

# GENERAL CONDITIONS OF SALES 2023

## 1. CAMPING PITCH RENTAL CONDITIONS

**Arrival** from Saturday the 8th July 2023 until Saturday 26<sup>th</sup> August 2023: only for a full week, from Saturday after 12.00 until Saturday before 12.00. Outside this period: daily rental.

**6 people and 2 dogs maximum per pitch.**

## 2. ACCOMMODATION RENTAL CONDITIONS

**Arrival / departure:** any day.

Arrival from 4 p.m., departure before 10 a.m., minimum 7 nights. From 07/05/2023 until 26/05/2023 two or three nights minimum, subject to our availabilities.

Our accommodations can be occupied by:

3 pers max: 1 bedroom accommodation Pit Sud, Ti Kreol and Brasilia Village

4 pers max: 2 bedrooms accommodation Brasilia village and Pinède Village

5 pers max: 2 bedrooms accommodation Okavango, Sud, Creoles, Marquises

6 pers max: 3 bedrooms accommodation Okavango and Creoles

8 pers max: 4 bedrooms accommodation Dali

It is not possible to pitch a tent in the garden of the accommodation.

**1 dog maximum (or 2 small dogs) per accommodation.**

**Dogs are not allowed in either the Creole cottages or the Marquise chalets.**

The accommodation must be cleaned before your departure.

If the accommodation is not cleaned properly, you will be charged a fee of **95€**.

## 3. BOOKING AND PAYMENT CONDITIONS

To book a pitch or an accommodation: please check and validate the proposed booking information by paying a **deposit of 15 % of the overall amount**. You will then be sent the booking confirmation with the dates of your stay stipulating the type of pitch or accommodation.

**The balance will be due, at least 30 days before your arrival at the campsite.**

The invoice will be established according to the full number of reserved nights (pitch rate + extras).

Prices are subject to change during the season.

A late arrival or early departure may not give rise to a refund.

## 4. THE RESERVATION IS PERSONAL.

It is forbidden to sublet or to transfer it to someone else.

If several families want to stay on the same pitch or same accommodation, they have to make a separate booking for each family. Minors must be accompanied by their parents or legal guardians

## 5. BOOKING AMENDMENTS

If you wish to alter the dates, we cannot guarantee that the chosen pitch or accommodation will be available for the new period.

The reception must be informed by writing in the event of a late arrival so that we may retain your booking for up to 3 days after the expected arrival date.

Without information on your behalf after 24 hours, your booking will be cancelled and your place will become available to other customers. The whole paid amount will be retained.

## 6. INTERNAL RULES

Every person is bound to conform to the measures of the internal regulation of the campsite (given at your arrival).

**It is compulsory to wear campsite wristbands.**

## 7. HEALTH PASS

If the dates of the booked stay, a "health pass" is required by the government, everyone included in the stay subject to this requirement must present a valid « health pass » on their arrival, to be admitted to the campsite.

**8. NO RIGHT TO WITHDRAW** In line with article L.221-28 of France's consumer code, the sale of accommodation services provided on a specific date or according to a specific timeframe is not subject to the provisions pertaining to the 14-day cooling off period

## 9. CANCELLATION

### Cancellation by the campsite

If your booking is cancelled by the campsite, except in the case of force majeure, the amounts paid will be completely refunded, without such action giving rise to damages.

**All requests for cancellation** must be made in writing, by post or e-mail. Please inform us previously by phone

### Conditions of reimbursement **without the cancellation guarantee**

Cancellation up to 6 days before arrival: The deposit of 15% of the price of the stay will be kept by the campsite by way of cancellation costs. Amounts paid, minus the deposit, will be refunded.

Cancellation less than 6 days before the arrival date: The amounts paid, which means the total price of the stay, will be kept by the campsite. **No refund will be done.**

In the event of **border closure** or **administrative closure of the campsite**, or in case of travel restriction, you can cancel your stay until your scheduled arrival date.

You will then be offered a voucher, refundable on request, of the total amount paid, valid for two years in Brasilia.

### Conditions of reimbursement **with the cancellation guarantee**

The deposit can be refunded with the cancellation guarantee proposed by the campsite "Brasilia" for 4% of the price of the stay.

Should one of the following events occur:

- serious illness, serious accident or death of a member of your family,
- complications of pregnancy before the 7th month,
- serious damage to your home requiring your presence,
- redundancy or termination of contract.
- cancellation or changing holiday dates by the employer,
- accident or total theft of your vehicle and/or your caravan occurring on the direct route to the place of stay.
- Summons: in preparation of adopting a child, as either a witness or jury member or for an organ transplant.
- Natural disasters (according to the Law No. 86-600 of 13 July 1986, as amended).
- Cancellation of one of the persons accompanying the insured person
- Separation (civil partnership or marriage).
- Theft from business or private premises
- **COVID-19 :**
- \* Illness declared within one month prior to departure (epidemic or pandemic)
- \* Cancellation in the event that you are designated as a contact case within 14 days prior to departure.
- \* Cancellation if vaccination is not possible but obligatory.
- \* Cancellation due to denied boarding following a temperature check or a positive PCR and/or antigen test result upon arrival at the airport of departure.

If one of these events occurs between the date of the booking and the arrival date or during your stay, your deposit will be refunded (minus the cancellation guarantee) **if you previously inform in writing the reception and provide justification.**

## 10. MEDIATION

In the event of a dispute, you may send a registered letter with acknowledgement of receipt to the Manager of the Campsite "Brasilia".

If you are not satisfied with his response, you may refer to the CM2C Mediation Centre [www.ec.europa.eu](http://www.ec.europa.eu), one month after having sent the letter:

CM2C - 14 rue Saint Jean - F-75017 PARIS.

## 11. CAMPSITE UNDER VIDEO PROTECTION

**12. IMAGE REPRODUCTION RIGHTS** You give permission to Brasilia to take photographs of you, to record you or to film you during your stay in Le Brasilia and to use the resulting images, sounds, videos and recordings using any media (especially on Brasilia websites and web pages, including Facebook and Instagram, on Le Brasilia information and promotion media. This permission applies for you as well as for people staying with you. The sole purpose of this is to promote and to provide information about our campsite, and may in no event damage your reputation. This permission is provided free of charge for all countries and for a period of 5 years

## 13. DATA-PROCESSING AND LIBERTIES

The information you provide us with at the time of your booking will not be transmitted to any third party.

The Village and Yelloh! Village shall treat this information as confidential.

It shall be used solely by the Village and by Yelloh! Village internal services for processing your booking and to enhance and personalize communication and the services offered to clients concerning your interests. In accordance with the data-processing and liberties law of 6 January 1978, you have the right to access, amend and change personal data relating to you. To do this, simply write to the Village, stating your full name and address.