
Terms & Conditions for mobile homes

Prior information

Located 500 m from Badine Beach "La Badine", Campsite Les Roseaux (2 stars) welcomes you for a simple stay in Hyères, in the Var.

NB: Campsite Les Roseaux is attached to Campsite La Presqu'île de Giens, the entrance and reception office of which are 300 m away. You will need to go there upon arrival to complete the arrival formalities (payment of the deposit, payment of tourist taxes and any additional options), and will then be accompanied to your accommodation for your installation.

Campsite La Presqu'île de Giens has a restaurant and a mini-market and offers free access throughout the season to its aquatic area with adjoining snack bar (*Le Pointu*), as well as its activities and entertainment program (July-August only). There's only one accommodation option at Les Roseaux: the mobile home SOLEO for 4/5 people (31 m² + 8 m² terrace)

- 1 covered terrace (8 m²) with table and armchairs
- 2 bedrooms:
 - o 1 bedroom with a 140 x 190 cm bed
 - o 1 bedroom with three 80 x 190 cm beds
- 1 equipped kitchen
- Bathroom with shower and sink
- Separate toilet
- TV / Air conditioning / Heating
- Free Wi-Fi (1 package per person)
- Parking for 1 vehicle



Arrival and departure arrangements

- **Arrival:** Check-in from 4 p.m. at the reception desk of Campsite La Presqu'île de Giens (153 route de la Madrague – 83400 HYERES; Tel.: +33 (0)4 94 58 22 86), 300 m from Campsite Les Roseaux, to pay your deposit and any additional charges. You will then be escorted to your accommodation(s) to settle in. In case of late arrival, a nighttime check-in service is available; please notify us in advance.
- **The day before departure:** Arrange an appointment for the following morning with the reception desk of Campsite La Presqu'île de Giens.
- **Departure:** The departure inventory will be carried out between 8 a.m. and 10 a.m., at the agreed time.

Supplements and options (to be paid at Campsite La Presqu'île de Giens)

- Tourist tax: €0.29 / day / person over 18 years old;
- Bed linen rental (€15/bed), bathroom linen (€12/person) – **for individual guests only**, by reservation (maximum 30 days before arrival);
- Deposit: €300 / accommodation. **For groups:** the first arrival will be responsible for paying the deposit for the entire accommodation (total check, not cashed, returned at the end of the stay); **please take note and plan accordingly;**
- **Additional trailers or vehicles (only upon request and subject to prior approval from Management):**
 - A parking space for an additional trailer (maximum 6 m) [or vehicle] may be made available within the campsite, at a unit rate of €6 per day (or €4.50/day for a luggage trailer less than 2 m). **Upon request, maximum 30 days before arrival; Maximum of one trailer or vehicle per booked accommodation;**
 - **NB: Boat trailers are not permitted.**

Practical Information

- Rating: 2 stars (Atout France 12/07/2024);
- Address: 132 boulevard Alsace Lorraine – 83400 HYÈRES - GIENS;
- Hyères train station 10 km away / Toulon-Hyères Airport 7 km away;
- Check-in time: 4 p.m. to 8 p.m. / Check-out time: before 10 a.m.;
- **Vehicle parking:** one parking space (passenger vehicle) per accommodation;
- **Pets not allowed ;**
- Access to the aquatic area throughout the season, at no extra charge;
- Laundromat at Camping La Presqu'île de Giens open daily (detergent included): four 6 kg washing machines (€6), one 10 kg washing machine (€9), one tumble dryer (€2).

Rental conditions

All rentals are name-specific and are not under any circumstances transferable.

Only persons shown on the contract are permitted to stay at the campsite.

- The reservation is confirmed upon receipt of the duly completed reservation contract and after payment of the 25% deposit and the €20 administration fee. It is your responsibility to verify the accuracy of the information you have validated (stay dates, options, contact details, participants) and to report any errors as soon as possible.
- The balance must be paid no later than 30 days before the arrival date and includes tourist taxes for anyone over 18 years of age. **PLEASE NOTE: After the 30-day period, the reservation will be considered canceled and the accommodation will be put back on sale.** Any amounts already paid will be retained as compensation for breach of contract.
- **Reservations made less than 30 days before arrival:** the total amount of the stay (including administration fees and tourist taxes) will be requested by credit card at the time of booking.
- If a change to your stay is requested and results in an increase in the cost of your stay, the amount due will be sent to you by email so you can proceed with the payment confirming the new reservation.
- **For obvious management reasons, the allocation of a specific pitch is not guaranteed. We always do our best to meet all requirements (groups, families, material constraints, etc.).**
- **All mobile homes are non-smoking.**
- **Rentals are only available by reservation for individual guests:** sheets, towels, and childcare equipment. Please contact us no later than 30 days before arrival (limited stock). Additional charges apply if returned in poor condition.
- **For all rentals: check-in from 4 p.m., check-out before 10 a.m. These times must be respected.**
- On certain low-season dates, overnight rentals are possible (minimum two nights). **Please contact us.**
- In all cases, arrival must always take place before 8 p.m.; reception is open from 8 a.m. to 8 p.m.
- **Upon arrival, a total deposit of €300 per accommodation is required (credit cards are accepted, except Amex. Note: cash is not accepted). This deposit will be returned on the day of departure if the rental is returned in a perfectly clean condition and no damage has been noted after the inventory. A cleaning fee of €200 per accommodation may be deducted from the deposit if the cleaning has not been completed at the end of the stay. If damage is noted, the amount will be deducted from the deposit if it does not exceed €300, or the actual amount, in all cases after receipt of a supplier quote, which is made available to the customer.**
- Minor children must be accompanied by a parent or legal guardian for the entire duration of their stay, otherwise they risk being refused access to the campsite.

MODIFICATION, CANCELLATION AND REFUND OF YOUR STAY:

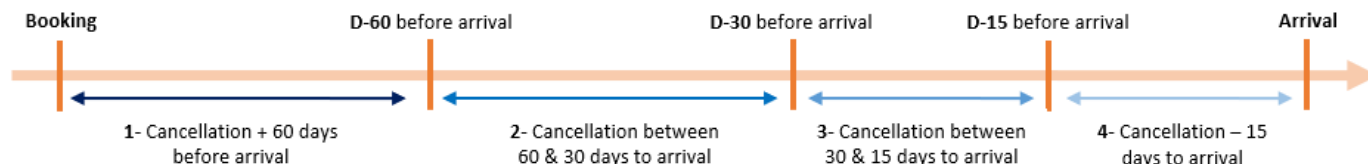
Modification of your reservation: A request for modification of the stay (dates) can be made to the campsite (by e-mail), as far as availabilities. No postponement will be accepted for the following season. If no changes are made, the client must make his stay in the initial booking conditions.

Any request for extension of stay or change of category of rental will be made according to availability and according to the current rates.

Any request for change of stay occurring 15 days before the date of arrival will not be accepted.

Cancellation by the customer: in case of cancellation, please notify the campsite as soon as possible by e-mail.

• Fees applicable depending on the cancellation date:



1- Cancellation occurring more than 60 days before the date of arrival: the entire deposit will be refunded. A compensation of € 20 will be retained as a cancellation fee.

2- Cancellation occurring between 60 and 30 days before the date of arrival: the entire deposit will be kept as a cancellation fee.

3- Cancellation occurring between 30 and 15 days before the date of arrival: 50% of the total price of the stay will be retained as a cancellation fee.

4- Cancellation occurring less than 15 days before the date of arrival: the total amount of the stay will be retained as a cancellation fee.

• **NB: No "cancellation insurance" type option is offered at Campsite Les Roseaux, we therefore invite you to contact your insurer to take out "Travel Insurance" cover.**

Interruption of stay: An interrupted stay or a late arrival due to the customer will not give rise to any credit or refund.

Cancellation due to the campsite: in case of cancellation due to the campsite, except in case of force majeure, the stay will be refunded in full. Such cancellation shall not give rise to any payment of damages.

INTERNAL RULES of the Campsite La Presqu'île de Giens, of which the Campsite Les Roseaux is an annex.

Extract (the internal regulations, available on request, are displayed in the campsite; it is up to the customer to read them and respect them):

- Bracelet must be worn for the duration of the stay
- Only electric barbecues are allowed. Charcoal or gas barbecues are prohibited.
- Guests who do not spend the night will be charged a daily fee (refer to current rates); access to the pool is not allowed.
- Table of seniority of rental accommodation:

Category	Year of installation
Mobile home SOLEO	2014

- **Access to the water park is strictly reserved for campsite clients.** Visitors do not have access to the pool area.
- The wearing of the bracelet is mandatory, as well as an outfit suitable for swimming (swimsuit type slip or boxer for men and bikini or one-piece swimsuit for women). For reasons of hygiene, the wearing of swim shorts, burkini or diving suit is not allowed. Only anti UV t-shirts are accepted.
- The water park area is unguarded. Access to the pool is prohibited for children under 14 years of age without an adult.
- **Internal pool rules and slide rules (e.g., minimum size 1.20m) are posted within the water park; customers will have to comply with them (Internal pool rules available on the website).**

Right to retract

Activities related to the organization and sale of stays or excursions on a specific date or during a specified period are not subject to the withdrawal period applicable to distance and off-premises sales, in accordance with the provisions of the article L221-28 of the Consumer Code.

Protection of personal data

The service provider, editor of these, implements personal data processing which has the legal basis:

- its legitimate interest (prospecting, customer relationship management, organization, statistics);

- compliance with legal and regulatory obligations (invoicing, accounting, prevention of money laundering and terrorist financing and the fight against corruption).

The service provider only keeps the data for the duration necessary for the operations for which they were collected as well as in compliance with the regulations in force. The data processed is intended for the service provider's authorized persons.

Under the conditions defined by the Data Protection Act and the European Data Protection Regulation (GDPR), individuals have a right of access to data concerning them, rectification, interrogation, limitation, portability, erasure.

The persons concerned by the processing implemented also have the right to object at any time, for reasons relating to their particular situation, to the processing of personal data having as a legal basis the legitimate interest of the service provider, as well as a right of opposition to commercial prospecting.

They also have the right to define general and specific directives defining the way in which they intend to exercise, after their death, the rights mentioned above, by e-mail to the address info@vacances-giens.com, or by postal mail accompanied by a copy of a signed identity document, to the following address: SAS ELC Camping La Presqu'île de Giens (Annexe Les Roseaux), 153 route de la Madrague – F-83400 HYERES.

The persons concerned have the right to lodge a complaint with the CNIL.

Opposition to cold calling

In accordance with Article L. 223-2 of the Consumer Code, the customer has the right to register on a list of opposition to cold calling. To do this, simply register and report it on <https://www.bloctel.gouv.fr>.

Applicable law – Language

These General Terms and Conditions of Sale (drafted in French) and the resulting operations are governed by and subject to French law. In the event that they are translated into one or more foreign languages, only the French text shall prevail in the event of a dispute.

Consumer mediation

In the event of a dispute between the client and the company, they will endeavor to resolve it amicably (the client will send a written complaint to the professional or, where applicable, to the professional's Customer Relations Department).

In the absence of an amicable agreement or in the absence of a response from the professional within a reasonable period of one (1) month, the consumer client within the meaning of article L.133-4 of the Consumer Code has the possibility of enter free of charge, if a disagreement remains, the competent mediator registered on the list of mediators drawn up by the Commission for the evaluation and control of consumer mediation pursuant to article L.615-1 of the Consumer Code, to know:

La Société Médiation Professionnelle

24, rue Albert de Mun – F-33000 BORDEAUX

www.mediateur-consommation-smp.fr

French law is the only applicable to this contract.

The manager also informs the customer of the measures taken to implement article 14 of regulation (EU) n° 524/2013 of the European Parliament and of the Council of 21 May 2013 relating to the online settlement of consumer disputes and amending the Regulation (EEC) No. 2006/2004 and Directive No. 2009/22/EC (Regulation on ODR).

<https://ec.europa.eu/consumers/odr/main/index.cfm?event=main.home2.show&lng=EN>

Right to image

During your stay at our establishment, you and all participants in the stay are likely to be photographed or filmed by a staff member or by an external service provider mandated by our services. The sole purpose of this approach is to ensure the promotion and animation of our establishments and will in no way damage your reputation.

You can report your objection to the distribution of your image in writing, upon your arrival, to the Reception. Otherwise, the photos or films are deemed free of right for any country at the signing of the rental contract, and may be used for commercial or advertising purposes, especially on the websites of Vacances Giens Group, social networks (including Facebook and Instagram), as well as any other communication medium used by our services (travel guides, partner sites, ad portals, etc.).

Video surveillance

In order to ensure the safety of property and people, the establishment is placed under video surveillance. The images (kept for 30 days) can be viewed, in the event of an incident, by authorized personnel and by law enforcement.

In accordance with the European Data Protection Regulation (GDPR) and legal texts, you have the possibility of obtaining information on this device, or of exercising your Data Protection rights, in particular your right of access to images which concern you, by contacting the Management (refer to the obligatory display visible within the establishment).