

TERMS OF APPLICATION

The present General Terms and Conditions of Sale apply, without restriction or reservation, to any rental of accommodation or a bare pitch on the Les Mouettes campsite, operated by Mr. and Mrs. Lesouef, via its website www.camping-les-mouettes.com or by phone, postal mail, or email.

The main characteristics of the rentals are presented on the website www.camping-les-mouettes.com or on printed or electronic media. The Client is required to review them before placing any order. The choice and purchase of a service is the sole responsibility of the Client.

The Client declares that they have read and accepted the present General Terms and Conditions of Sale, either by checking the box provided for this purpose on the contract or before initiating the online ordering process.

The applicable version of the General Terms and Conditions of Sale is the one in force on the website or on the date the Client places the order.

BOOKING CONDITIONS

All bookings are personal and cannot, under any circumstances, be transferred. The reservation becomes effective upon receipt of the contract signed by the client or the order placed on the website www.camping-les-mouettes.com, accompanied by a deposit payment (30% of the total stay amount). Any reservation request is firm and final after confirmation by email or postal mail.

The balance for a mobile home stay must be paid no later than 30 days before the arrival date. If the booking is made less than 30 days before the start of the stay, full payment is required at the time of booking. The balance for a camping pitch must be paid upon arrival.

The Provider reserves the right, in case of non-compliance with the above payment conditions, to suspend or cancel the stay booked by the Client and/or suspend the execution of its obligations after a formal notice has remained without effect.

No discount will be granted in the case of a delayed arrival, early departure, or change in the number of people (whether for the entire or part of the planned stay). Any delay in arrival must be reported; otherwise, the reservation will be considered canceled as of 12:00 PM the following day.

The legal provisions regarding the right of withdrawal in the case of distance selling, as provided for by the Consumer Code, do not apply to tourist services (Article L.121-20-4 of the Consumer Code). However, Les Mouettes campsite reserves the right to cancel the reservation within 72 hours from the confirmation of the reservation on the website. In this case, any payments made will be fully refunded.

In accordance with the provisions of Article L612-1 of the Consumer Code, every customer of the campsite has the right to make free use of a consumer mediator for the purpose of amicable resolution. The contact details of the mediator of consumption that the customer can choose are the following:
CM2C - Centre de médiateur de la consommation de conciliateurs de justice - 49 rue de Ponthieu - 75008 Paris - cm2c@cm2c.net - 01 89 47 00 14

TERMS OF STAY

The client, who signs this contract for a fixed period, cannot under any circumstances extend their stay beyond the agreed duration. Subletting is not permitted. The rental or pitch must be occupied by at least one responsible adult and must not exceed the maximum capacity of the reserved mobile home or more than 6 people for bare pitches.

The campsite is not responsible for any damage or deterioration that may occur to the personal property of the tenants or for damage caused to third parties (mandatory civil liability).

CAMPING PITCHES: The arrival time is between 2:30 PM and 7:00 PM (from 2:00 PM in July-August). The departure time is between 8:30 AM and 12:00 PM.

MOBILE HOMES: The arrival time is between 4:00 PM and 7:00 PM. Outside of the peak season, this time frame can be extended upon prior request. During the peak season, arrivals are exclusively on Friday, Saturday, or Sunday.

A security deposit of €300 (for any potential damages to the rental or violation of the house rules, such as noise disturbances after 10:30 PM) is required upon arrival. This deposit does not constitute a limit of liability. The tenant has 24 hours after arrival to report any incomplete inventory or other anomalies. Additionally, a cleaning deposit of €90 is required upon arrival and will be refunded after departure if the accommodation is left in the same clean condition as it was received. The mobile home must be cleaned and left as it was upon arrival. The inventory check will take place on the last day between 8:30 AM and 10:00 AM. If the inventory cannot be completed due to an early departure, the deposit will be retained. It will then be canceled or returned by mail after the inventory is conducted by the owner, minus any potential fees.

CUSTOMER'S OBLIGATION

All Clients or visitors must comply with the campground rules displayed at the entrance of the campsite. The managers reserve the right to terminate the stay without notice or refund for individuals who fail to comply with the rules or who have provided false information.

Only one vehicle per pitch is allowed. The gates are closed between 10:30 PM and 7:45 AM, and all traffic is prohibited during this period.

Visitors are allowed from 10:00 AM to 10:00 PM and must check in upon arrival. They may be admitted only with the managers' permission and remain the responsibility of the tenant. A fee is charged per visitor. Access to the campsite's facilities is strictly prohibited for visitors and individuals from outside the campsite.

Dogs of the 1st and 2nd categories or weighing more than 25 kg are prohibited. Only one animal per pitch or rental is allowed. The animal must be tattooed and vaccinated. Dogs must be kept on a leash at all times and must not be left alone. No dog waste will be tolerated within the campsite grounds.

CANCELLATION

AND CHANGING YOUR BOOKING REQUEST

In the event of a change in reservation dates or the number of people, the Provider will make every effort to accommodate date change requests within the limits of availability, without prejudice to any additional fees. Since the Provider cannot guarantee the availability of a pitch or accommodation on another date, a price supplement may be required in such cases.

In the event of a cancellation by the Client, any payments already made will be retained by the campsite.

CANCELLATION INSURANCE

To obtain potential compensation, we recommend that you purchase cancellation or trip interruption insurance when making your reservation.

TOURIST TAX - PAYMENTS

The tourist tax, collected on behalf of the local community, is not included in the rates. The amount is determined per person (aged 18 and over) per night. It must be paid when settling the balance of the stay and is itemized separately on the invoice. Accepted payment methods include: cash, credit card, check, ANCV holiday vouchers, and bank transfer.

APPLICABLE LAW - LANGUAGE

These General Terms and Conditions of Sale and the operations resulting from them are governed and subject to French law. These General Terms and Conditions of Sale are originally written in French. Should they be translated into one or more foreign languages, only the French text shall be deemed authentic in the event of a dispute.

WE THANK YOU FOR YOUR TRUST
AND WISH YOU A NICE STAY AT LES MOUETTES CAMPSITE !

OPENING HOURS AND CONTACT

Réception is open
from 9:00am to 12:30pm
from 2:30pm to 7:00pm
from 8:30am to 1:00pm and from 2:00pm to 7:30pm in july-agust

Telephone hotline
from 01/10 to 31/03 monday till friday
from 9:00am to 12:00am
and from 2:00pm to 6:00pm

Camping Les Mouettes, 7 rue du Dr Viaud,
50230 Agon-Coutainville
00332 33 45 38 63
contact@camping-les-mouettes.com

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