



GENERAL TERMS AND CONDITIONS OF SALE

Reservation of Accommodation or "Tourism" Pitch

Article 1. SCOPE OF THE GENERAL TERMS AND CONDITIONS OF SALE

These General Terms and Conditions of Sale apply, without restriction or reservation, to any purchase of services (the "Services") offered by the HELLO SOLEIL campsite (hereafter "Provider") to consumers and non-professional clients (hereafter "Customers" or the "Customer") via its website <https://www.hello-soleil.com> (hereafter the "Site").

The main characteristics of the Services, together with their specific terms and conditions, are presented on the Website.

The principal features of these Services are displayed on the Site.

The Customer is required to read them before placing any order. The choice and purchase of a Service are the sole responsibility of the Client.

The Client declares to have read these General Terms and Conditions of Sale and to have accepted them by checking the box provided for this purpose before carrying out the online booking process as set out below. The confirmation of the booking of Services by the Client implies acceptance without restriction or reservation of these General Terms and Conditions of Sale.

The present General Terms and Conditions of Sale may be amended, with the applicable version for the Client's purchase is the version in place on the Site on the date of making the request.

Article 2. BOOKING TERMS AND CONDITIONS

2.1. Regulation

The reservation of a camping pitch or rental accommodation is made on a strictly personal basis. Under no circumstances may you sublet or transfer your booking.

The reservation becomes effective solely with the agreement of the campsite, upon receipt of a deposit equal to 25% of the total amount of the reservation, and upon receipt either of the signed quotation or the acceptance of the General Terms and Conditions of Sale during the online booking process.

In the event of non-payment of the deposit at the time of booking, or of the balance at the latest 30 days before the start date of the stay, the campsite reserves the right to cancel the booking and to relet the accommodation.

Management reserves the right to accept or refuse any rental contract depending on availability and, more generally, on any circumstances likely to interfere with the proper execution of the reservation made.

Management reserves the right to refuse to grant any discount or reduction in the event of the Client's absence, delayed arrival, early departure, or absence of any participant for one or more nights.

Minors must be accompanied by their parents or legal guardians.

Management reserves the right to refuse access to the campsite to any group or family presenting with a number of participants exceeding the capacity of the rented accommodation.

2.2. Camping Pitch

The basic package includes the pitch for a tent and car, caravan or camper van for one or two persons, with access to sanitary facilities and residential infrastructure.

2.3. Rental Accommodation

Rental accommodations are fully equipped. The basic package ranges from 2 to 7 people, depending on the type of accommodation.

Hello Soleil campsites reserve the right to refuse access to the site to any group or family whose number of participants exceeds the capacity of the rented accommodation.

2.3.1. Abnormal Use of Rental Accommodation

Any excessive or abnormal use of water, electricity, or gas will be subject to additional charges. Likewise, any improper or abnormal use

of furniture or equipment will result in an additional charge for deterioration, damage, breakage, or loss.

For safety reasons, charging of electric vehicles is not permitted. A paid charging station is available for this purpose.

2.4. Group Booking

Any booking made for more than 4 (four) accommodations by the same individual or by different individuals who know each other and are travelling together for the same purpose and on the same dates shall be considered a group booking.

The accommodations offered on the commercial website are intended exclusively for individual customers.

For any group booking request, you must contact the campsite directly by telephone or e-mail. Management reserves the right to review the request before accepting or refusing it.

Article 3. PRICES AND PAYMENT TERMS

3.1. Prices

The Services offered by the Provider are supplied at the rates in effect on the Website for the 2026 season. Prices correspond to one night, are expressed in euros (€), and include VAT at the legal rate in force.

The Provider specifies that the prices are dynamic, evolving throughout the season to allow Clients to benefit from the most advantageous rate available at the time of their booking.

The price displayed, preceded by the mention "from", represents the lowest rate available during the establishment's opening period.

This rate may be increased by the combination of two criteria:

Depending on the period booked and the occupancy level of the establishment, a dynamic multiplier coefficient specific to each period shall apply.

Early booking may grant a discount, which shall not, however, reduce the rate below the reference rate (the displayed price).

In view of the above and the active role of the Client in determining the rate applicable to their stay, which depends on the booking lead time, Hello Soleil campsite cannot, under any circumstances, be held liable for any difference in cost between two stays booked for the same period.

3.2. Tourist Tax

The tourist tax is not included in the price. It applies to persons aged 18 and over, at the rate in force at the time of the stay, per night and per person aged 18 and over, in Lablachère.

3.3. Payment Terms and Methods

For bookings made more than 30 days before the start of the stay, a deposit of 25% of the total price of the booked Services must be paid upon reservation. The balance must be paid no later than 30 days before the start date of the stay.

For bookings made less than 30 days before the start of the stay, full payment (25% deposit + remaining balance) must be made at the time of booking.

In the event of non-payment of the deposit or balance within the required timeframe, the campsite reserves the right to cancel the booking and to offer the accommodation for rent again.

Payments shall be made only through secure means, as follows:

- by bank card: Carte Bleue, Visa, MasterCard, American Express.
- by bank cheque (cheques not sent by registered mail and not received by Hello Soleil are under the Client's responsibility).
- by bank transfer.
- by holiday vouchers (chèques vacances) — no change will be given if the total amount of the vouchers exceeds the total price of the booking.

In case of payment by bank cheque, the cheque must be issued by a bank domiciled in metropolitan France.

Article 4. ABSENCE OF RIGHT OF WITHDRAWAL

In accordance with the provisions of Article L221-28 of the French Consumer Code, the Client is hereby informed that the sale of accommodation services provided on a specific date, or for a specific period, is **not subject** to the statutory 14-day withdrawal period.

Article 5. MODIFICATIONS AND CANCELLATION

5.1. Modification of Your Reservation

The Client may request to modify their stay (dates, type of accommodation, options) subject to availability and feasibility. Such request must be made in writing to the campsite (by post or e-mail) no later than 15 days before the start of the stay. After this period, no modification request will be considered.

Any request to extend the duration of the stay will be granted subject to availability and the applicable rates at that time.

Any request to shorten the duration of the stay shall be considered a partial cancellation and will be subject to the cancellation and early departure terms below.

If no modification is made, the Client must carry out their stay under the original booking conditions or cancel in accordance with the cancellation insurance policy. No postponement of the booking to the following season will be accepted.

5.2. Cancellation by Hello Soleil Campsite

In the event of cancellation by Hello Soleil, except in cases of **force majeure**, all amounts paid by the Client for the booking will be fully refunded. However, such cancellation shall not give rise to any payment of damages or compensation.

5.3. Cancellation by the Camper

Any cancellation results in the **termination of the booking**, and the campsite reserves the right to offer the accommodation for rent again.

In the event of cancellation by the camper, except in cases of force majeure, the following cancellation and refund terms apply:

5.3.1. If the Camper Has Not Subscribed to Cancellation Insurance

a) Cancellation up to 21 days before the start of the stay:

The 25% deposit will be retained by the campsite as cancellation fees.

Any other amounts paid, minus the deposit, will be refunded.

b) Cancellation less than 21 days before arrival:

All sums paid will be retained by the campsite.

In the event of cancellation, any amount paid by holiday vouchers (chèques vacances) cannot be refunded, pursuant to Article L.112-14 I of the French Monetary and Financial Code. In such case, a non-refundable credit note valid for two (2) years will be issued for the amount paid in holiday vouchers, after deduction of the deposit if applicable, under the above-mentioned conditions.

5.3.2. If the Camper Has Subscribed to Cancellation Insurance

Amounts paid are covered under the insurance according to the applicable general conditions of the cancellation policy. If the reason for cancellation is not covered by the insurance or if the claim is rejected by the insurer, the provisions of paragraph 5.3.1 above shall apply, and the cost of the insurance will be deducted from any refunded sums.

Important Notes :

- Any cancellation request must be sent by registered mail with acknowledgment of receipt to the postal address of Hello Soleil campsite or by e-mail. Cancellations made by phone will not be accepted.
- If the Client does not arrive at the campsite within 24 hours after the scheduled start of the stay and has not informed the campsite by registered letter or e-mail, the booking will be considered cancelled by the Client. The campsite then reserves the right to reallocate the accommodation for rent.

Article 6. YOUR STAY

6.1. Arrival

Arrival days vary depending on the period and the type of booking.

- **Camping pitches** are available from **2:00 p.m.**, and departure must take place **before 12:00 p.m.**
- **Rental accommodations:** on the day of arrival, you will be welcomed from **4:00 p.m.** A **security deposit of €200** will be requested upon key handover.

On the departure date indicated on your contract, the accommodation must be vacated **before 10:00 a.m.** It must be returned in a perfectly clean condition. The inventory may be checked, and any broken or damaged items will be charged to you, as well as the cost of restoring the premises if necessary.

The security deposit will be refunded at the end of the stay, less any deductions supported by invoices for damages noted during the departure inspection. Retention of the deposit does not preclude additional compensation if repair costs exceed the deposit amount.

- If the accommodation has **not been cleaned**, a **cleaning fee** of at least **€85** including VAT will be charged.
- For any late departure, unless the "Late Departure" option has been purchased, an additional night may be charged at the current rate.

Early departures do not entitle the Client to any refund.

6.2. During Your Stay

All Clients must comply with the provisions of the internal regulations, which are displayed within the Provider's establishment.

Each Client is personally responsible for any disturbance or nuisance caused by themselves or by persons staying with them or visiting them. In the event of violent or inappropriate behavior, insulting or racist remarks, verbal or physical aggression, or, more generally, serious and/or repeated breaches of the campsite's internal regulations, the Provider reserves the right to require the Client to leave the premises immediately. No refund of any kind shall be granted.

Article 7. ANIMALS

Animals are accepted (except for dogs of Category 1 and Category 2) subject to payment of a fee at the time of booking and presentation of a valid vaccination certificate.

- They must be always supervised and kept on a leash.
- They are forbidden in swimming pool areas and food shops.
- Owners must clean up after their animals within and around the campsite.
- Under no circumstances may animals be left alone on pitches or in accommodations.

Important: a maximum of 2 animals per camping pitch and 1 animal per rental accommodation is permitted.

Article 8. LIABILITY AND INSURANCE

It is the Client's responsibility to ensure that they are properly insured. The Client must have civil liability insurance to cover any potential damage caused.

Campers are responsible for the safekeeping of their personal belongings (bicycles, etc.) both within the rental accommodations and in parking or communal areas. The campsite therefore declines all responsibility in the event of theft, fire, bad weather, etc., or for any incident falling under the Client's civil liability.

The campsite also declines all responsibility in the event of disturbances caused by natural phenomena (weather, insects, etc.), breakdowns or suspension of technical equipment, failures or closures of campsite facilities, or temporary measures taken by management — including restricted access to certain facilities such as the swimming pool — when required by safety regulations or maintenance operations.

8.1. Swimming Pool and Play Areas

Children remain under the supervision and responsibility of their parents within the campsite, particularly in the swimming pool and play areas, where the risk of injury is greater.

Safety instructions are displayed at the entrance to these areas and must be strictly observed.

The campsite declines any responsibility in the event of an accident.

Article 9. IMAGE RIGHTS

You hereby authorize the Hello Soleil campsite to photograph, record, or film you during your stay, and to use such images, sounds, videos, and recordings on any medium (including the campsite's websites or social media pages — such as Facebook and Instagram — as well as Hello Soleil promotional materials and travel or tourist guides).

This authorization applies to both, you and the persons accompanying you, and is granted free of charge for a period of five (5) years.

Article 10. CLAIMS

Any complaint concerning the conditions of the stay or an issue related to the rental or assigned pitch must be reported to the campsite reception within 24 hours of arrival, so that appropriate action may be taken.

Any further complaint concerning non-compliance of the services with contractual commitments may be submitted by e-mail to the campsite management or by registered mail with acknowledgment of receipt, within seven (7) days following the departure date.

The Client may contact the campsite by post at the following address: Camping Hello Soleil – 4459 Route de Planzolles, 07230 Lablachère, France.

Article 11. DISPUTES AND MEDIATION

In accordance with the provisions of the French Consumer Code regarding dispute mediation, and after having contacted us without obtaining a satisfactory response, the Client has the right to access a free mediation service offered by the Provider.

The appointed consumer mediator is the Centre de la Médiation de la Consommation de Conciliateurs de Justice (CM2C).

This mediation body can be contacted as follows:

- Postal address: CM2C – 49 rue de Ponthieu, 75008 Paris
- Telephone: +33 (0)1 89 47 00 14
- E-mail : litiges@cm2c.net
- Website: <https://www.cm2c.net/declarer-un-litige.php>

Article 12. SEVERABILITY

If one or more provisions of these General Terms and Conditions of Sale are found to be invalid or declared as such pursuant to a law, regulation, or final decision of a competent court, the remaining provisions shall retain their full force and effect.

Article 13. APPLICABLE LAW AND JURISDICTION

These General Terms and Conditions of Sale are governed by French law.

They are drafted in French. In the event of translation into one or more foreign languages, only the French version shall prevail in case of dispute.

Any dispute relating to the interpretation or performance of these General Terms and Conditions of Sale shall fall under the exclusive jurisdiction of the French courts within the territorial jurisdiction of the campsite's registered office.

Article 14. PERSONAL DATA PROTECTION

The information you provide when placing your order will not be transmitted to any third party. This information is treated as confidential and used solely by the campsite's internal services for the processing of bookings, and to improve and personalize communication and the range of services offered to campsite clients.

In accordance with Law No. 78-17 of 6 January 1978, as amended by Law No. 2018-493 of 20 June 2018, the personal data requested from the Client are necessary for processing the booking and issuing invoices.

These data may be shared with the Provider's partners responsible for executing, processing, managing, and paying for bookings.

The processing of information transmitted through the Website complies with the legal requirements on personal data protection, and the information system ensures optimal data security.

The Client has, in accordance with applicable national and European regulations, a permanent right of access, rectification, modification, opposition, portability, and restriction of processing concerning their personal data.

The campsite, committed to protecting individual rights and ensuring transparency, has implemented a privacy policy describing how clients' personal data are collected and processed, the purposes of such processing, and the means available to individuals to exercise their rights.

In accordance with Article L.223-2 of the French Consumer Code, we remind you that if you no longer wish to receive telephone marketing calls, you may register free of charge on the national "Bloctel" do-not-call list via <http://www.bloctel.gouv.fr>. This list applies to all professionals with whom you do not have an ongoing contractual relationship.

The collected data are retained for the period necessary for the operations for which they were gathered, in compliance with applicable regulations.

By accepting these General Terms and Conditions of Sale, the Client consents to the collection and use of their data for the performance of the booking contract.

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