

GENERAL TERMS AND CONDITIONS OF SALE:

These General Terms and Conditions of Sale apply to all bookings, without exception, for rental accommodation or bare pitches at Camping Le Bois Joli, located at 2 rue de Châteauneuf, 85710 BOIS DE CÉNÉ, made via our website <https://www.camping-leboisjoli.com/>, by telephone at +33 (0)2 51 68 20 05 (local call rate depending on operator), by post or by email.

We ask that clients read these General Terms and Conditions of Sale carefully. By confirming their booking, the client agrees to comply with and fully adhere to these General Terms and Conditions. Camping Le Bois Joli reserves the right to modify them at any time. In all cases, the version applicable to the client will be the one received at the time of booking.

The main information about our services as well as these General Terms and Conditions of Sale are indicated on our website: <https://www.camping-leboisjoli.com>. It is the sole responsibility of the client to choose and book one of our services.

1. BOOKING

The booking becomes effective upon receipt of payment of the deposit or as soon as an agreement has been reached with the campsite for a payment followed by confirmation by email from us. Any booking must be accompanied by the booking contract to be downloaded from our website:

Booking contract, and returned to us at our address Camping Le Bois Joli - 2 rue de Châteauneuf - 85710 BOIS DE CÉNÉ or by Email (contact@campingleboisjoli.fr).

The booking request must be accompanied by a deposit amounting to 30% of the rental cost + the non-refundable booking fees + the optional non-refundable cancellation guarantee. The balance of the stay must be paid no later than 30 days before the start date of the stay at the campsite. The deposit will be deducted from the balance of the stay. The balance of the stay remains due in full to the campsite in the event of cancellation of the stay.

For all bookings less than 30 days before arrival and for all short stays (1 to 5 nights): the full amount of the stay will be required. The applied rates are firm and correspond to those in force on the date of signature of the contract.

The booking is personal and nominative; it is forbidden to sublet or transfer the booking to a third party. The signatory of the booking contract must be of legal age; he or she will then be responsible for the equipment entrusted. Camping Le Bois Joli considers that any booking(s) of 3 accommodations or more and/or of 12 people or more made by the same natural person or by different natural persons who know each other and are travelling together for the same purpose, on the same dates and at the same campsite constitutes a group. Any group booking request must be sent by email to contact@campingleboisjoli.fr or by telephone at +33 (0)2 51 68 20 05 (local call rate depending on operator), specifying that it is a group booking request. The campsite reserves the right to study the request before accepting or refusing it. For safety reasons (aquatic area, evacuation of the campsite in the event of an alert...) and health reasons (hospitalisation...), unaccompanied minors, within the meaning of Article 389 of the French Civil Code, are not admitted. Furthermore, the campsite is not authorised, within the meaning of Decree 2002-883 of 3 May 2002, to provide collective or individual stays away from the family home for minors under 18 who are not accompanied by one of their legal guardians. As for minors accompanied by their legal guardians, they are placed under the sole responsibility of the latter and must in no case be left unsupervised within the campsite (including the aquatic area). Cleaning of the rental accommodation is the responsibility of the tenant. The decision to accept the booking depends solely on the campsite; this agreement may be cancelled at any time in the event of non-compliance with the campsite's internal rules. And without any possible refund.

Specific clauses related to online booking on the website <https://www.camping-leboisjoli.com>:

Any order request placed on the website constitutes the formation of a distance contract and necessarily implies acceptance, without restriction or reservation, of these terms and conditions.

Use of the website:

The client guarantees to the company Camping Le Bois Joli that he or she is of legal age, legally capable and has any authorisations that may be necessary to use the method of payment chosen by him or her when validating the order. Access to and use of this site are authorised solely for the purpose of booking stays with Camping Le Bois Joli. The client agrees to use this site in a responsible manner, in full compliance with these General Terms and Conditions of Sale as well as with local laws and regulations, including import-export rules. Without exception, no part of the content of the site may be used as a trademark or service mark, for pornographic, illegal or defamatory purposes, to infringe the private or public life of anyone, nor to infringe any intellectual property rights, name rights, registered trademarks or service marks, or any other intellectual property rights of any person or entity. The client also agrees not to use this site to develop products or services that would be offensive, illegal, harassing, defamatory, threatening, harmful, obscene, malicious or otherwise reprehensible. The campsite may terminate the services provided to any client who is found to be using the services for undesirable or illegal purposes. No downloading, retention, modification, publication or distribution of any part of the site content is authorised or permitted. The client is personally responsible for the use he or she makes of the site content. He or she agrees not to include in the content of this site any text, image, drawing, trademark or service mark, nor any work whose intellectual property rights belong to any third party without having previously obtained the appropriate authorisations from the owners. By making a reservation on this site, the client guarantees that he or she has all the rights, permissions and authority necessary to place the order. He or she also agrees to be personally responsible for all reservations made.

The bookings concerned by this chapter are made on the website:

<https://www.camping-leboisjoli.com>

via the website: <https://bookingpremium.secureholiday.net/fr/7225/> of the company Coutvert.

Rentals: The rental accommodations are rented out and insured for a number of people and a length of stay determined in advance. Once validated, this information is firm. For insurance and safety reasons, it is strictly forbidden to exceed the maximum capacity of the accommodation (depending on the rental) or of the pitch (6 people). OBLIGATION TO DECLARE THE NAMES AND AGES OF ALL PARTICIPANTS IN THE STAY (INCLUDING CHILDREN AND BABIES). Any change in the number of people or participants must be reported to reception BEFORE your arrival and will only be validated after having received the campsite's agreement. In the event that people not listed on the booking contract are present during the stay, a supplement of €12/person/day will be charged (subject to not exceeding the maximum capacity of the accommodation, in which case the campsite is entitled to refuse access). Any inaccurate declaration on the booking form, in particular the number of people declared for the duration of the stay, will result in the immediate interruption of the stay and all sums paid will remain the property of the campsite.

Capacity: "Privilège 2-bedroom" mobile homes are subject to a supplement of €12.00/person/night for the 5th and 6th person. "Privilège 3-bedroom" mobile homes are subject to a supplement of €12.00/person/night for the 7th and 8th person. These supplements apply in the event of rental during low periods (from 5 April 2025 to 5 July 2025 and from 30 August 2025 to 05 October 2025).

Bare pitch: The same conditions apply. It is strongly recommended to indicate the dimensions of your tent or caravan. The campsite will not be held responsible for changes in dimensions between the booking date and arrival at the campsite and for the impossibility of setting up on site if the size of the equipment has not been provided.

It is the client's responsibility to check the accuracy of his or her booking and to report any error to the campsite. In the event of modifications to the booking, they will be carried out within the limits of availability and feasibility.

Under no circumstances may the tenant authorise himself or herself to remain on the campsite after the end of the rental period.

The communication media are non-contractual. Any document other than these General Terms and Conditions of Sale (in particular catalogues, leaflets, advertisements, brochures, posters, notices) has only an informative and indicative value, non-contractual. The plans and photos of the rental accommodations are given for illustrative purposes only. The layout and characteristics of the rooms may vary from one model to another. Reference should be made to the written description of the layout available in the accommodation section of the campsite's website in order to know the exact composition of each type of rental accommodation. For any questions, our reception team is at your disposal on +33 (0)2 51 68 20 05 (local call rate depending on operator).

It may happen that certain activities and facilities offered by the campsite (directly or through service providers) such as wifi or elements of the aquatic area, mentioned in the description, are removed. In particular for climatic reasons or in the event of force majeure, or are not functioning, in particular in the early and late season. The campsite's liability cannot be engaged. The campsite will inform the client of any works / hazards / developments undertaken during the stay.

2. VACAF LABELLING

We are VACAF approved. Under no circumstances are we attached to the VACAF service. We are independent and work in partnership with the VACAF services. We take care of registering and validating the AVF (Family Holiday Allowance) via the internet and the VACAF service (depending on available funds). Important: Please provide your beneficiary number when booking as well as your postcode, otherwise your file cannot be processed. We are not responsible for your eligibility for AVF or AVS. It is the client's responsibility to pay, according to one of the payment methods indicated in the article "Payment Terms", the balance of the stay at least 30 days before arrival. Failing payment within this period, the campsite reserves the right to consider the booking as cancelled and the terms of the article "Cancellation Conditions" will apply. In the event of cancellation less than 30 days before the start of the stay, the total amount of the stay, 100% including the AVF or AVS share, will be required.

3. PREFERENCES

The campsite does not guarantee special requests made at the time of booking (pitch number, location preference or other...). When booking, a pitch number is allocated to you automatically according to the optimisation of our schedule by our software. However, this pitch number is not contractual and will not be communicated to you before your arrival. The location of your mobile home is only definitive on the day of your arrival at the campsite.

4. TOURIST TAX

The tourist taxes established by the Municipality (i.e. €0.45/adult/day) are not included in our rates. They are collected per person over 18 years of age and per day, over the entire opening period of the campsite.

5. PAYMENT TERMS

For payment of the deposit and the balance of your stay: we accept payments by Credit Card, ANCV Holiday Vouchers, Bank Cheque, Bank Transfer and Postal Order. Bank cheques payable to Camping Le Bois Joli are no longer accepted less than 45 days before the start of the stay nor on site. For bank transfers, a copy of the transfer must be sent to the campsite and must mention the booking number.

For payments in instalments: only payments by cheques and direct debits are accepted. A written agreement on the duration and amount of the monthly instalments is established between the campsite and the client. Any failure to pay will result in a late payment penalty which will be added to your next direct debits. In the event of late payment and after 3 reminders from the campsite, the booking will be cancelled and the total amount of the stay will be due (including the AVF share).

Additional information on credit card payments: accepted cards are Carte Bleue, Visa, Eurocard/Mastercard. American Express cards are not accepted. The transaction is immediately debited from the Client's credit card after verification of the card details. In accordance with Article L.132-2 of the Monetary and Financial Code, the commitment to pay and to give by means of a payment card is irrevocable. By providing the information relating to his or her credit card, whether online or by telephone, the client authorises the campsite to debit his or her credit card for the amount of the deposit or the total amount of the stay. For this purpose, the client confirms that he or she is the holder of the credit card to be debited and that the name appearing on his or her credit card is indeed his or her own.

On-site payments: at the campsite, only payments by credit card (listed above), cash, and ANCV holiday vouchers are accepted. Cheques are not accepted on site.

6. PROMOTIONAL OFFERS AND "PARTNER" BENEFITS

Promotional offers are subject to certain conditions and cannot be combined with each other nor applied retroactively unless otherwise stated. Promotional offers cannot be applied to a booking that has already been paid in full or in part. On such occasions, it is possible that for the same stay, clients may have paid different prices. Clients who have paid the highest price may in no case benefit from a refund of the difference between the price they paid and the promotional price. To benefit from a "partner" advantage, the client must justify entitlement to said advantage in accordance with the provisions agreed with the campsite. Holders of "partner" advantages must imperatively be the holders of the stay. The campsite will verify the applicability of the offer. In the event of fraud, the amount of the discount will be claimed from the client.

7. CANCELLATION / WITHDRAWAL CONDITIONS

We strongly recommend that you take out cancellation insurance in order to benefit from reimbursement of the stay costs (according to the general terms and conditions of the insurance – the establishment's booking fees and the amount of the cancellation insurance are non-refundable). This insurance is optional and represents 5.5% of the cost of the stay (excluding booking fees and tourist tax) with a minimum flat rate of €20.

The complete general cancellation conditions are available upon simple request or can be consulted online on Campez Couvert or on the campsite's website in the "cancellation insurance" section.

In the event of cancellation by the client or of no-show, no refund will be possible by the campsite since the latter has offered subscription to cancellation insurance. In the event of cancellation more than 30 days before the start of the stay, 30% of the amount of the stay will be due to the campsite as well as the recorded booking fees. In the event of cancellation less than 30 days before the start of the stay, the total amount of the stay (100% including the AVF share) will be required. The cancellation invoice will only be issued to the client after full payment of the cancellation fees (30% or 100% according to the explanation above).

Right of withdrawal: The consumer does not benefit from a right of withdrawal in accordance with Article L. 221-28 of the Consumer Code, which provides that: "The right of withdrawal cannot be exercised for contracts: 12 For the provision of accommodation, services, other than residential accommodation, transport of goods services, car rentals, catering or leisure activities which must be provided on a specific date or during a specific period."

8. ARRIVALS / DEPARTURES

Upon arrival at the campsite, please register at reception before 6:00 pm.

Pitches: arrivals take place between 2:00 pm and 6:00 pm and departure before 12:00 noon.

Rentals: arrivals take place between 3:00 pm and 6:00 pm and departure before 10:00 am (no appointment).

In the event of late arrival, please inform us before 6:00 pm on +33 (0)2 51 68 20 05; in the absence of a message, the pitch becomes vacant 24 hours after the arrival date mentioned in the contract.

No arrival will be accepted after 9:00 pm. In the event of late arrival, you must present yourself the following morning at reception for registration, failing which we will not be able to accept your stay at the campsite. No reduction or refund will be granted in the event of a delayed arrival or an early departure.

9. INVENTORY OF FIXTURES

Upon arrival at the campsite, the inventory of fixtures is carried out by the client. Any problem related to the accommodation (missing item, breakage, cleanliness) must be reported in writing and submitted to reception on the same day.

Departure takes place without an inventory of fixtures no later than 10:00 am; the keys must imperatively be returned before 10:00 am to reception or placed in the box provided for this purpose at the entrance to reception.

Departure without an inventory of fixtures: After your departure, the members of our cleaning team will check the general condition and the state of cleanliness of the rental accommodation and will give their approval for the destruction of your security deposit (cheque or credit card number); a confirmation email will be sent to you. Your security deposit cheque may be returned to you by post; in this case, please provide us with a stamped envelope.

10. SECURITY DEPOSIT (deposit)

Its amount is €300 for rentals and €150 for bare pitches. This security deposit constitutes our insurance for compliance with the rental installation entrusted to you, the state of cleanliness in which you will return the accommodation to us upon your departure, compliance with the instruction not to smoke inside the rentals, and compliance with the internal rules: in particular noise disturbances. This security deposit does not constitute a limit of liability and may be cashed in to cover the costs of restoring the rental accommodation if necessary. Retention of the security deposit does not exclude additional compensation in the event that the costs exceed its amount. End-of-stay cleaning is the responsibility of the tenant: this cleaning implies leaving the washable mattress protectors on the beds and pillows clean (do not remove the covers), wiping down the furniture; shaking cushions and mattresses to remove sand, cleaning the microwave, gas hobs, coffee maker, refrigerator (defrost it the day before your departure if necessary), leaving the dishes clean and put away, fully cleaning the bathroom (washbasin, shower and WC), sweeping and cleaning the floor, leaving the garden furniture clean and tidy, depositing your rubbish bags and respecting the sorting indicated at the area provided for this purpose, leaving the surroundings of the mobile home clean. Upon your departure, if these instructions are not respected, the cost of the cleaning package will be requested from you (€300). After your departure, the members of our cleaning team will check the general condition and the state of cleanliness of the rental accommodation and will give their approval for the destruction of your security deposit (cheque or credit card number). Your security deposit cheque may be returned to you by post; in this case, please provide us with a stamped envelope.

Insects: Before being rented out, the rental accommodation has been subject to regular cleaning. During the stay, the clients are responsible for this maintenance. If, despite efforts and regular maintenance of the accommodation, the tenant notices the presence of undesirable insects (such as spiders or ants), it is his or her responsibility either to take the necessary action or to inform the campsite so that it can take the necessary action. If, despite the operator's efforts, the problem is not completely resolved, and this taking into account in particular the configuration of the premises, the operator declines all responsibility and it will be up to the tenant to use, where appropriate, certain repellents, for example to keep mosquitoes, bedbugs, etc. away.

11. COMPLAINTS AND DATA PROCESSING

Complaints will only be taken into account if they are dated and signed, precise and relating to recent facts.

In accordance with the GDPR and our privacy policy, you authorise the campsite to keep your contact details in order to send you commercial information and for the purpose of facilitating the management of your booking. Your data is kept for 3 years. Under no circumstances will your personal data be transmitted to third parties; it will remain strictly confidential and used only by the campsite staff. In the event of refusal, simply inform us by letter to Camping Le Bois Joli, 2 Rue de Châteauneuf, 85710 Bois de Céne, indicating your surname, first name and address.

CONSUMER MEDIATION: In accordance with the provisions of Article L 612-1 of the Consumer Code, any client of the campsite has the right to free recourse to a consumer mediator with a view to the amicable resolution of a dispute which would oppose him/her to the operator of the campsite. The contact details of the consumer mediator that the client may refer to are as follows: CM2C, 14 rue Saint Jean 75017 Paris, <https://cm2c.net/> – Telephone: +33 (0)1 89 47 00 14.

12. RIGHT TO IMAGE

You authorise, without any compensation, Camping Le Bois Joli to use photos and videos of you and of all participants in this stay, for the campsite's advertising needs (brochure, internet...), without any time limitation. Otherwise, please complete the following declaration:

I, the undersigned do not authorise the campsite to reproduce, publish, edit or represent my image and that of all participants appearing in this contract, for its advertising needs. Signature:

13. LIABILITY

The liability of Camping Le Bois Joli cannot be engaged in the event of: theft, loss or damage of any nature whatsoever, during or following a stay fire, bad weather or other incidents falling under the civil liability of campers breakdown or shutdown of technical equipment, breakdown or closure of facilities damage caused to or suffered by vehicles within the campsite.

The tenant is required to cover his or her civil liability by insurance; a certificate may be requested upon arrival. You are reminded that swimming in the campsite's aquatic area remains under the full responsibility of the parents or guardians. In the event of a dispute, the competent court shall be that of Les Sables d'Olonne.

Although the campsite makes every effort to maintain an operational service, it cannot offer any guarantee as to the continuity of access to its website and therefore declines all responsibility for any direct and/or indirect damage caused by the impossibility of accessing it in whole or in part or which may arise from the use of the service by an internet user. Under no circumstances may the campsite be held responsible for damage resulting from a loss of data, or from the fact that the campsite has been informed of any risk concerning the use or operation of the site, or from the impossibility of providing the stays that the client orders from the campsite, including without limitation damages resulting from error, omission, virus, delay or interruption of service. In the same way, the campsite cannot be held criminally or civilly liable for the consequences resulting from inappropriate or unauthorised use of the website or its content by users or any other third party.

The campsite cannot be held responsible, due to communication by any third party, for photographs that they have declared to have the rights to, for false, misleading or erroneous information that would be mentioned in their catalogues or on their websites concerning the campsite, and in particular the presentation photos, descriptions, activities, leisure activities, services and operating dates.

The campsite cannot be held responsible for non-performance or improper performance of the contract concluded, in the event of fault on the part of the client, in the event of force majeure or due to the unforeseeable and insurmountable act of a third party external to the provision of the services provided for in the contract. In any event, in the event that the campsite is recognised as liable for any reason whatsoever, any possible compensation shall be limited to the amount of the stay.

14. INTERNAL LIFE

Wearing the wristband is mandatory.

Aquatic Area: Unsupervised. Wearing the wristband is mandatory.

Children remain under the supervision of their parents. Due to the strict hygiene rules imposed by the ARS, swim shorts, underwear, wetsuits and long clothing are not authorised in the pools. For men, only swim briefs and swim boxers are authorised, and for women, only one-piece or two-piece swimsuits are authorised. In order to respect this area and the quality of the water, it is forbidden to enter with shoes, food, balls, inflatable mattresses, radios and cigarettes.

Children's playgrounds: Children are under the responsibility and supervision of their parents. The playgrounds are closed from 10:00 pm to 10:00 am.

Television: the campsite is not responsible for disruption to the reception of television channels.

Pets: Your pet (under 10 kg / 1 animal per pitch or accommodation) is accepted, kept on a leash at all times, never alone nor in the rental accommodation nor on the pitch, and upon presentation of an up-to-date vaccination record. Identification is mandatory. Dogs of 1st and 2nd category and NAC (New Companion Animals) are strictly forbidden. Pets must relieve themselves outside the campsite and any accidents must be picked up. For obvious hygiene reasons, they are not admitted into the bedrooms of the rental accommodations and the aquatic area. In order to guarantee the safety of all our holidaymakers and their animals, it is mandatory that animals present in our establishment be vaccinated against rabies.

Cleanliness: The whole team remains vigilant in matters of hygiene for your well-being as well as the aesthetics of the campsite and its facilities: please respect the cleanliness, hygiene and appearance of the campsite. Parents must keep their children under their supervision, accompany and help them to the toilets and showers and prevent them from playing in the sanitary blocks. Children must never be alone, particularly in the aquatic area, in the sanitary facilities and in the playgrounds. Cigarette butts must not be thrown on the ground but into the bins provided for this purpose. It is your duty to keep the common areas clean.

Eco-responsibility: Everyone must monitor their water consumption and adopt eco-responsible gestures.

Rubbish bins: Deposit your rubbish bags in the room at the entrance to the campsite. Be vigilant about selective sorting: deposit your glass bottles, packaging and magazines in the containers provided for this purpose. A composter is available 100 m from the entrance to the campsite.

Safety: Electrical appliances (plancha, barbecue, etc.) are forbidden. Only gas barbecues and planchas are authorised; do not use them on the terraces (grease marks).

Silence: Silence must be total between midnight and 7:00 am. Vehicle circulation is limited to 10 km/h and is forbidden in the campsite between 10:00 pm and 7:00 am (the access barriers are closed during these hours). In the event of noise or disturbances, those responsible will be expelled without refund.

Visitors: They are welcome under the responsibility of their hosts; they are requested to present themselves at reception and to pay, if necessary, the fee provided for. In all cases, their vehicles must be parked outside the campsite and access to the aquatic area is not authorised.

Electric car: It is not possible to recharge your electric car on your pitch or within the campsite, as no equipment is provided for this purpose.

15. THE INTERNAL RULES

Each tenant undertakes to read and respect the internal rules which are displayed at the entrance to the campsite. These rules have been established under the aegis of the Ministry of Tourism, in partnership with the Directorate for Competition and Fraud Repression, the FFCC representing users, and the FNHPA representing the profession.

Camping Le Bois Joli ****

Classification decision of 12 June 2023

SIRET No.: 91125081900016 – RCS La Roche-sur-Yon

Update of 26 January 2026