CONTRAT DE RÉSERVATION 2027

Camping LA BOUTINARDIÈRE ★★★★ | www.camping-boutinardiere.com

✆ + 33 (0)2 40 82 05 68 - 23 rue de la plage de la Boutinardière - 44210 Pornic - info@laboutinardiere.com

Code APE 5530Z - Siret 403 747 389 00019 - Arrêté préfectoral du 5/10/2021 - 335 emplacements tourisme - 32 emplacements loisirs - 4 étoiles

RÉF. CLIENT .....

NOM / *Name / Name / Naam* .....

PRÉNOM / *Firstname / Vorname / Voornaam* .....

ADRESSE / *Address / Adresse / Adres* .....

.....

CODE POSTAL / *Postal code / Postleit zahl / Postcode* .....

VILLE / *Town / Stadt / Stad* .....

PAYS / *Country / Land / Land* .....

TÉL. (obligatoire) / *Tel. (mandatory) / Tel. (zwingend) / Tel. (verplicht)* .....

E-MAIL .....

N° IMMATRICULATION VÉHICULES / *Car's numbers / Fahrzeugimmatrikulation / Inschrijving voertuig*

.....

PARTICIPANTS (à remplir obligatoirement pour tout séjour) :

NOMS / Surname	PRÉNOMS / Firstname	DATE DE NAISSANCE
		../../..
		../../..
		../../..
		../../..
		../../..
		../../..
		../../..
		../../..
		../../..
		../../..
		../../..
		../../..

Comment avez-vous connu notre camping ? / *How did you know us ?*

.....

☐ Je réserve un EMPLACEMENT tente, caravane ou camping-car / *I book a pitch*

ARRIVÉE le : *Arrival on* ..... **14h00** - **DÉPART le :** *Departure on* **12h00**

EN JUILLET ET AOÛT : arrivée possible le **MERCREDI, VENDREDI ou DIMANCHE**

❑ **TENTE** ❑ **CARAVANE** ❑ **CAMPING-CAR**

❑ **ÉLECTRICITÉ 10A**

Dimensions : ..... x ..... m

MONTANT DU SÉJOUR

= ..... € **A**

☐ Je réserve une LOCATION / *I book an accommodation*

ARRIVÉE le : *Arrival on* ..... **16h30** - **DÉPART le :** *Departure on* **10h00**

ATTENTION : jour d'arrivée et de départ différents selon le type de location.

Recopiez l'intitulé complet de **LA LOCATION** que vous désirez : .....

.....

.....

UNE CAUTION DE 100 € POUR LA LOCATION EST DEMANDÉE.

MONTANT DU SÉJOUR

= ..... € **B**

☐ SUPPLÉMENTS / *Extra*

❑ **2e VÉHICULE** / *2nd car* **:** ..... ❑ **ANIMAL** / *Pet* **:** .....

❑ **CHOIX D'EMPLACEMENT** / *Special place choices* **: 20 €**

❑ **FORFAIT MÉNAGE (selon la superficie)** / *Cleaning*

❑ **FRAIS DE RÉSERVATION :** Juillet/août : 25 €
Hors juillet/août : Locations : 7 € / Emplacements : frais offerts.

☑ **TAXE DE SÉJOUR** (18 ans et +) : 0,66 € / nuit = ... €

❑ **OPTION ZEN (5% du séjour)** / *Zen option / Zen-Option / Zen-optie*

❑ **DRAPS** / *Sheets* **1 pers. 17 € :** ..... ❑ **DRAPS** / *Sheets* **2 pers. 19 € :** .....

❑ **KIT SERVIETTES (1 grande + 1 petite)** / *Towels kit* **8 € :** .....

❑ **RÉFRIGÉRATEUR** / *Fridge* **: 9 €/nuit**/*night* **:** .....

❑ **LIT BÉBÉ** / *Baby bed* **3 €/jour**/*day* **:** .....

❑ **KIT BÉBÉ (lit bébé, chaise haute, baignoire bébé)** / *Baby kit* **49€ la semaine**/*week* **:** .....

TOTAL SUPPLÉMENTS

= ..... € **C**

MODE DE PAIEMENT DE L'ACOMPTE

❑ **CARTE BANCAIRE (Visa, Eurocard, Mastercard)** / *Credit card* **:**

N° ⌊⌊⌊⌊⌊⌊⌊⌊⌊⌊⌊⌊⌊⌊⌊⌊

Date de validité ⌊⌊⌊⌊ Cryptogramme ⌊⌊⌊ 3 derniers numéros au dos de la carte

❑ **VIREMENT BANCAIRE** / *Bank transfer* **:**
IBAN : FR 76 1470 6001 9724 5265 0400 029
BIC : AGRI FR PP 847

❑ **CHÈQUE BANCAIRE** (à plus de 30 jours de votre arrivée) à l'ordre du camping LA BOUTINARDIÈRE

❑ **CHÈQUE-VACANCES** (joindre les talons) ❑ **AVOIR**
Merci d'indiquer NOM et ADRESSE du titulaire

Pour toute réservation de location merci de bien vouloir joindre une **caution au dossier.**

❑ par **carte bancaire** sur notre site de caution sécurisé en ligne (pas de débit effectué).

❑ par un **chèque de 100 €,** (1000 € pour les villas), non encaissé, ainsi qu'une enveloppe timbrée à vos noms et adresse.

① **TOTAL DU SÉJOUR** **A** + **B** + **C**	= ..... €
② **ACOMPTE : 30% du total du séjour** (①)	= ..... €
③ **VERSEMENT effectué ce jour** (②)	= ..... €
SOLDE À PAYER 30 jours avant l'arrivée (Locations / Emplacements camping) ① - ③	= ..... €

LE PORT DU BRACELET CLUB EST OBLIGATOIRE PENDANT TOUTE LA DURÉE DE VOTRE SÉJOUR.

J'ai pris connaissance des conditions de réservation et déclare les accepter. Le locataire atteste être titulaire auprès de son assureur d'un contrat responsabilité civile privée, couvrant les dommages causés aux biens loués ou confiés. *I have taken note of the booking conditions and here with accept.*

Date : ..... /..... /.....

Mention "Bon pour accord" et SIGNATURE CLIENT :

GENERAL TERMS AND CONDITIONS 2027

Camping LA BOUTINARDIÈRE ★★★★ | www.camping-boutinardiere.com
✆ + 33 (0)2 40 82 05 68 - 23 rue de la plage de la Boutinardière - 44210 Pornic - info@laboutinardiere.com

BOOKING CONDITIONS:

All bookings are made in the name of the person making the reservation and may under no circumstances be transferred or sublet. Minors must be accompanied by their parents or legal guardians.
Bookings may be made by email or telephone. However, written confirmation (signed contract and payment of the deposit) must be received within 6 days of the booking request. After this deadline, the provisional booking will be automatically cancelled without prior notice, and the customer shall have no right of appeal.
Upon receipt of the signed contract and deposit (including a non-refundable booking fee of €25), we will send you a booking confirmation, subject to availability.
Published prices and information are provided subject to printing errors or omissions in advertising materials. Texts and images are for illustrative purposes only and do not constitute contractual terms. Only the prices stated in the booking confirmation are contractually binding.
Prices are quoted in euros and include VAT at the rate applicable on the date of payment.

PITCHES: Arrival from 2:00 PM - Departure by 12:00 PM.

Any pitch not vacated by 12:00 PM will automatically incur an additional night's charge. The maximum occupancy is 6 people, including babies.
Please remember to bring an extension lead and a European plug adapter (available for purchase on site).

ACCOMMODATION RENTALS: Arrival between 4:30 PM and 7:00 PM.

Upon arrival, please report to reception with your booking voucher or proof of full payment. Any late arrival must be notified before 6:00 PM so that the necessary arrangements can be made for your arrival on site.
Upon taking possession of your accommodation, you must check the inventory provided on arrival and report any discrepancies no later than the following day.
Departure must take place between 8:30 AM and 10:00 AM. Any departure after this deadline will incur an additional day's charge.
Any outstanding charges for additional services or purchases made on site must be paid in full on the day before departure.
The rental price includes the number of people specified at the time of booking, including babies, subject to the maximum occupancy of the accommodation selected.
If the number of people arriving exceeds the maximum capacity of the accommodation booked, the campsite reserves the right to refuse them access.
Upon arrival, a security deposit of €100, or €1000 for family villas, will be required by cheque or bank card. This deposit may be used to cover any damage or deterioration caused during your stay.
Please note that tents and Canadian-style tents are not permitted on rental accommodation pitches.
Please remember to bring your own sheets, fitted sheets and pillowcases.

PAYMENT OF THE REMAINING BALANCE:

The outstanding balance shown on your booking confirmation must be paid 30 days before your arrival date. If payment is not received by this deadline, your booking will be automatically cancelled.
Payment of the balance should be made according to the following terms:

- **More than 30 days before arrival:** campers and rental accommodation guests may pay by bank cheque, bank card, ANCV holiday vouchers, ANCV Connect holiday vouchers or bank transfer.
- **Less than 30 days before arrival:** only bank card payments and ANCV Connect holiday vouchers will be accepted.

Cash payments are accepted up to the maximum amount permitted by law.
If the outstanding balance is not received within the above-mentioned deadlines, the campsite reserves the right to cancel the booking and retain the amounts already paid as compensation for the loss incurred. Payments already made are considered deposits. When sending ANCV holiday vouchers by post, we strongly recommend using a declared-value postal service. Otherwise, the campsite accepts no responsibility for any loss or theft during transit.

CANCELLATIONS:

In the event of cancellation without supporting documentation, cancellation fees will be retained as compensation for the loss incurred:

- **More than 30 days before arrival:** €25 plus 20% of the total cost of the stay will be retained.
- **Less than 30 days before arrival:** the full cost of the stay will be retained.

The average processing time for a cancellation request is 30 days.

ZEN OPTION (OPTIONAL):

When making your booking, you may subscribe to the Zen Option for an additional fee equal to 5% of the total cost of your stay. This option allows you to modify or cancel your stay without providing supporting documentation, subject to the following conditions:

- **Up to 30 days before arrival:** a full refund of the stay, excluding the cost of the Zen Option and booking fees.
- **From 29 to 14 days before arrival:** a refund less a €50 cancellation fee, excluding the cost of the Zen Option and booking fees.
- **Less than 13 days before arrival:** no refund will be granted, except in exceptional circumstances such as death, an accident or serious illness. Full details of the Zen Guarantee are available on the following page.

Without this option, the conditions for cancellation and modification are very limited.

EARLY DEPARTURE AND UNUSED SERVICES:

Any stay that is interrupted or shortened, including late arrival or early departure, will not be eligible for any refund.
If, by 11:00 AM on the day following the scheduled arrival date, the campsite has not received any communication from the customer by email or post, the campsite reserves the right to reallocate the accommodation or pitch, even if the full balance has been paid. In such circumstances, the customer shall not be entitled to any compensation. No refund or compensation will be granted for any service or services not used, or in the event of the temporary or seasonal closure of one or more services due to technical, weather-related, administrative or legislative issues.

PITCH SELECTION:

The optional "Pitch Selection" service allows you to reserve a specific pitch or pitches for an additional fee of €20. If this option is not selected, any specific requests made by the customer cannot be guaranteed. If a request cannot be accommodated, no claim may be made on this basis.

VISITORS:

Visitors may be admitted with the campsite manager's authorisation and remain the responsibility of the campers receiving them.
A visitor fee is payable for each visitor aged over 2 years who stays for more than two hours. The fee is charged at the current rate and entitles visitors to access the campsite's entertainment activities and facilities.
Visitors' vehicles are not permitted inside the campsite and must remain in the external car park. Any breach of these rules may result in the person concerned being expelled from the campsite.

COMPLAINTS:

In the event of a complaint, the customer has 15 days from the end of their stay to submit it to the campsite by registered post with acknowledgement of receipt.
The campsite has 30 days from receipt of the complaint to respond.
If the customer considers the campsite's response unsatisfactory, they may refer the matter to a consumer mediator within a maximum period of one year from the date on which the written complaint was sent to the campsite.
If the dispute cannot be resolved amicably, the customer may refer the matter to the competent court.

RIGHT TO USE IMAGES:

Photographs of you or your children taken during your stay may be used by the campsite for advertising and promotional purposes. By confirming your booking, you expressly consent to such use.
However, you retain the right to access, rectify or request the deletion of personal information concerning you. These rights may be exercised by contacting the campsite directly.

INTERNAL RULES AND REGULATIONS (EXTRACTS):

A copy of the campsite's rules and regulations is available upon request and is displayed at reception.
Wearing the campsite wristband, issued upon arrival, is **MANDATORY AT ALL TIMES** throughout your stay. It grants access to entertainment activities and swimming pools and helps strengthen security within the campsite. Campers must comply with both the campsite's internal rules and the swimming pool regulations.
The campsite implements all appropriate surveillance measures. However, it cannot be held liable for any loss of or damage to campers' personal belongings unless such loss or damage results from proven fault on the campsite's part.
Swimming briefs are mandatory in the swimming pools.
Dogs belonging to Category 1 or Category 2, as defined under French law, are not permitted. All dogs must be tattooed or microchipped and must be kept on a lead at all times.
Pets must not be left unattended in rental accommodation or on pitches.
If a guest disturbs the stay of other guests or fails to comply with the campsite's rules and regulations, the campsite manager or their representative may issue a verbal or written notice requiring the guest to cease the disturbance, as deemed necessary.
In the event of a serious or repeated breach of the internal rules and regulations, and following formal notice from the campsite manager, the campsite manager may terminate the contract. In the event of a criminal offence, the campsite manager may contact the police or other law enforcement authorities.
Please note that the campsite is under video surveillance.
The speed limit within the campsite is 10 km/h.
The entrance barriers are closed between 11:00 PM and 7:00 AM.
All vehicle traffic is prohibited during this period.

TERMS AND CONDITIONS OF THE ZEN OPTION

Camping LA BOUTINARDIÈRE ★★★★ | www.camping-boutinardiere.com
✆ + 33 (0)2 40 82 05 68 - 23 rue de la plage de la Boutinardière - 44210 Pornic - info@laboutinardiere.com

WITH THE ZEN OPTION

Book with peace of mind and enjoy greater flexibility to change your dates or cancel your stay.

TERMS AND CONDITIONS OF THE ZEN OPTION:

- The fee is **5%** of the total cost of your stay.
- The **Zen Option** must be selected at the time of booking.
- You can change your mind without providing any supporting documentation, up to **14 days** before arrival.

CHANGES TO YOUR STAY:

You may request changes to your dates, accommodation or the number of guests.

- **From 15 days before arrival:** changes can be made free of charge, provided the stay is rescheduled to another date within the same season.
- If the new stay costs more, you must pay the difference.
- If the new stay costs less, no refund will be issued.

CANCELLATION AND REFUNDS:

- **Up to 30 days before arrival:** a full refund of all amounts paid, excluding the Zen Option fee and booking fees.
- **Between 29 and 14 days before arrival:** a refund will be issued after deducting a fixed cancellation fee of €90, the Zen Option fee and booking fees.
- **Less than 14 days before arrival, or once the stay has begun:** no refund will be issued.

An exception may apply in the event of serious illness, a serious accident or death, subject to the conditions set out in the **« Without the Zen Option »** section. Failure to arrive or cutting short a stay that has already begun does not entitle you to a refund under the Zen Option. All requests for changes or cancellations must be submitted in writing. The date on which the request is received will be taken as the official date.

WITHOUT THE ZEN OPTION

Without this option, the conditions for changing or cancelling your booking are more restrictive.

CANCELLATION:

The circumstances listed below must concern a person named on the booking.

- In the event of death, a refund may be granted upon presentation of **official supporting documentation**. This applies to your own death or that of your spouse, an ascendant or descendant, son-in-law, daughter-in-law, brother, sister, brother-in-law or sister-in-law. An administration fee of **€50** will be deducted, in addition to the booking fees.
- A credit voucher may be issued in the event of serious illness, a serious accident, significant damage to your property requiring your presence, redundancy for economic reasons, an accident involving or total theft of your vehicle and/or caravan while travelling directly to the campsite, or the offer of a permanent employment contract (CDI) after the booking has been made.
- The credit voucher is valid for one year from the date of issue. An administration fee of **€50** will be deducted, in addition to the booking fees.

CHANGES TO YOUR STAY:

Requests may concern dates, accommodation, an additional option or the number of guests.

- Changes may be accepted up to **14 days before arrival**.
- Only one change is permitted per booking.
- Any rescheduled stay must take place within the same season and is subject to availability.
- If the new stay costs more, you must pay the difference.
- If the new stay costs less, no refund of the difference will be issued.
- **From 13 days before arrival**, and throughout the stay, no changes are permitted.