GENERAL TERMS AND CONDITIONS OF SALE AND INTERNAL RULES 2027

I. GENERAL TERMS AND CONDITIONS OF SALE

1.1. PRICE

- The service will be provided at the rate in force at the time of registration of the option or Reservation.
- A simulation of a stay does not guarantee any place or price.
- Rates are subject to change without notice.
- Rates are inclusive of VAT. Any change in the VAT rate will result in a change in the rate.

1.2. BOOKING CONDITIONS

- All contracting parties must be at least 18 years of age, have the legal capacity to enter into a contract and not be under guardianship or trusteeship. In the event of legal protection measures, the guardian or trustee must make the booking on behalf of the protected person and be present throughout the stay. The campsite reserves the right to require the signing of a waiver committing the Customer and their participants to comply with the Internal Regulations.
- The Customer undertakes to book a stay in their own name and on their own behalf and to occupy the selected Accommodation or Camping Pitch for the duration of the stay.
- The Customer may make their Booking by telephone and/or via the Website in accordance with the terms and conditions described below.

1.2.1. Booking by telephone

- The Customer may contact the Booking Service by calling the following number: +33 (0)2 51 58 62 98 in order to set up a simulated stay for a specific Accommodation or Camping Pitch, which will be sent to the Customer's email address as provided during their telephone conversation with the Booking Service. The purpose of this simulation is to inform the Customer about a specific Accommodation or Camping Pitch and does not commit the Customer to the campsite.
- The Customer may also contact the Booking Service to place an option on an Accommodation or Camping Pitch. When this option is placed, Le Tropicana will send the Customer these GTC and the attached Internal Regulations in PDF format. This option is only valid for 7 days, after which it will be deleted by the Booking Service. If the Customer pays the deposit requested by the campsite within the time limit specified in Article 1.3.2 of these GTC, the option becomes a Reservation, subject to the Customer receiving a confirmation email from the campsite at the email address provided to the Booking Service.
- In the Reservation confirmation email, the campsite sends the Customer these GTC, to which the Internal Regulations are appended for the purposes of storing and verifying information relating to the Reservation. Le Tropicana advisors are there to inform and advise Customers and cannot be held liable in the event of a disagreement about the booked stay. Payment of the amounts requested constitutes firm and definitive acceptance of the Booking made by the campsite.

1.2.2. Booking on the Website

- The Customer may make a Reservation on the Website and create an Account. The Customer selects the Accommodation or Camping Pitch according to the availability offered by the Establishment by clicking on the "Reserve" button.
- The Customer chooses one of the payment methods offered and expressly accepts the terms of these GTC, then proceeds to pay the deposit requested by the campsite. The Customer is redirected to the secure payment interface of their payment service provider.
- Once the deposit has been paid, the campsite will confirm the Booking. The Customer will then receive an email from the campsite confirming their Booking. In this case, the Booking is firm and final.
- If the payment is rejected, the booking will be placed on "Option" status until payment is validated within the maximum time limit, failing which the stay will be cancelled: refer to Article 1.5.
- Finally, any arrival without a prior Booking will result in acceptance of the GTC as soon as the pitch is made available. The GTC are displayed within the Establishment or can be consulted at www.le-tropicana.com. They can also be provided free of charge on request.
- The campsite undertakes to indicate the availability of pitches in real time. In the event of simultaneous bookings for the same pitch, the Establishment undertakes to inform and reimburse Customers within twenty-four (24) working hours, by email, of the unavailability of the pitch for a specified period.
- The booking of accommodation or a camping pitch is strictly personal. Under no circumstances may the customer sublet, transfer or assign their booking without the express prior consent of the campsite.
- Any person under the age of 18 must be accompanied by their legal guardian, who will be responsible for them throughout their stay.
- It is specified that the applicable rate is set according to the age of the persons during the stay and not the age on the day of the booking.
- Accommodation or camping pitches are allocated on site only, by the campsite, and cannot be reserved in advance. The campsite cannot guarantee any special requests (number, etc.) made at the time of booking and cannot be held liable if these requests are not met. No compensation will be due. The pitch number will be communicated to the Customer when the pitch is made available on the day of arrival.
- Any requests made by the Customer within 7 days prior to arrival cannot be taken into account and shall therefore have no binding or contractual value.

1.2.3. Camping pitch

- The camping rates indicated on the website www.le-tropicana.com or communicated by our advisors include access to the pitch for 2 people. Any additional participants (3rd, 4th, 5th and 6th person) will be subject to additional charges.
- The maximum capacity is 6 persons. The campsite reserves the right to refuse access to the Establishment to holidaymakers arriving with a number of persons exceeding the indicated capacity, it being specified that a child counts as one person.
- The booking of a camping pitch includes 2 persons, the vehicle, access to the sanitary facilities and the installation of equipment belonging to the Customer such as a caravan, tent, van or motorhome. Only one piece of equipment may be installed on the pitch.
- It is essential to provide us with the exact details and dimensions of the equipment to be installed on the camping pitch during the stay at the time of booking. In the event of missing and/or incorrect information, the campsite declines all responsibility for the pitch allocated.
- Any changes to the equipment specified in the sales contract must be requested in advance from the Booking Department and are subject to availability and acceptance by the campsite.

1.2.4. Accommodation

The campsite offers several ranges of accommodation for 2 to 8 people. The campsite will be obliged to refuse access to the Establishment to holidaymakers arriving with a number of people exceeding the maximum capacity indicated, it being specified that a child counts as one person. Failure to comply with this rule will automatically result in an additional charge, set by the campsite and subject to the Customer's express acceptance. For all Accommodation Bookings, it is strictly forbidden to install any additional equipment.

1.2.5. Booking fees

- Telephone and online booking fees are €27.
- Booking fees are payable at the time of booking.

1.2.6. Tourist tax

The tourist tax rate is set by the municipal council of the town where the Establishment is located, taking into account a scale that is adjusted each year. The Customer must pay the tourist tax at the current rate.

1.2.7. Special Offers

Special offers proposed by the campsite, whether permanent or temporary, are non-retroactive, cannot be combined with each other and are subject to availability at the time of booking. They are valid on the amount of the stay excluding supplements, taxes and fees.

1.3. TERMS OF PAYMENT

1.3.1. Accommodation and Camping Pitches

For bookings made more than 30 days before the start of the stay, a deposit of 30% of the total cost of the stay (calculated excluding booking fees and "Campez Couvert" insurance payable at the time of booking) must be paid within 7 days in order to confirm the booking. The payment methods described in Article 3.2 of these GTC may be used. For bookings made less than 30 days before the start of the stay, the balance of the stay must be paid at the time of booking. This must be paid by: credit card; bank transfer; Connect holiday vouchers. Please note that less than 7 days before arrival, only credit card and holiday voucher payments will be accepted. Please note that the balance must be paid no later than 30 days before the start of the stay, without the need for any reminder from the campsite.

1.3.2. Payment method

For payments made more than 30 days before the date of arrival (accommodation or camping pitch), the Customer may pay by:

- Credit card via the campsite website in accordance with Article 1.2.2 of these General Terms and Conditions of Sale;
- Bank transfer from the campsite website in accordance with Article 1.2.2 of these General Terms and Conditions of Sale;
- Holiday vouchers sent by post;
- Connect holiday vouchers via the campsite website.

For payments made less than 30 days before the arrival date (Accommodation or Camping Pitch), the Customer may make a payment by:

- Credit card via the campsite website in accordance with Article 1.2.2 of these General Terms and Conditions of Sale;
- Bank transfer via the campsite website in accordance with Article 1.2.2 of these General Terms and Conditions of Sale;
- Chèque-Vacances Connect from the campsite website.

Please note that less than 7 days before arrival, only credit card and Chèque-Vacances Connect payments will be accepted.

On site (at reception, on the day of arrival), only the following payment methods will be accepted:

- Credit card;
- Holiday vouchers;
- Chèque-vacances connect;
- Cash (maximum €1000).

1.4. CANCELLATIONS

1.4.1. Right of withdrawal

It is hereby reiterated that the Customer does not have a right of withdrawal in accordance with Article L221-28-12 of the French Consumer Code.

1.4.2. "Campez Couvert" insurance

The campsite offers the Customer the option of taking out "Campez Couvert" insurance, which is optional but strongly recommended (3% of the cost of the stay). Under certain conditions (1), it covers the reimbursement of all or part of the Customer's stay. "Campez Couvert" insurance can only be taken out and paid for at the time of booking. (1) Details of the conditions can be found at www.le-tropicana.com

1.4.3. Late arrival, early departure and cancellation

- No refunds will be given for late arrivals, early departures or cancellations by the Customer. The Customer must notify the campsite by telephone on +33 (0)2 51 58 62 98 or by email of any possible delay in their arrival in order to retain their Accommodation or Camping Pitch. The Establishment reserves the right to dispose of the planned Accommodation or Camping Pitch if no news is received 24 hours after the planned arrival date. Payments made will not be refunded.
- Cancellation requests must be notified to the campsite's Booking Department by registered letter or email.

1.5. YOUR STAY

1.5.1. Arrival

- The campsite reserves the right to verify the accuracy of the information contained in the summary sheet for the booked stay and other contractual documents sent and validated by the Customer.
- The camping pitch is available to the Customer from 2 p.m.
- Accommodation is available to the Customer from 4 p.m.
- A credit card deposit will be required from the Client. The deposit is requested via an email sent by our partner Swikly and will be made exclusively online, prior to the Client's arrival.

Deposit for campers: €100
Accommodation deposit: €200
Cleaning deposit: Comfort range: €150 Prestige range: €200 Luxury Range: €300

1.5.2. During your stay

- The Establishment will make every effort to fulfil its general obligation to supervise the campsite. All Customers must comply with the provisions of the Establishment's Internal Regulations.
- Each Customer is responsible for any disturbances or nuisances caused by persons staying with them or visiting them.
- The campsite draws the attention of Customers to the fact that the Kids' Clubs are accessible to children who are 4 years of age during their stay; no exceptions can be made. Therefore, registration can only be made if the child is of the required age on the day of arrival. Registration may be refused if the quota for the age group to which the child to be registered belongs has already been reached.
- On site, various expenses cannot be paid by cheque.
- Activities and Services: It is reminded that an insufficient number of Customers constitutes a valid reason for cancellation.

1.5.3. Departure

- The camping pitch must be vacated by 12 noon at the latest and accommodation by 10 a.m. For any late departure, the Customer will be charged €20 per additional half hour.
- Before departure, the balance of the stay must be paid (all supplements/expenses incurred on site and not yet paid).
- Any unused credit cannot give rise to a request for reimbursement or credit of any kind.
- On the day of departure, the Customer is requested to vacate their Accommodation or Camping Pitch, leaving it free of any personal belongings. Depending on the services purchased (end-of-stay cleaning, bed linen hire, etc.), cleaning instructions will be given to the Customer on the day of arrival (or on request to the Booking Department), indicating the checklist of what is required.
- If the Accommodation or Camping Pitch has not been cleaned on departure and/or damage is found, an additional charge will be applied.
- End-of-stay cleaning is subject to availability and cannot be booked less than 48 hours before departure.
- The deposit will be returned to the Customer after inspection by our teams, within 10 days.

1.6. APPLICABLE LAW AND JURISDICTION

- These General Terms and Conditions of Sale and the Establishment's Internal Regulations are subject to French law.
- In the event of a dispute arising in connection with these General Terms and Conditions of Sale and the Establishment's Internal Regulations, their interpretation and consequences, or with any acts supplementing or modifying them, the Customer shall contact the campsite in order to attempt to reach an amicable solution.
- Any complaint must be reported to the Establishment manager if the dispute arises during the stay.
- Any complaints must be sent in writing (by registered letter with acknowledgement of receipt) to the campsite within 30 days of the end of the stay to the following address:

Camping Le Tropicana
18 Chemin des Bosses
85 160 Saint-Jean-de-Monts – France

1.7. LIABILITY

- The Customer expressly acknowledges that the campsite cannot be held liable for information provided by its partners on any medium.
- All photos and texts used in the Catalogue, on our website or any other medium are non-contractual and for information purposes only. It is possible that certain services and facilities offered by the campsite may be removed. In this case, the Establishment will notify the Customer who has made a Reservation with the Establishment concerned in writing.
- In the event of misconduct by a Customer, and without prejudice to any remedies that the campsite may seek to recover damages, the Establishment reserves the right to take any appropriate measures against the Customer, including expulsion from the Establishment.

1.8. IMAGE RIGHTS

As part of its business and in order to promote its establishments, the campsite may take photographs and videos within its establishments. The customer expressly authorises the use of the photographs and/or videos without compensation. This authorisation is granted for a period of 10 years from the date of the photograph or video. It applies only to images in which the customer or their companions are clearly identifiable (portraits, close-ups). Wide shots or group photos may be used freely. If the customer or one of their companions does not wish to be photographed or filmed, they must inform the campsite in advance, either before their stay or upon arrival at the establishment.

2. INTERNAL RULES OF THE ESTABLISHMENTS

PREAMBLE
These rules are provided for information purposes only. Within the establishment, the instructions and rules relating to the various services and facilities must be respected. Failure to comply with these rules will result in the loss of access to the establishment, and the campsite cannot be held liable.

2.1. CONDITIONS OF ADMISSION AND STAY

To be admitted to enter, settle or stay at the Establishment, you must have been authorised to do so by the manager or their representative. The latter is responsible for ensuring good behaviour and order, as well as compliance with these internal regulations. Staying at the Establishment implies acceptance of the provisions of these rules and a commitment to comply with them. All holidaymakers and pets must wear a campsite wristband. It must be worn throughout the stay to ensure identification. No one may take up residence there.

2.2. POLICE FORMALITIES

- Any person under the age of 18 must be accompanied by their legal representative or , who will be responsible for their care throughout their stay.
- It is specified that the applicable rate is set according to the age of the persons during the stay and not according to their age on the day of booking.
- Minors unaccompanied by their parents will not be admitted.
- In accordance with Article R. 814-1 et seq. of the Code on the Entry and Stay of Foreigners and the Right of Asylum, the manager is required to have foreign guests complete and sign an individual police form upon arrival. This form must include: 1° Full name; 2° Date and place of birth; 3° Nationality; 4° Usual place of residence. Children under the age of 15 may be included on the form of one of their parents; 5° Mobile phone number and email address; 6° Date of arrival at the Establishment and planned date of departure.
- The police record is kept for 6 months.

2.3. RECEPTION

All information about the campsite's services, supplies, sports facilities, tourist attractions in the surrounding area and various useful addresses can be found at reception.

2.4. NOTICE

These rules and regulations are displayed at the entrance to the establishment and at reception. They are provided to any guest who requests them. For classified campsites, the classification category with the mention of tourism or leisure and the number of tourism or leisure pitches are displayed.

2.5. ACCOMMODATION AND CAMPING PITCHES

Customers must set up on the pitch indicated in accordance with the instructions given by the manager or their representative. Campsite staff are authorised to intervene in all accommodation within the Establishment if necessary.

2.6. TERMS OF DEPARTURE
Customers who intend to leave before the reception opens must pay all additional charges/expenses incurred on site and not yet settled the day before.

2.7. NOISE AND QUIET
Customers are asked to avoid any noise or discussions that may disturb their neighbours. Sound devices must be adjusted accordingly. Car doors and boots must be closed as quietly as possible. The manager ensures the peace and quiet of holidaymakers between midnight and 7 a.m., during which time there must be complete silence.

2.8. PETS
Pets are accepted, subject to a supplement and limited to one animal per pitch. When you check in, your pet's vaccination record must be up to date. In accordance with Article 211-12 of the Rural and Maritime Fishing Code, and the applicable ministerial decrees and orders, dogs in the 1st category "attack dogs" (e.g. pit bulls) and 2nd category "guard and defence dogs" (e.g. Rottweilers) are prohibited. Dogs and other animals must not be left free, or even locked up, in the absence of their owners, who are civilly responsible for them. Any behavioural problems due to owner negligence (dog left alone and barking, faeces not picked up, etc.) requiring the intervention of our maintenance team will be subject to a charge of €100 including VAT. Booking a stay with a pet is only possible in certain categories of accommodation.

2.9. VISITORS
After being authorised by the manager or their representative, visitors may be admitted to the Establishments under the responsibility of the Customer who is receiving them. The Customer may receive one or more visitors at reception. Activities and Services are accessible to visitors after they have been authorised. However, the use of Activities and Services may be subject to a charge according to a price list displayed at the entrance to the Establishment or at reception. Visitors' cars are not permitted in the Establishment.

2.10. TRAFFIC AND PARKING
Inside the Establishment, vehicles must travel at a speed limited to 10km/h. Traffic is permitted from 7am to midnight. Vehicles belonging to holidaymakers staying at the Establishment are permitted to circulate within the Establishment. Only one vehicle per stay is permitted to enter the Establishment, except for category 4 rooms, where two vehicles are permitted. It is specified that the vehicle may be parked on the pitch or, in some cases, in the car park near the Accommodation or Camping Pitch. Parking must not obstruct traffic or prevent new arrivals from setting up. The gates are closed from midnight to 7 a.m., during which time it is strictly forbidden to force them open. The manager will make every effort to fulfil their general obligation to supervise the campsite. It is forbidden to follow another vehicle to enter or exit, or to manipulate the barriers to allow another vehicle to enter or exit.

2.11. MAINTENANCE AND APPEARANCE OF THE FACILITIES
Everyone is required to refrain from any action that could harm the cleanliness, hygiene and appearance of the Establishment and its facilities, particularly the sanitary facilities. It is forbidden to pour waste water on the ground or in the gutters. Guests must empty waste water in the facilities provided for this purpose. Household waste, rubbish of any kind and paper must be disposed of in the bins provided. Washing is strictly prohibited outside the bins provided for this purpose. Laundry must never be hung on trees. Plants and floral decorations must be respected. It is forbidden to hammer nails into trees or cut branches. It is not permitted to mark out the location of a facility by personal means or to dig the ground. Any damage caused to the vegetation, fences, grounds or facilities of the Establishment will be charged to the Customer. The location used during the stay must be kept in the condition in which the Customer found it on arrival. Inside the Establishment, the common indoor areas and accommodation are non-smoking. For electric vehicles, charging stations are available at an additional cost. It is strictly forbidden to connect to the Establishment's facilities (accommodation, electrical terminals, etc.). The wearing of swimming shorts, wetsuits or similar clothing is strictly forbidden for swimming. No exceptions will be made. It is understood that swim shorts are permitted on beaches (outside the water). UV-protective Lycra swim shirts are permitted for children up to and including 6 years of age. Above this age, a medical certificate will be required. Appropriate attire is required in common areas.

2.12. SAFETY

2.12.1. Fire
Open fires (wood, charcoal, etc.) are strictly prohibited. Stoves must be kept in good working order and must not be used in dangerous conditions. In the event of a fire, notify the Management immediately. Fire extinguishers may be used if necessary. A first aid kit is available at reception. In the event of an evacuation, refer to the Establishment's evacuation plan.

2.12.2. Theft
Le Tropicana will make every effort to fulfil its general obligation to supervise the campsite. This obligation is limited in particular by the fact that a third party may be responsible for theft within the Establishment during the stay. Only items stored in lockers rented from reception are guaranteed by the Establishment. Guests are invited to take the usual precautions to safeguard their belongings.

2.13. MINORS
All persons under the age of 18 remain under the responsibility and supervision of their parents or legal guardians.

2.14. GAMES
No violent or disruptive games may be organised near the facilities. The meeting room may not be used for boisterous games. Children must always be supervised by their parents.

2.15. DEAD GARAGE
Unoccupied equipment may only be left on the premises with the management's consent and only in the designated area. This service may be subject to a charge.

2.16. BREACH OF THE INTERNAL RULES
In the event of a serious or repeated breach of the internal regulations and after formal notice by the manager to comply, the manager may terminate the contract. In the event of a criminal offence, the manager may call on the police.

LEGAL INFORMATION about the campsite:
SAS CAMPING LE TROPICANA with capital of 152 449€ - Siret 399 351 311 000 10 - APE code 5530Z.