1 – Preamble

These General Terms and Conditions of Sale (GTCS) are intended to define the rights and obligations of Camping La Roseraie and the customer in the context of booking accommodation or a camping pitch. These GTCS apply to reservations made via our website, by telephone, as well as to reservations made through a tour operator.

The GTCS apply to all services offered, particularly those presented on our website accessible at the following address: www.laroseraie.com.

Please note that the content of the brochure and the website is provided for information purposes only, and that certain activities and services may be modified depending on availability and the dates of the season.

The applicable GTCS are those published on the website at the time of booking. Any reservation made by the customer is governed by these GTCS.

2 – Description

Camping La Roseraie undertakes to keep the information relating to the campsite's services up to date across all its communication media. In the event of any substantial modification to this information, the customer will be informed accordingly. We invite you to consult the description of the campsite, the accommodation, or the reserved pitch for more detailed information.

3 – Booking Conditions

Reservations may be made by telephone, via our website www.laroseraie.com, or through a tour operator. A reservation is considered confirmed once the deposit has been received and the General Terms and Conditions of Sale have been accepted. The booking of an accommodation or a camping pitch is strictly personal and made in the name of the customer and may not under any circumstances be transferred or sublet.

Camping La Roseraie reserves the right to refuse a reservation in the event of unavailability or any circumstance likely to compromise its proper execution. Camping La Roseraie offers holidays with a family-oriented focus; consequently, the campsite reserves the right to refuse any reservation that does not comply with this objective.

For a reservation to be validated:

- **Accommodation rental** → payment of a deposit equivalent to 25% of the total booking amount, plus administration fees and cancellation insurance.
- **Camping pitch** → payment of a €90 deposit, plus administration fees and cancellation insurance.

In the case of a reservation made less than one month before the arrival date, full payment will be required.

For camping pitch rentals, arrivals are between 2:00 pm and 7:00 pm and departures must take place before 12:00 noon. If you expect to arrive after 7:00 pm, you must inform the campsite in advance. The number of participants is limited to 6 people (including babies). If you wish to arrive before the contractual arrival time, you must book the previous night.

Any pitch not vacated by 12:00 will automatically result in the invoicing of an additional night. Please remember to bring an extension lead of at least 25 meters and a European plug.

For **accommodation rentals**, arrivals are between **4:00 pm and 7:00 pm** and departures between **9:00 am and 10:00 am**. If you expect to arrive after 7:00 pm, you must inform the campsite in advance. If you wish to arrive before the contractual arrival time, you must book the previous night.

The package includes the number of people (including babies) specified at the time of booking, within the maximum capacity of the accommodation. If the number of people arriving exceeds the capacity of the accommodation booked, Camping La Roseraie reserves the right to refuse them access. Departures must take place between 9:00 am and 10:00 am; after this time, late departures will be charged at **€10 incl. VAT per half-hour started**.

The location of the pitch or accommodation is determined according to the requirements of our schedule and at the discretion of the campsite.

3.1 – Security Deposits

For accommodation rentals, the keys will be handed over to the customer only once a security deposit has been provided and validated by the campsite. This deposit is taken upon the customer's arrival and can be made **only** by credit card pre-authorization (PLBS) or via the **Swikly** system (at an additional cost). No other method of payment will be accepted for the deposit. In the absence of a valid credit card with sufficient available funds, Camping La Roseraie reserves the right to refuse access to the campsite and the accommodation.

Deposit amounts:

- **€400** for the accommodation and inventory
- **Cleaning package:**
    - €60 → 1 bedroom
    - €80 → 2 bedrooms
    - €100 → 3 or 4 bedrooms and TAOS units

Upon arrival, the guest must **complete the inventory/condition report** provided and return it **in person** by 12:00 on the day following their arrival, even in the case of late arrival. A **stamped copy** of the check-in report will be given to the guest when submitted at reception, while the **original is retained by the campsite**. Any defects, damage, or missing or faulty equipment must be reported **exclusively on the check-in report**. Failing this, no subsequent claims will be considered.

In the absence of a returned inventory, **Article 1731 of the French Civil Code** applies:
"If no inventory has been made, the lessee is presumed to have received the premises in good condition for rental purposes, and must return them as such, unless proven otherwise."

This presumption also applies to the cleanliness of the accommodation. The guest is therefore deemed to have accepted the accommodation as-is and is required to **return it clean and in good condition**, in accordance with the cleaning instructions provided in the digital welcome booklet or the paper version given upon arrival.

The security deposit will be released within **14 days** following the check-out inventory of the accommodation conducted by the campsite team, except in cases of damage, breakage, or insufficient cleaning, etc. If the guest is absent during the check-out inspection, it will be carried out unilaterally by the manager and will be considered final.

The campsite has **14 days** to identify any damage even if the check-out inspection was conducted in the presence of the guest, unless the accommodation has been re-rented before this period, in which case the check-in report of the new tenant will take precedence.

Deductions may be made for cleaning if necessary. It is essential to follow the **cleaning instructions outlined in Article 18 of our GTCS**. In the event of non-compliance, Camping La Roseraie reserves the right to **withhold the full amount of the cleaning-related deposit**.

5 – Liability for Bookings Made Through a Tour Operator

Camping La Roseraie **declines all responsibility** for reservations made through a tour operator that contain incorrect or incomplete information.

This applies to information regarding the campsite, accommodation, pitches, rates, supplements, and services.

It is the **customer's responsibility** to verify the information provided by the tour operator. Camping La Roseraie **cannot be held liable** for any misunderstandings arising from incorrect or missing information originating from external sources.

Offers or benefits presented on the campsite's website are **not automatically applicable** to tour operators.

6 – Group Bookings

Camping La Roseraie offers holidays with a **family-oriented focus**. Accommodation and pitches offered by the campsite are intended for **individual guests**. For any group booking, it is **mandatory to contact the campsite by email or telephone**.

Camping La Roseraie reserves the right to **review, accept, or refuse** any group booking request. If a group booking is made **without prior agreement** and is discovered after the reservation has

been confirmed, the campsite reserves the right to **immediately cancel** the reservation(s) concerned without discussion, with a refund issued to the clients.

A group booking is defined as: **any reservation of more than 2 accommodation or pitches made by a single person or by multiple people who know each other and are traveling together on the same or overlapping dates**.

7 – Supplements and Services

Included in the accommodation rate:

- Water, electricity, television (depending on the model)
- Parking for 1 vehicle
- Access to free facilities and free entertainment

Excluded from the accommodation rate:

- Booking fees, supplements, tourist tax, eco-contribution, cancellation insurance, and modification fees

Included in the pitch rate:

- Package for 3 people including electricity
- Access to sanitary facilities
- Parking for 1 vehicle
- Access to free facilities and free entertainment

Excluded from the pitch rate:

- Additional people
- Booking fees, supplements, tourist tax, eco-contribution, cancellation insurance, and modification fees

Exclusions for electric vehicles:

- Electricity included in accommodations and pitches **does not cover electric vehicle charging**, as charging is prohibited throughout the campsite

Pets:

- Pets are allowed on pitches and in certain types of accommodation and will be **charged according to the applicable rates**

Bed Linen and Towel Rental:
For hygiene reasons, **bed linen is mandatory** in rental accommodations. Guests may bring their own or rent them directly at the front desk: double bed linen kit, single bed linen kit, towel and bathmat kit. If you do not have bed linen for your stay, the campsite reserves the right to **deny access to the accommodation** until suitable linen is provided. Discovery of missing bed linen during the stay will result in a **cleaning fee for duvets, pillows, and bed protection**.

Baby Equipment Rental:

- Baby chair and baby cot, subject to availability.

Cleaning Package:

- The cleaning package **does not include kitchen or dishes**.
- Rates:
    - 1-bedroom accommodation: €60
    - 2-bedroom accommodation: €80
    - 3 or 4-bedroom accommodation and TAOS units: €100

Reception of certain television channels may be **random** depending on the weather and our forested surroundings, as TNT coverage in La Baule is received from transmitters located in Nantes or Vannes. The campsite **cannot be held responsible** for partial or total interruptions of the TV signal. In the event of reception problems, **no compensation will be granted**.

8 – Tourist Tax and Eco-Contribution

The **tourist tax** must be paid according to the rates in effect. This tax is collected by the campsite on behalf of the municipality. The amount of the tourist tax may **change during the year**, which could affect the total cost of the stay. The tourist tax is applied **per night** and **only to adults**.

As part of its **eco-responsible approach**, Camping La Roseraie has implemented an **eco-contribution** charged per adult, per night.

9 – Minors

Minors must be **accompanied by their legal guardian** for the entire duration of their stay. Camping La Roseraie reserves the right to **refuse admission** to groups of minors not accompanied by their legal guardians. Guardians must stay with the minors throughout the stay.

In the event of **non-compliance** with these rules, the campsite reserves the right to **cancel the reservation without notice or explanation**. If the rules are not respected once on-site, the campsite may require the concerned individuals to **leave early without any possibility of refund**.

10 – Reservation Modifications (No Right of Withdrawal)

In accordance with **Article L.221-28 of the French Consumer Code**, accommodation services provided for a **specific date or period** are **not subject to the 14-day right of withdrawal**.

For any request to add services or supplements, the customer must contact Camping La Roseraie by email at **camping@laroseraie.com**.

These additions are **subject to availability and conditions**. Sending an email does **not guarantee acceptance** of the request by the campsite. Camping La Roseraie **commits to providing a response** to the request, whether positive or negative.

If an addition is possible, the **balance of your reservation will be updated**, and **modification fees** will also apply.

Any modification request incurs a **€30 fee**, including:

- Changes to stay dates
- Changes of accommodation
- Addition of participants resulting in a change of accommodation, etc.

11 – Cancellation Insurance

What to do in case of trip cancellation?

STEP 1 – Immediately inform the campsite reception of your cancellation or early departure by **calling 02 40 60 46 66** and be sure to **send a confirmation of cancellation by email** to **camping@laroseraie.com**.

STEP 2 – Notify the insurer **NEAT** of your cancellation or interruption of stay **within 48 hours of the incident**:

- **Online:** https://declare.neat.eu/campings-independants
- **By email:** sinistre@neat.eu

The full **general conditions for cancellation insurance** and the **procedure in case of cancellation** are available on the website:
https://www.laroseraie.com/2610-informations-complementaires/1067-assurance-annulation/935-assurance-annulation.html

12 – Pets

Pets are allowed in certain accommodations and on bare pitches.

For safety reasons, **first-category dogs** ("attack dogs," e.g., pit bulls) and **second-category dogs** ("guard and defense dogs," e.g., rottweilers) are **strictly prohibited** within the campsite. Dogs must be **kept on a leash** throughout the campsite and remain **under the constant supervision of their owner**. They **must not be left alone** in or near the accommodation.

For the comfort and hygiene of all guests, pets are **not allowed in certain shared areas** such as: swimming pools and aquatic areas, sanitary facilities, playgrounds, kids' clubs, and indoor dining areas. Dog waste **must be collected immediately** by the owner. The owner is **fully responsible** for their pet and for any damage or nuisance it may cause to people, property, or other animals.

Any violation of these rules may result in the **expulsion of the guest and their pet, without refund**. Dogs prone to barking or aggressive behavior are prohibited. Pets must be **insured, tattooed or microchipped, and vaccinated against rabies**.

If a pet is found in an accommodation that **does not allow animals**, a fee will be charged automatically at the **"unauthorized pet" rate**, along with any costs required to restore the accommodation to its no-pet condition.

13 – Wi-Fi

The campsite is **covered with free Wi-Fi**. The campsite **cannot be held responsible** for the quality of the Wi-Fi network, as issues may arise from various situations such as network outages, internet connection loss, temporary low bandwidth, poor reception and/or device updates, Faraday cages, etc. This connection **cannot be used for streaming, Chromecast, set-top boxes, or similar devices**.

To compensate for potential TNT signal loss, the campsite has chosen to **offer Wi-Fi to its guests free of charge**, rather than as a paid option.

Each user is **legally responsible** for the way they use this connection.

14 – Visitors

Visitors are **allowed only with the approval of the campsite manager** and upon payment of the visitor fee. Visitors **must leave the campsite before 7:00 pm**. Visitor vehicles **are not permitted inside the campsite** and must be parked in the external parking area.

Visitors are **the responsibility of the campers, tenants, or residents** who receive them.

15 – During Your Stay

Only the **number of people indicated at the time of booking** (including children and babies) and **one vehicle** will be accepted. The information provided by the guest serves as the basis for calculation. Any additional person (within the maximum capacity of the chosen accommodation) **must be declared upon arrival**.

In summary, any **inaccurate declaration** or any modification that could affect the total cost of the stay **renders the contract void**, and the campsite **reserves the right to refuse access**.

The campsite **reserves the right to verify** the accuracy of the information contained in the booking summary as well as in other contractual documents submitted and validated by the guest. If **essential information** (e.g., identity, number of people) is found to be incorrect, the campsite **reserves the right to terminate the contract automatically**, without formality or compensation.

The guest is also **responsible for verifying** the accuracy of the information in the booking summary and documents provided by the campsite. In case of an error (e.g., stay duration, choice of accommodation), the guests must **contact the Reservations Department directly** by phone or email to correct the information before the contract is finalized. If the guest discovers an error **immediately after validating and paying** for the reservation, they may **modify their stay on the same day** in accordance with the conditions outlined in these General Terms and Conditions of Sale (see article: Reservation Modifications).

Regarding barbecue use: Electric barbecues and planchas are **strictly prohibited** within the campsite and in accommodations due to the risk of short circuits and fire. **Only charcoal or gas barbecues** are allowed on the lawns of mobile homes and pitches, maintaining a **minimum safety distance of 1 meter** from the accommodation and surrounding vegetation, while taking all necessary precautions.

16 – Water Park

To access the pools and campsite facilities, **wearing the wristband is mandatory** for the entire duration of your stay. This wristband, which will be provided upon arrival, is essential to ensure safety and manage access. The wristband must be **clipped on the guest's wrist by campsite staff**.

Instructions:

1. **Wearing the Wristband:** The wristband must be worn **visibly at all times** when using the campsite facilities. It identifies authorized persons allowed to access these areas.
2. **Responsibility:** You are **responsible for keeping and wearing** the wristband throughout your stay. In case of loss or damage, please **contact reception immediately** to obtain a replacement for a fee of €5, after identity verification. A wristband that is not properly fastened is **not valid** and does not justify your access to the campsite.
3. **Checks:** Regular checks will be carried out by campsite staff to ensure all users comply with this rule. Anyone not wearing a wristband may be **denied access to the facilities and/or the campsite**.

We thank you for your cooperation in ensuring the **safety and proper functioning** of our facilities.

Swimming Pool Dress Code and Rules

Only the following swimwear is **allowed in the pools**:

- One-piece swimsuit
- Bikini
- Swim briefs
- Swim boxer shorts

UV-protection T-shirts are allowed for children up to **6 years old**.

Guests who are **sensitive to UV** may use the **indoor pool**, which has UV protection. Even with a medical certificate, swimming in outdoor pools **with clothing other than the authorized swimwear is not permitted**. **Beach shorts and full-body outfits** are strictly prohibited.

If a guest enters the pool wearing swimwear not on the approved list, campsite staff **reserve the right to ask them to leave the pool immediately**.

It is also **forbidden to drink, eat, smoke, or vape** in the aquatic area. Please **follow the safety instructions posted near the pools** to ensure the safety of all users.

Access to the campsite's water park is **entirely at the user's own risk**. It is important to note that **children remain under the exclusive supervision and responsibility of their parents or a**

responsible adult throughout their time in the water park. Supervising adults must stay **close to the children** and continuously ensure their safety.

The water park slides are subject to **strict usage rules**, which are posted near the installations. All users must **comply with these safety instructions**, including but not limited to **age and height restrictions**, and **proper behavior on the slides** (correct sliding position, maintaining safe distances between users, etc.).

Camping La Roseraie **declines all responsibility** in the event of an incident or accident resulting from **non-compliance with these rules**. In case of non-compliance, campsite staff **reserve the right to immediately remove the individuals concerned from the water park** to protect their safety and that of other users.

The use of **inflatable rings, balls, and other floating objects** in the pools is **prohibited**, except for **swimming aids for children**.

People suffering from **skin infections or contagious diseases** are **not allowed** to access the water park, to ensure the **health and safety of all guests**.

Each guest remains **responsible for themselves, their companions, and their personal belongings**. The campsite **declines all responsibility** in the event of bodily injury or material damage occurring on the site, including during the use of facilities, equipment, paths, or natural areas (stones, roots, trees, posts, etc.).

Under **no circumstances** can a guest claim compensation, indemnity, or make a claim on the campsite's insurance for an accident or incident resulting from **abnormal use of the facilities** or **lack of personal vigilance**.

Parents or responsible adults **remain fully accountable** for supervising minors and for their behavior throughout the campsite.

17 – Vehicles, Traffic, and Parking

Access to the campsite is **controlled by a gate and automatic barriers** (license plate recognition) operating from **7:00 am to 11:00 pm**. Outside these hours, **vehicle entry or exit is not possible**.

For safety and proper operation, it is **strictly forbidden** to:

- Pass through the barrier with anything other than an **authorized vehicle**
- Enter on foot, by bicycle, scooter, or any other means **under or around the barrier**
- Follow another vehicle to enter without authorization (**single-file tailgating**)

Pedestrians and cyclists must use the designated **pedestrian pathways**.

Any violation of these rules is the **full responsibility of the offender**. The campsite **may charge for any damage** caused to the equipment, without its liability being engaged.

From **11:00 pm to 7:00 am**, only **emergency services** (police, firefighters, medical emergencies, etc.) are allowed to enter and circulate within the campsite.

Each accommodation has **one parking space** for a **single light vehicle**, located on the rental plot. Any additional vehicles **must be parked in the designated external parking area**. Every vehicle entering the campsite **must be properly identified** (license plate registered at reception). Failure to comply may result in the management **calling the appropriate authorities to remove the vehicle**.

Only **passenger vehicles (category M1)** are allowed to park on plots. **Utility vehicles**, including converted vans, camper vans, motorhomes, trucks, buses, or any vehicle not classified as M1, are **not permitted to park on rental plots**. Such vehicles are only allowed **inside the campsite** if they have reserved a bare pitch specifically designed for them, **subject to weather conditions and ground status**.

The **speed limit is strictly 10 km/h** throughout the campsite. This rule applies to **all authorized vehicles**, including cars, motorcycles, bicycles, electric scooters, and any other personal transport devices, motorized or not. All traffic must proceed **carefully and respect pedestrian safety**, especially children. Failure to comply may result in **restricted or denied access** for the vehicle within the campsite.

Electric vehicle charging is strictly prohibited on any campsite electrical installations, as this may cause **damage to the vehicle, short circuits, and fire hazards**. Electricity provided on the plots **does not authorize charging of electric vehicles**, which must be charged at **designated charging stations** (e.g., located 300 meters from the campsite).

18 – Departure and Early Termination of Stay

Upon departure, our team will carry out a **check-out inspection** to verify the general cleanliness of your accommodation and the proper functioning of all equipment.

Areas to be checked include:

- Bathroom (shower, sink, mirror, toilet)
- Kitchen, including dishes and appliances (coffee maker, microwave, etc.)
- Living area (sofa, table, chairs)
- Bedrooms, condition of blankets and pillows, and floors

The **security deposit will be released within 14 days** following the inspection.

Late Departure:
A fee of **€10 per half-hour** will be charged for late departures. Please note that departures are scheduled between **9:00 am and 10:00 am**.

Early Departure:
No refund will be issued in the event of an early departure by the guest's choice. Camping La Roseraie reserves the right to **re-rent the accommodation or pitch 24 hours after the start of the stay** if the guest does not arrive and/or fails to notify the campsite by phone or email. The guest **cannot claim any refund** if they do not show up for their stay.

19 – Theft, Loss, and Forgotten Items

The campsite **cannot be held responsible** for any items forgotten, lost, or stolen during the guest's stay.

After your departure, if you notice that you have forgotten an item, please **contact us promptly** so we can check. If the item is found, we will ask you to **send a suitable prepaid package** so that we can return it to you. The drop-off location (post office, lockers, relay points, etc.) must be **within 500 meters of the campsite**.

The **return timeline** will depend on our availability

20 – Internal Rules

The guest agrees to **comply with and ensures that all occupants comply** with the campsite's internal rules, the rules of the playgrounds, and the specific rules of the swimming pool.

In the event of **non-compliance**, the campsite manager **reserves the right to ask the offending guests to leave the premises**, **without any possibility of refund**.

21 – Image Rights

You **expressly authorize**, without compensation, Camping La Roseraie to use, in any medium, **photos and videos of participants in the stay or of your children taken during your stay** for **advertising purposes** across all channels used by the campsite.

If you **do not wish to grant this authorization**, you must **inform Camping La Roseraie immediately**.

22 – Complaints and Mediation

In accordance with the provisions of the Consumer Code regarding the "consumer dispute mediation process," if you have contacted us and have not received a satisfactory response, you may, free of charge, initiate a consumer mediation procedure with:

CM2C

49 rue de Ponthieu

75 008 PARIS

Tel: 01 89 47 00 14

Website: https://www.cm2c.net/declarer-un-litige.php

Email: litiges@cm2c.net

23 – Amendments to the General Terms and Conditions of Sale

Any **temporary deviation** from these General Terms and Conditions of Sale **does not constitute a right for the future**.

Camping La Roseraie **reserves the right to modify these terms at any time.** The new provisions **take effect upon publication** and are **binding on customers from that date**.