

Terms and Conditions

1) Introduction

- a) We consider these terms and conditions (the “Terms”) and our prices to set out the entire agreement between you and us for the supply of our services to you. Only these terms shall apply to our contract with you.
- b) Please check that the details in these terms and conditions and your Booking Request are complete and accurate before you commit yourself to the contract.
- c) If you think that there is a mistake, please make sure that you ask us to confirm any changes in writing, as we can only accept responsibility for statements and representations made in writing by our authorised employees and agents.
- d) Please ensure that you read and understand these Terms before you submit your Booking Request. You may only request a booking if you agree to these Terms.
- e) By submitting a Booking Request, you are deemed to have accepted these terms. This does not affect your statutory rights as a consumer.
- f) SARL Camping du Quinquis (referred to as “Camping du Quinquis/we/our/us”) sells camping and caravanning holidays via www.campingquinquis.com (the “website”), via telephone, via email requests, via postal requests and takes bookings direct at the Camping du Quinquis (the “Site”).
- g) Any person wishing to make a booking via any of these methods (referred to as “you/your”) acknowledges that such booking is made subject to these Terms.
- h) We reserve the right to change these Terms at any time. Any such changes will take effect immediately when posted on the website, in the brochure, at the site, or otherwise brought to your attention.
- i) It is your responsibility to read the Terms each time you submit a Booking Request and any such request shall signify that you have accepted to be bound by the latest set of Terms. A copy of the latest set of Terms is available on the website and upon request.

2) Making a Booking

- a) You can either book online, via our telephone or direct with the site. Please have details of all party members when making a booking. Please check your confirmation as Camping du Quinquis cannot be held responsible for errors in information provided at the time of booking.
- b) Bookings are not transferable to another party.

- c) When making a booking you agree that you or at least one member of your party is eighteen years or over, you have the authority of all persons in your party to book on their behalf, you accept these Terms & Conditions and you agree to be responsible for any loss or damage caused by any member of your party or animal accompanying you.

3) Prices

- a) The prices advertised are accurate at the time of booking. Prices can move up or down and Camping du Quinquis reserve the right to do so.
- b) Customers are advised to check the website for the most up to date information including our latest promotions, deals and discounts. Although prices may vary from time-to-time, the price payable is the price confirmed at the time of booking.
- c) The prices are based on a daily rate unless otherwise stated. Prices include TVA (French VAT) at the current prevailing rate.
- d) Whilst we will make every effort to ensure that our prices remain unchanged, they may be amended at any time prior to payment of the final balance.
- e) Prices do not include any additional services, features and facilities unless expressly stated.
- f) Promotions, deals or discounted offers are provided at the discretion of Camping du Quinquis. All offers are subject to availability, cannot be used in conjunction with any other offer or discount and may be withdrawn at any time. Retrospective refunds are not permitted against any offer or promotion advertised after such time a booking is made.

4) Payment

- a) Payment for bookings can be made by cash, credit or debit card, cheque, bank transfer or on line payment.
- b) When you book your holiday you will either pay a 25% deposit or if it is 8 weeks or less before your arrival date, you will pay the full cost of the holiday.
- c) Upon receipt of your payment we will issue an invoice confirming your holiday details and price. Please check this invoice carefully.
- d) The balance of your holiday must be paid in full at least 8 weeks prior to your arrival. It is your responsibility to ensure that the payment is received by the due date on the invoice.

5) Cancellation and Booking Amendments

- a) If you want to amend your booking, you must notify Camping du Quinquis as soon as possible. Subject to availability and the conditions below, amendments to your booking can be made. Transferred dates must be within the same booking season.
- b) More than 30 days before arrival date - the booking can be amended or cancelled with a full refund

- c) Between 15 and 29 days before arrival date - the booking can be amended or cancelled with a 50% refund
- d) Less than 15 days before arrival date - the booking cannot be cancelled or amended. In either situation, no refund will be given.
- e) If we have to cancel your booking, we will offer you a full refund of any fees paid or the option of an alternative pitch/site of a comparable standard (with you paying any additional cost or receiving a refund in respect of a price difference). No other compensation is available.

6) Services, Features and Facilities

- a) Weather, lack of demand or maintenance may lead to the withdrawal of some or all facilities described in the brochure. Some facilities may only be available during high season.

7) Arrival and Departure

- a) Your accommodation will be ready after 3pm on the day of arrival.
- b) If your journey to the campsite means that you will arrive after 11pm please be aware that you will have to leave your vehicle at the campsite entrance. Please be prepared to carry the belongings that you will need overnight to your accommodation.
- c) You must vacate your accommodation/pitch by 1000 on the day of departure

8) Cleaning

- a) Unless you have pre-booked or booked on Site an end of stay clean, you must leave your accommodation in the same state of cleanliness in which you found it.
- b) Failure to do so may result in additional cleaning charges being invoiced by Camping du Quinquis.

9) Management and Behaviour

- a) Our Site Managers and staff fully empowered in all aspects of Site operation and management.
- b) Camping du Quinquis fully supports the Site Managers and teams in dealing with matters of policy at their sole discretion when the need arises.
- c) In placing a Booking Request, you agree that you and your party will at all times comply with the requests of the Site Managers and staff
- d) As the person booking the holiday, you are responsible for the behaviour of all members of the party whilst on the Site.
- e) Any wilful damage to the Site or any other Camping du Quinquis property will result in you being asked to immediately leave the Site. If you are asked to leave under these circumstances, no monies will be refunded.

- f) To respect the enjoyment of others, we ask that noise levels are kept to a minimum after 2300. No music is allowed on site after 2300.
- g) No driving is allowed on site after 2300 and before 0730.
- h) To protect our environment, the burning of wood is strictly prohibited. Open fires, fire pits and rope swings are also prohibited.
- i) Charcoal only BBQs are allowed, providing they are raised of the ground. BBQs must be extinguished by 2230.
- j) No structures (including washing lines) can be tied or secured to trees or vegetation. Any structures that are or are judged to be causing damage to the site will be taken down or removed. The site team reserve the right to do so without prior consent and wholly at the discretion of our staff.

10) Visitors

- a) Camping du Quinquis are happy to accommodate up to six visitors per pitch per day. All day visitors should report to the on-site reception. Maximum charge for visitors and their car is €20.00 per day.
- b) It is essential, for security and health and safety, that visitors report to the reception on arrival. Entry to the site and parking onsite will be at the site manager's discretion.
- c) Visitors are required to leave the site by 2300 or whenever the site barriers are closed for the night, whichever is the earlier.

11) Pets

- a) Dogs are welcome on our site
- b) Dogs must be kept on leads at all times and any fouling must be collected and disposed of. A maximum of three dogs per pitch are permitted onsite.
- c) If there is an incident onsite involving your dog you may be asked to leave the site immediately.

12) Complaints

- a) We want you to have an enjoyable holiday. Should you have cause for complaint, please contact our Site Manager immediately who will try to resolve your complaint and advise you of our complaints procedure.
- b) We ask you to note that if you do not give us the opportunity to resolve the problem by reporting it onsite, we may not be able to deal with any complaint on your return and your rights to claim may have been reduced or forfeited.

13) Liability

Please read this section as it is important that you understand what you are agreeing to.

- a) Nothing in this section limits or attempts to limit our liability for death or personal injury caused by our negligence or for fraud or fraudulent misrepresentation, or for

any other matter for which it would be illegal or unlawful for us to exclude or attempt to exclude our liability.

- b) If we fail to comply with these Terms and Conditions we are responsible for loss or damage you suffer that is a direct and foreseeable result of our failure or our negligence.
- c) We shall not be responsible for any losses that you suffer that are indirect or not foreseeable, including, but not limited to, loss of income or revenue, loss of business and loss of anticipated savings.
- d) Where we are responsible for your loss, our maximum liability shall be no more than to refund the amount paid by you for the holiday.
- e) As our Site is located in a rural environment, we do not accept responsibility for any damage, injury or inconvenience caused by plants, trees or wildlife.
- f) We do not accept responsibility for anything that adversely affects your holiday that is outside of our control.
- g) These Terms and Conditions are governed by the laws of France

14) Information about you

- a) At times we may request that you voluntarily supply us with personal information. Generally, this information is requested when you request information and/or services from us. We may gather and use information about you in the following ways:
- b) We will use your personal information and information we obtain from other sources for administration and customer services, for marketing, to deliver our services to you, to analyse your purchasing preferences and to ensure that the content, services and advertising that we offer are tailored to your needs and interests.
- c) We intend to continue improving the content and function of our website. For this reason, we monitor customer traffic patterns and website usage to help us improve the design and layout of our website and provide content that is of interest to you.
- d) By providing us with your personal information you consent to our processing your personal data for the above purposes.
- e) We will only use the information that you provide to us for the purposes contemplated in these Terms, informing you about similar services which we provide (unless you tell us that you do not want to receive this information) and improving the services which we offer to customers.
- f) We may share your information with our affiliates and/or business partners for marketing purposes or we may send you information about other organisations' goods and services.
- g) We may contact you by post, telephone, fax, email or other electronic messaging service with offers of products, services or information that may be of interest to you.

- h) By giving us your contact details you consent to being contacted by these methods for these purposes. If you do not wish to receive marketing information from us or our affiliates and/or business partners other than the information you have requested, please indicate this on registration or contact us via our website or by telephone.
- i) If we (or any part of us) enter into a joint venture or are sold, transferred to or merged with another business entity, or if our business structure changes, the information that we hold about you may be disclosed to the new business partners or owners, although your personal information will still only be used in accordance with these Terms.
- j) We employ security measures to protect your personal information from access by unauthorised persons and against unlawful processing, accidental loss, destruction and damage.
- k) We may retain your personal information after we have ceased using it for the purposes set out in these Terms, or for as long as the law requires.
- l) You are entitled to obtain details of the information that we hold about you (for which we may charge a small fee).
- m) You may also ask us to make changes to the information we hold about you or your marketing preferences to ensure that it is accurate and kept up to date. If you wish to do this, please send an email to enquiries@campingduquiquis.com.
- n) We may use information obtained about you from cookies (files which are sent to us by your computer or other access device) which we can access when you visit our website in the future. We do this to allow us to identify users and personalise the website wherever possible.
- o) The cookies store small pieces of information about our users, such as names and email addresses. This means that on future visits to our website, we can identify past users. We may access cookies stored on your computer when you visit our website in future or when you open an email from us.
- p) If you want to delete any cookies that are already on your computer, please refer to the instructions for your file management software to locate the file or directory that stores cookies.
- q) Any cookie whose name starts with UTM is a Google Analytics first party cookie. If you want to stop cookies being stored on your computer in future, please refer to your browser manufacturer's instructions by clicking "Help" in your browser menu. Further information on deleting or controlling cookies is available at www.aboutcookies.org.
- r) Please note that by deleting our cookies or disabling future cookies you may not be able to access certain areas or features of our website.

15) Other Important Information

- a) Any photographs, descriptions or advertising we issue, and any descriptions or

illustrations contained in our catalogue, or brochures or on our website, are issued or published solely to provide you with an approximate idea of our Site and services. They do not form part of the contract between you and us.

- b) If any court or competent authority decides that any of the provisions of these Terms are invalid, unlawful or unenforceable to any extent, the Term will, to that extent only, be severed from the remaining Terms, which will continue to be valid to the fullest extent permitted by law.
- c) If we fail at any time while these Terms are in force, to insist that you perform any of your obligations under these Terms, or if we do not exercise any of our rights or remedies under these Terms, that will not mean that we have waived such rights or remedies and will not mean that you do not have to comply with those obligations.
- d) Any waiver of a default by us does not mean that we will automatically waive any subsequent waive by you. No waiver by us of any of these Terms shall be effective unless we expressly say that it is a waiver and we tell you so in writing.
- e) You may not transfer any of your rights or obligations under these Terms to another person without our prior written consent, which we will not withhold unreasonably.
- f) We can transfer all or any of our rights and obligations under these Terms to another organisation, but this will not affect your rights under these Terms.