0)2 51 46 62 59.

2.3 Failure to Comply with Payment Terms

If the balance has not been paid by the guest at the latest 4 weeks before the start date of the stay, the campsite reserves the right to cancel the booking and make the accommodation available for rebooking.

3 Your Stay on a Pitch

3.1 Conditions

The basic pitch package includes 2 people, 10A electricity, 1 vehicle, and either a tent, a caravan or a motorhome. You may occupy your pitch from 2:00 p.m. on the day of arrival.

A maximum of 6 people is allowed per pitch. All members must belong to the same family unit.

In case of late arrival, please contact us on +33 (0)2 51 46 62 59. Reception is open until 6:00 p.m. in low season (May, June and September) and until 8:00 p.m. in high season (July and August). If you arrive after reception has closed, please go to the bar, then to reception the following morning to complete the check-in formalities. The campsite barriers close at 10:00 p.m. After this time, you must leave your vehicle in the car park at the entrance to the campsite.

On the day of departure, you must vacate your pitch before 12:00 a.m., otherwise an additional night will be charged.

3.2 Payment Terms for Pitch Stays

At the time of booking, you have **to pay** a **30% deposit** of the total cost of your stay, along with a €20 administration fee, and the Serenity Option (optional).

The balance must be paid no later than 4 weeks before arrival. A reminder will be sent to you by email. You may settle the balance via:

- Credit/debit card
  - Via our website, in the "My Account" section. Log in using your email and password, then enter the amount to be paid and your card details.

- Or by telephone on +33 (0)2 51 46 62 59.

3.3 Failure to Comply with Payment Terms

In the event of non-payment of the balance by the guest, at the latest 4 weeks before the start of the stay, the campsite has the right to cancel the reservation and to offer the pitch for rent again.

4 Prices and Tourist tax

The prices shown apply to the 2027 season. They are in euros and include VAT. The rates take into account any discounts offered via the website www.camping-guyonniere.com. The listed prices are subject to dynamic pricing, which varies depending on supply and demand (yield management).

No brochure or website is immune from errors. We recommend confirming the rates when booking. Only the prices shown on your invoice are contractually binding.

The tourist tax is collected on behalf of the municipality of Saint-Julien-des-Landes. It is not included in the stay prices. This tax applies to anyone aged 18 and over, at a rate of €0.66 per night per person (2026 rate), for any stay between 1 May and 30 September. It is payable directly at the campsite upon arrival.

5 Late Arrival and Early departure

No discount (**or refund**) will be granted in the event of a late arrival, early departure, or change in the number of guests (whether for part or the entire stay).

NO SHOW: if you do not arrive on the scheduled arrival date, and we receive no communication from you within 24 hours, your booking will be cancelled, and any payments made will be retained by the campsite.

6 Interruption of Stay

If, for any reason, you have to interrupt your stay, the full amount remains payable and non-refundable. An early departure will not entitle you to any refund from the campsite.

7 Modifying your Stay

7.1 Changing the Dates (without Changing the Duration)

Any request to change the dates of the stay, **WITHOUT ALTERING THE ORIGINAL DURATION**, must be submitted in writing to: info@laguyonniere.com. The daily rate in effect at the time of the change will apply, and a flat fee of €50 will be charged.

7.2 Changing the Number of Guests

7.2.1 Pitch Stay

The guest may add extra people to their booking, up to a maximum of 6 people per pitch. The daily rate will apply. No additional fee will be charged if the guest informs the campsite by email at least 30 days before arrival. After this deadline, a €50 flat fee will apply, in addition to the current daily rate.

7.2.2 Accommodation Stay

The guest may add extra people to their booking, provided the maximum capacity of the accommodation is not exceeded (including babies). No additional fee will be charged if the campsite is notified by email at least 30 days before arrival. After this period, a €50 flat fee will be applied, in addition to the daily rate.

!!Reminder!!: Any person not registered before arrival will be considered a **visitor** and must pay the applicable visitor rate (see article 11.2, page 10).

7.3 Changing the Length of Stay

7.3.1 Extending the Stay

If a guest wishes to extend their stay, the request must be made by email to info@laguyonniere.com. This change is subject to availability, and the daily rate will apply.

7.3.2 Shortening the Stay Before Arrival

If a guest wishes to shorten their stay, the request must be made in writing to info@laguyonniere.com.
The campsite will do its best to accommodate the request. No refund will be given once the change is made. The amount due remains the same as the original booking, excluding any removed options.

7.3.3 Shortening the Stay On Site

Early departures are allowed and must be reported at reception at the time of departure. However, no refund will be issued for unused nights.

7.4 Changing the Type of Pitch or Accommodation

If a guest wishes to change the type of pitch or accommodation, the campsite will try to accommodate the request, subject to availability:

- **If the change is to a higher category**, the price difference must be paid.
- **If the change is to a lower category**, no refund will be given. The guest must pay the originally booked price.

8 Cancellation of Stay

8.1 Cancellation by the Guest

If the guest wishes to cancel their reservation, the request must be made in writing and sent to the following address: info@laguyonniere.com. Once the cancellation has been accepted by the campsite, for any reason other than force majeure (see Article 8.2, page 8), all amounts already paid will automatically be retained by the campsite and will not be refundable.

It is also possible to subscribe to the **Serenity Option** (see Article 9, page 9), which covers all reasons for cancellation, without supporting documents, and entitles the guest to a refund **according to the conditions outlined in the option**.

8.2 Cancellation by the Campsite

8.2.1 In Cases other than Force Majeure

If the campsite cancels the stay, all amounts paid by the guest at the time of cancellation will be fully refunded. However, this cancellation will not give rise to any compensation or damages.

8.2.2 In Case of Force Majeure

Force majeure refers to any unforeseeable, unavoidable, and external event, such as:

- Natural disasters
- Fire
- Exceptional weather or health-related events
- Governmental or administrative decisions preventing the opening of the campsite or the arrival of guests

In such cases, the campsite will refer to and comply with the decisions of the French authorities. Under no circumstances will this cancellation give rise to any compensation or damages.

9 Serenity Option

The **Serenity Option** is **OPTIONAL**. It costs €12 per night for rental accommodation and €7 per night for pitches. The Serenity Option must be subscribed to and paid at the same time as the deposit when making the booking. It cannot be added later, particularly after the 7-day withdrawal period from the date of booking.

The Serenity Option takes effect as soon as it is purchased and ends the day before arrival. It covers all reasons for cancellation. A supporting document may be requested.
Any amount already paid (excluding booking fees and the full amount of the Serenity Option) will be fully refunded up to 30 days before the arrival date. From the 30th day before your arrival, cancellation fees will apply, in addition to the €20 booking fee and the full Serenity Option cost (€7 or €12 per night depending on your booking):

- 30% of the stay amount for cancellations made between 30 and 21 days before the scheduled arrival date;
- 50% of the stay amount for cancellations made between 20 and 8 days before the scheduled arrival date;
- 80% of the stay amount for cancellations made between 7 and 1 day before the scheduled arrival date;
- 100% of the stay amount on the day of arrival.

Example: You have paid in full a rental stay for €1,100, plus €20 booking fee and €84 for the Serenity Option, and you wish to cancel your stay 28 days before the scheduled arrival date. The campsite retains the €20 booking fee + €84 Serenity Option + 30% of the total stay (excluding extras, Serenity Option, and booking fee). 30% of €1,100 is €330, so €1,100 minus €330 = you will be refunded €770.

10 Minors

Minors must be accompanied by their parents or legal guardians for the entire duration of their stay.

The campsite reserves the right to refuse access to any unaccompanied minor.

11 Visitors

11.1 Day Visitors

Day visitors are allowed on site at a rate of €7 per person. Their vehicles must be parked outside the campsite for the duration of their visit. Visitors are not permitted to access the campsite's water park.

11.2 Overnight Visitor

If the number of guests present upon arrival or during the stay differs from the number originally declared, a rate adjustment will be applied: from €15 per person per night, regardless of age (plus tourist tax, if applicable). We reserve the right to refuse access to any family arriving with more people than the maximum capacity of the booked pitch or accommodation, including babies and children.

12 Guest Responsability

Guests staying on a pitch or in rental accommodation must be covered by personal liability insurance. Proof of insurance may be requested before the start of the stay.

The management of Camping Village de la Guyonnière shall not be held liable for any loss of personal belongings, injury, or damage that may occur to guests or their possessions during their stay.

Each main guest is responsible for any disturbance or nuisance caused by the people staying with them or visiting them. The management reserves the right to remove from the campsite any family not respecting the campsite rules. No refund will be issued in such cases.

13 Pets

Dogs, cats and other pets (maximum 3) are allowed on pitches if declared at the time of booking, but they are not allowed in rental accommodation (with the exception of the Cottage 6 persons – Pets Allowed, maximum 2 allowed). They are not allowed around the swimming pools, in the shops or in buildings. They must be kept on a lead within the campsite grounds, although this may be tolerated on your pitch if the animal is calm and stay with you. They must not be left alone on the campsite, even if tied up. Tattoos/microchip and an up-to-date vaccination record are required. These must be shown upon arrival. Category 1 and 2 dogs (as defined by French law) are not permitted on the campsite. This includes tosa-Inu, terriers, pitbulls and rottweilers.

14 Campsite Rules

Confirmation of your booking is subject to acceptance of the campsite's internal regulations, which all guests must comply with.

The rules are displayed at the entrance of the campsite and are included in the welcome booklet handed to guests upon arrival. Guests are required to read and respect these rules.

15 Right of Withdrawal

The campsite offers guests a **7-day withdrawal period** from the date of booking. After this period, **no refund** can be claimed, and any amount paid will be retained by the campsite.

Special case for last-minute bookings: for bookings made 4 weeks or less before the arrival date, the full amount of the stay is due at the time of booking. No withdrawal period applies in these cases.

16 Data Protection

The information that you give us when you place your booking will not be transmitted to any third party. This information will be considered as confidential and will be kept for 5 years. It will only be used by the campsite's internal services to process your current booking and any future bookings, and to strengthen and personalize communication and the offer of services reserved for guests. **In accordance with the GDPR law, you have the right to access, rectify and oppose any personal data.** To do so, send us a request by e-mail to info@laguyonniere.com, once your stay is over.

17 Intellectual Property

The content of the website www.camping-guyonniere.com is the property of the campsite and is protected by French and international laws relating to intellectual property. Any total or partial reproduction of this content is strictly forbidden and is likely to constitute an infringement of copyright. Furthermore, the campsite retains full intellectual property rights over all photographs, presentations, studies, drawings, models, prototypes, etc., created (even at the client's request) for the purpose of providing services. The guest is therefore prohibited from reproducing or exploiting the said studies, drawings, models and prototypes, etc., without the express, written and prior consent of the campsite, which may make it conditional on a financial consideration.

18 Image Rights

You authorise the campsite, as well as any person that the campsite would hire**, to photograph, record or film you during his stay and to use the said images, sounds, videos and recordings on all media** (in particular on websites or internet pages - including social networks - on presentation and promotional material for the campsite and in travel or tourist guides). This authorisation applies both to you and to the people staying with you. Its sole purpose is to ensure the promotion and entertainment of the campsite and may in no way damage your reputation. This authorisation is granted free of charge, for all countries. The guest is informed that it is up to him/her to inform the campsite in writing, upon arrival at the reception, of any opposition to this practice.

19 Applicable Law - Language

The present Terms and Conditions of Sale and the operations arising from them are governed by and subject to French law. The present Terms and Conditions of Sale are written in French. In the event that they are translated into one or more foreign languages, only the French version shall be deemed authentic in the event of a dispute.

20 Disputes - Mediation

Any complaint concerning the non-compliance of the services in relation to the contractual commitments may be reported by post or e-mail to Camping Village de la Guyonnière: info@laguyonniere.com.

In accordance with French Consumer Code provisions on “consumer dispute mediation”, the guest has the right to access the mediation service offered by SARL Camping Village de la Guyonnière free of charge. The appointed consumer mediator is: CM2C, 14 rue Saint-Jean, 75017 PARIS.