

GENERAL CONDITIONS OF SALE 2023

To be eligible for provide services, we ask you to read carefully the terms and conditions below. By booking you agree fully to our terms and conditions, our rules of procedure and our internal regulations.

BOOKINGS AND PAYMENTS

Bookings are made by telephone, mail or online at www.alohacamping.com. All bookings must include a payment with: A deposit of 30% of the total price of your rental and any additional services. THE OUTSTANDING AMOUNT DUE FOR YOUR STAY must be paid 30 days before the date you arrive. Deductions will in no event be permitted in the event of late arrival or early departure. In accordance with article no. L.121-21-8 of the French consumer code, we remind you that accommodation services, which must be provided on a specific date or for a specific period, are not subject to the 14 day right of withdrawal.

PRICES

Prices and information published on our website www.alohacamping.com are base prices which do not include optional services (text and photos for information purposes only). Prices established when bookings are made are inclusive of applicable VAT rates. Contract prices may be modified, subject to legal and regulatory restrictions, if there are variations in applicable rates of VAT, between the booking date and the date on which the outstanding balance is paid. Aloha uses dynamic pricing. As such, prices are likely to vary upwards or downwards during the season. "Partner" benefits and promotions cannot be applied for bookings already paid for in full or partially.

TOURIST TAX

Tourist tax is shown clearly on invoices. Amounts payable vary by municipality and country. Tourist tax is collected on behalf of municipalities and a departmental tax may also be payable. The amount of the tourist tax is susceptible to change during the year and, as a result, this may lead to an increase or reduction in the total cost of your stay.

ECO-CONTRIBUTION

An eco-contribution tax is payable on your stay, at a rate of €0.40 per night, per person, from the age of 3 upwards. All amounts collected are reinvested in an environmental initiative as part of our CSR approach.

SECURITY DEPOSIT

For rental stays, a security deposit will be requested by email 10 days before the start of your stay. This will have to be carried out online via the platform run by our partner SWIKLY. The security deposit is simply pre-authorised on your bank card and is not therefore debited from your account. The amount of the deposit is €200 for PREMIUM rental units and €290, which includes a €90 cleaning deposit, for other rental units. For camping pitches, a security deposit may be required for the rental of a refrigerator. The full amount of this deposit will be refunded to you, at the latest 3 days after your departure, if the accommodation has been left in a clean condition, and after deduction of any amounts retained to cover damage that may have been caused, services not paid for or the loss of keys given to you on arrival.

VACCINE PASS

In accordance with government decisions, the vaccine pass is no longer required at our campsites in France.

CAPACITY OF ACCOMMODATION

Accommodation is provided for a specific number of occupants. In no event may it be occupied by more people (including children and babies). If this is the case, management has the right to refuse entry to any additional people. Minors unaccompanied by their parents or legal guardians will not be permitted.

FEATURES OF ACCOMMODATION

Maps and photographs of accommodation are for the purposes of illustration. Arrangements and features of rooms may vary between types.

You should refer to the written description of the accommodation which can be found in the "Our rental accommodation" and "Our pitches" sections of www.alohacamping.com to find details of the precise composition of all accommodation options.

ARRIVAL AND DEPARTURE

Mobile homes are available from 4pm and must be vacated by 10am.

For stays for which "Weekend" rates apply (except July-August), the arrival is from 12 midday and the departure by 2 pm.

Pitches are available from 3pm and must be vacated by 11am. All cottages contain all kitchen and dining equipment, as well as bedding (except sheets and bathroom towels). Inventories are provided on arrival. Tenants are required to check them and inform management of any anomalies on the same day. Any dissatisfaction with regard to the cleanliness or overall condition of rental accommodation must be notified within 24 hours of arrival at the latest, so that it can be rectified. Complaints received more than 24 hours after the day of arrival will not be admitted. All campers are required to observe the campsite's rules and regulations, which are displayed in reception, and they are liable for disturbances caused by people staying with them. Blatant failure to observe the rules and regulations may lead to campers being ejected.

PETS

Pets are permitted in our campsite (excluding category 1 and 2 dogs), subject to presentation of up-to-date vaccination certificates and an additional fixed payment when the booking is made. Please note that the rabies vaccine is mandatory. Information about pets is available and must be obtained directly from the campsite.

MODIFICATION, CURTAILMENT AND CANCELLATION OF STAYS

When booking, it is possible to take out the Cancellation guarantee to benefit from flexible conditions concerning the cancellation and modification of your stay. Changing your booking If you have not taken out the Cancellation guarantee, you can no longer change your booking once it has been validated. If you have taken out the Cancellation guarantee, you can change your stay under the following conditions:

Up to and including 14 days before arrival, the stay can be changed free of charge if it is due to take place during the current season.

The stay can be deferred to new dates (within the same season). The stay cannot be deferred to the following season.

Any difference in price between the old and new stay at the time this modification is made is to be paid by the customer. Should the new stay be less expensive than the old stay, the difference in cost will not be refunded.

From 13 days before arrival, and for any stay that has already begun, the stay can no longer be changed. Any request to extend the duration of your stay will be fulfilled subject to availability and according to the prices applicable at the time.

Any request to curtail your stay will be deemed to be a partial cancellation and will be subject to the terms and conditions that apply to the cancellation and curtailment of stays.

For any request to change your stay, please contact the reception or ask to change your booking via this form. The time limits are calculated from the date of receipt of the modification request form.

Cancelling your booking: For any request to cancel your stay, please contact the reception and ask to cancel your booking per email. We would remind you that, in application of the measures set out in article L221-28 et seq. of the French Consumer Code, none of the services offered by ALOHA are subject to a right of withdrawal. As a result, any cancellation made by the customer after booking and before departure will have the following consequences:

In the event of a cancellation up to 30 days before the planned date of arrival, ALOHA will retain the deposit paid by the customer.

In the event of a cancellation from 29 days before the planned date of arrival, the customer has an obligation to pay the total price of the stay.

If you have taken out the Cancellation guarantee, you benefit from flexible cancellation conditions for your stay:

Up to and including 30 days before arrival, the stay can be cancelled without charge and the sums already paid will be refunded in full (after deduction of the Cancellation guarantee fee).

From 29 days and up to and including 14 days before arrival, the stay can be cancelled with the payment of a fixed cancellation charge of €90. Only the sums already paid at the time the cancellation is requested will be refunded, after deduction of the cancellation charge and the Cancellation guarantee fee.

From 13 days before arrival, and for any stay that has already begun, no refund may be made.

If the payment has been made partially or totally with a credit note, the amount refunded may not concern this credit note. However, the latter may be refunded on request, 18 months after its issue date, or used for a future booking.

The time limits are calculated from the date of receipt of the cancellation request form. If you have taken out cancellation insurance, you are subject to the cancellation conditions received by your insurer. We will study your case in light of the cancellation conditions subscribed to with the latter.

COVID-19 - Specific conditions concerning refunds:

If you or someone participating in the stay find yourselves in one of the following situations due to COVID-19, and you no longer fulfil the conditions provided for by the Cancellation guarantee option, you will be attributed a non-refundable credit voucher, valid for 12 months: You are in a lockdown area and thus prevented from reaching the campsite, or the border has been closed. The campsite is located in a lockdown area, or has been closed as the result of a government decision. Someone taking part in the stay has tested positive for COVID-19 (justification required). Unused services. Any stay that is curtailed or shortened (late arrival, early departure) by you may not give rise to any refund.

LIABILITY

Aloha campsite cannot be held liable for the communication by its partners or by third parties of photographs of which they have claimed entitlements, or for false, misleading or incorrect information which may appear in catalogue or on partner websites, including presentation photos, qualifiers, activities, leisure activities, services and dates of operation.

"Aloha does not accept any liability in the event of theft, fire, bad weather, damage to goods or vehicles etc, nor in the event of an accident involving public liability of the customer or of another customer".

DISPUTE

Contact the reception : If, in spite of our best efforts to keep you fully satisfied, you have a complaint during your stay in our campsite, please immediately inform the person in charge of welcoming you on-site and they will do their utmost to find a solution.

For any dispute that cannot be solved on-site, please contact our Customer Service using our contact form. Our agents will deal with your complaint as quickly as possible.

Contact an ombudsman : In the event of a dispute that cannot be solved by our Customer Service, any campsite customer may refer the matter to a consumer ombudsman, within a maximum period of one year.

The contact details of the mediator that may be called upon by customers, are: SAS MEDIATION

Referral online by filling in the relevant form: www.sasmediationsolution-conso.fr

Referral by email: contact@sasmediationsolution-conso.fr

Referral by post: 222 chemin de la bergerie 01800 SAINT-JEAN-DE-NIOST, France

If the dispute is not resolved, in accordance with the provisions of article R631-3 of the Code de la Consommation (French Consumer law), the consumer may refer their case either to one of the courts holding territorial jurisdiction by virtue of the French code of civil procedure, or to the jurisdiction of their place of residence at the time the contract was concluded or of the place where the incident concerned took place.

IMAGES

By agreeing to these Terms and Conditions of Sale, customers authorise Aloha Campsite, specifically and free of charge to photograph and film them during their stay and to use these on all photographic, video and sound media, for a period of 5 years. This authorisation also applies for anyone staying with customers. The purpose of this is to promote Aloha campsite if website, in its brochures, on Facebook, Instagram, in commercial presentations and in tourist guides.

DATA PROTECTION

In accordance with provisions set out by the amended law of 6th January 1978 pertaining to information technology, databases and civil liberties, the automated processing of personal data carried out through the website have been declared to the Commission Nationale de l'Informatique et Libertés (CNIL) which provided a receipt under number 1691887.

Among other things, users are notified that, in line with article 32 of the amended law of 6th January 1978 pertaining to information technology, databases and civil liberties, information sent by users via forms on the website is required to respond to their requests, and is intended for the website operator, who is responsible for processing this for administrative and commercial management purposes. Users are notified that they have access and rectification rights with regard to data concerning them, by writing to the website operator at this address: Camping ALOHA, 1 allée des dunes, 34410 Sérignan page./ N° SIRET : 393 283 064 000 11

VARIOUS

FOR BATHING, only the following are permitted: swimming trunks and swimming boxers, bikinis and one-piece swimsuits, which precludes any other clothing.

WRISTBANDS must be worn at all times. These provide access to entertainment in the campsite and to the swimming pools, and provide assistance with regard to inspection at the campsite entrances and exits.