

- 1 - The contract is nominative and can not be reassigned.
- 2 - Any hidden reassignment that will be noticed by the management of the campsite will be penalized by an immediate exclusion of all occupants sharing the pitch or accommodation and will not give right to any refund.
- 3 - No guests may occupy the site without the authorization of the campsite management.
- 4 - If the duration of your stay does not correspond exactly to our periods of availability, you will be offered a choice of solutions that are as close as possible to your request.
- 5 - It is advisable to rent your location in advance. Places are allocated without distinction, in the order of registration of reservations. All our prices are available via the website, by phone or on site. They are likely to vary up or down. When the customer requests a QUOTE or an OPTION, the price and the availability of the product are always limited in time (please refer to our correspondence). After this period, the price indicated as well as the availability of the product are no longer guaranteed.
- 6 - **Retroactivity** : The price applicable to the stay is the price in use the day of the reservation, or the price indicated on the nominative option whose validity period is not yet over. The advantages or the promotions proposed by our campsite on a later day in time can not be charged to a reservation that has already been confirmed, fully or partially paid.
The Direction reserves the right to change the assignment of the location upon arrival of the camper.
- 7 - An acknowledgment of receipt will be sent for any reservation.
- 8 - In the absence of a written statement from the camper warning that he had to postpone his arrival, the object of his lease becomes available 24 hours after the date of arrival mentioned on the contract, and **the amounts paid remain property of the campsite.**
- 9 - For any cancellation, the deposit will be kept by the campsite and the balance will be due as compensation.
a) Conditions of the «Zen Spirit» option, modification only during the current year - non retroactive offer : up 31 days before arrival the stay can be modified once free of charge if it takes place during the year in progress. The stay may be postponed to new dates, any price difference at the time of the change between the old and the new stay will be the responsibility of the customer.
If the new stay turns out to be cheaper than the old one, no refund of the difference will be made.
From 30 days before arrival, the stay cannot be changed.
- b) In the event of cancellation by the camper with a subscription to the cancellation guarantee.**
The sums paid are covered by the guarantee according to the general conditions of the NEAT cancellation guarantee.
Cancellations must be sent by registered letter with AR.
- 10 - For any reservation, a deposit of 30% of the total price of your stay is required. Mobile home and pitch : **the customer can pay for his stay at his convenience and at the latest 31 days before arrival.**
- 11 - No reduction will be granted in case of late arrival or early departure.
- 12 - On arrival a cash deposit or a credit card deposit via SWIKLY will be requested as a guarantee deposit for the entrance barrier, control badges, cleaning and/or possible damage. For a **pitch** : **60€**, for a **pitch with private sanitary facilities** : **200€**, for a **rental** : **300€**, for a **rental with pet** : **600€** (only in mobile homes Cayo Coco, Borneo, Moorea, Toga, Tiki Hut), for a **rental with jacuzzi**: **1200€**.
- 13 - **Arrival inventory** : cleaning and inventory made before your arrival. To be checked by the customer upon arrival. In case of problem or anomaly, do not touch anything, and notify reception immediately.
Departure inventory : the inventory will be carried out by our cleaning manager after your departure. The deposit will be destroyed or returned to you (minus the cleaning fee or/and the damage noted) by bank transfer (costs to be paid by the client).
- 14 - The guarantee deposit will be returned within 72 hours after departure, after deduction of any costs due to cleaning and/or damage, and the value of eventual missing or damaged furniture. The costs of collecting the deposit are the responsibility of the customer. The loss of a control bracelet will be charged **23 €**.
- 15 - As a security measure, the wearing of the tamper-proof control bracelet is mandatory for the entire duration of your stay inside the campsite and swimming pools.
- 16 - Beach or swim shorts are strictly forbidden in the swimming pools, only proper swimsuits or swim trunks are allowed.
- 17 - Pets are only allowed on pitches, and in the mobile homes Cayo Coco, Borneo, Moorea, Tonga, Tiki Hut on presentation of their up to date vaccination notebook. They must be tattooed or chipped and kept on the leash. Their excrement must be removed by their owners and they should not be left alone in a vehicle, a caravan, a tent or on a pitch. **Category 1 and 2 dogs are not accepted.**
 - Visitors are allowed on the campsite during opening hours from reception, and under responsibility of the campers who receive them. They must leave their vehicle outside, and pay the visitors fee. A piece of identity must be presented at the reception.
 - Management reserves the right to evict without notice or refund any person who fails to comply with the internal rules, anyone who would cause disorder or would be guilty of aggression, anyone who would give false information about the additional participants.
- 20 - The customer agrees to comply with the internal rules of the campsite, and to ensure respect by the additional participants.
- 21 - For safety reasons, it is forbidden to connect your electric car to a terminal that is not adapted for this purpose.
- 22 - All disputes arising from the execution of these conditions shall be brought in front of the competent courts as defined by the new Code of Civil Procedure.
- 23 - **Theft** : The campsite has implemented measures against theft ; nevertheless, each customer remains responsible for his own properties.
- 24 - **Image rights** : During your stay in our campsite, you are likely to be photographed or filmed for advertising purposes, unless you notify us your opposition to this practice. Your opposition has to be a written statement handed in at reception the day of your arrival.
- 25 - **Mediation of consumer disputes** : In accordance with the provisions of the Consumer Code concerning "the mediation process of consumer disputes", the customer has the right to appeal free of charge to the mediation service offered by the campsite Californie-Plage. The "consumption rights" mediator thus proposed is Le Centre de la Médiation de la Consommation des Conciliateurs de Justice. This mediation service can be reached by :
 - electronic way : cm2c.net
 - or by post : Le Centre de la Médiation de la Consommation des Conciliateurs de Justice - 49 Rue de Ponthieu, 75008 Paris.