

Terms and conditions of sale

Aloa Vacances

To ensure that your holiday is one of tranquillity and pleasure, and to enable you to take full advantage of all the activities and services offered by our establishments, we invite you to read the General Terms and Conditions of Sale below carefully. They will provide you with all the information you need for a serene and enjoyable experience at our campsites.

Version in force on 14/01/2025

1 - PREAMBLE

The purpose of these General Terms and Conditions of Sale (GTCS) is to define the rights and obligations of Aloa Vacances and the Customer (hereinafter referred to as 'the Customer') in the context of the reservation of accommodation or a camping pitch. These GTC apply to bookings made via our website, by telephone with our reservations department, as well as for bookings made through a tour operator.

The GTC apply to all the services offered in our catalogue and on the website accessible at the following address: www.aloa-vacances.com (hereinafter the 'Website'). Please note that the content of the brochure and website is provided for information purposes only and that certain activities and services may be subject to change depending on availability and seasonal dates. Aloa Vacances reserves the right to make changes to the information published. In the event of significant modifications, these will be communicated by written notification to the e-mail address provided by the Customer at the time of booking.

The applicable GTC are those published on the website at the time of the reservation. The booking made by the Customer is governed by these GTC, the Internal Regulations (provided as an attachment in certain emails) and the Privacy Policy, which form an integral part of the GTC.

To make this text easier to read, we have used the masculine gender as a neutral gender, without discrimination, to refer to both women and men.

2 - OBJECT

The purpose of these General Terms and Conditions of Sale is to define the terms and conditions for booking, renting and using the accommodation and services offered by Aloa Vacances at its campsites, for private customers.

3 - GLOSSARY

- **Customer** : Any natural person making a booking on their own behalf or on behalf of a group.
- **Accommodation** : Rentals (mobile homes, chalets, bungalows, etc.) made available by Aloa Vacances.
- **Campsite** : Any site operated by Aloa Vacances, offering tourist services and facilities.
- **Reservation** : Confirmation of an order for a holiday made by the Customer, following acceptance of these General Conditions and payment of a deposit.
- **Guarantee deposit** : guarantee is a sum of money paid by the holidaymaker to the campsite, at the time of booking or on arrival. It is intended to cover any shortcomings on the part of the holidaymaker (damage to property, cleaning not carried out, etc.). If no damage is found and all the holidaymaker's obligations are respected (such as cleaning or good use of the property), this sum is returned on departure, after checking the inventory of fixtures.
- **CGV** : Abbreviation for 'General Terms and Conditions of Sale'. Contractual document defining the rules and conditions governing the relationship between the service provider (in this case, Aloa Vacances) and the customer for the booking of holidays or services.
- **My Account** : Personal space created by a user on the Aloa Vacances website, allowing the user to manage their bookings, consult their information and carry out transactions.
- **Personal data** : Information concerning an identified or identifiable natural person, such as name, address, e-mail address, telephone number, etc., collected and processed by the company.
- **Camping pitch** : Plot or area allocated to customers to install their camping equipment, such as tents, caravans or motor homes.
- **Aloa Vacances** : Name of the company providing accommodation and campsite reservation services.
- **Internal regulations** : A set of rules and standards of conduct that customers must respect during their stay in Aloa Vacances establishments.
- **Website** : Online platform accessible at the URL provided, where customers can consult offers, make reservations and access various information relating to services and establishments.
- **Privacy Policy** : Document explaining how the company collects, uses, protects and stores customers' personal data.
- **Services and extras** : Additional services offered by the company as an option, such as equipment hire or chargeable activities, which complement the basic services included in the booking.
- **Tourist season** : Period during which establishments are open and welcome customers, generally divided into low season and high season depending on demand and weather conditions.
- **Low season** : Period of the year with low tourist numbers, generally characterised by lower rates and fewer visitors.
- **High season** : Period of the year with a high number of tourists, often during school holidays or the warmer months, characterised by higher rates and increased visitor numbers.
- **Tour operator** : Company specialising in the organisation and sale of tourist holidays, often working in partnership with accommodation providers to offer holiday packages to customers.
- **Campsite services** : All the services and facilities provided by the campsite, such as sanitary facilities, swimming pools, leisure areas, etc.
- **Visitor** : A person who visits an establishment without staying there, often for day visits and subject to an entrance fee.
- **Entertainment / activities** : Recreational and entertaining programmes organised by the campsite for guests, such as shows, games, sports and workshops.
- **Pitch number** : Unique reference assigned to each campsite plot to identify and locate the pitches reserved by customers.

4 - DESCRIPTIONS

Aloa Vacances undertakes to update the information concerning the services offered by its campsites on all its advertising media. In the event of a substantial change in this information, we will inform the Customer accordingly. We invite you to consult the detailed description of the accommodation or pitch booked to obtain precise information on its composition. The classification (number of stars) awarded to campsites, as indicated on our advertising material, is based on the local standards of the host country.

5 - RATES

5.1 - Changes in tariffs

The prices displayed on the Aloa Vacances website and in its commercial documents are given for information only and are subject to change. They apply only to the current season. The service will be invoiced at the rate in force at the time the reservation or option is registered.

A simulated holiday does not guarantee the availability of accommodation or the final price of the holiday. Prices may change at any time without notice. They are shown inclusive of all taxes. Any change in VAT rates or other applicable taxes will result in a revision of the corresponding prices.

Included in the price of accommodation :

- Water, electricity, television (depending on accommodation), parking for one vehicle, access to swimming pools and on-site entertainment.

Excluded from the accommodation price :

- Booking fees, services and extras, tourist tax, ecological fee, cancellation insurance and change of stay.

Included in the price for a pitch :

- Access to sanitary facilities, parking for one vehicle, access to swimming pools and entertainment on site, 2-person package and electricity depending on the campsite pitch selected.

Excluded from the price for accommodation :

- Additional persons, booking fees, services and supplements, tourist tax, environmental fee and cancellation insurance.

5.2 - Promotions et offres spéciales

Aloa Vacances regularly offers promotions and special offers on certain holidays and accommodation. These offers are valid subject to availability and for a specific period. They are not retroactive and cannot be applied to a reservation that has already been confirmed.

Promotions cannot be combined with other discounts or advantages, unless explicitly stated otherwise. Aloa Vacances reserves the right to modify or cancel any promotional offer without prior notice.

Any offer or promotion is applicable only upon validation of the reservation and in compliance with the specific conditions mentioned at the time of the offer. Credit notes and discount vouchers issued by Aloa Vacances must be used before their expiry date and according to the defined terms and conditions.

6 - BOOKING

Reservations can be made by telephone, online via the Aloa Vacances website, or via a partner tour operator. A reservation is considered effective after receipt of the deposit and acceptance of these General Terms and Conditions of Sale as well as the campsite rules, which are provided as an attachment in certain emails.

Reservations for camping pitches or accommodation are made on a strictly personal basis. Under no circumstances may you sublet or transfer your reservation without the prior consent of Aloa Vacances.

Reservations only become contractual after acceptance by Aloa Vacances, which reserves the right to refuse them, particularly in the event of unavailability or any circumstance likely to compromise their proper execution. Aloa Vacances offers family-oriented holidays, with accommodation specifically designed for this purpose. Consequently, Aloa Vacances reserves the right to refuse any booking which does not respect this objective or which attempts to circumvent it.

7 - ACCOUNT

To confirm a booking, a deposit equivalent to 30% of the total cost of the stay, plus booking fees and cancellation insurance, must be paid by credit card if the booking is made more than 4 weeks before arrival.

For bookings made less than 4 weeks before arrival, full payment is required at the time of booking, by credit card only.

8 - BOOKING GROUP

Any booking of more than 2 accommodations or pitches, made by a single person or by several people who know each other and are travelling together for the same reasons on the same dates at the same Aloa Vacances campsite, is considered to be a group booking.

The accommodation offered on our site is intended exclusively for individual customers. For all group reservation requests, it is imperative to contact Aloa Vacances by email at the campsite's email address, displayed on the campsite's website.

Aloa Vacances reserves the right to examine and accept or refuse any group booking request. If a group booking is made without prior agreement and this is discovered after the booking has been validated, Aloa Vacances reserves the right to cancel the booking(s) concerned immediately and without any possible discussion, with a refund to the clients.

9 - BOOKING ACCOMMODATION

Accommodation is available for 1 to 12 people, depending on the Aloa Vacances campsite. The maximum capacity of the accommodation must not be exceeded under any circumstances, otherwise additional charges will be levied. The installation of additional equipment (tent, camp bed, etc.) is strictly forbidden. Aloa Vacances reserves the right to refuse access to the campsite in the event of non-compliance with these conditions, without any possibility of appeal.

10 - BOOKING A CAMPING PITCH

The camping pitch prices shown include access to the pitch for 2 people. Any additional person will be charged extra. The maximum capacity is 6 people. Aloa Vacances reserves the right to refuse access to holidaymakers exceeding this capacity. The booking includes 2 people, the vehicle, access to the sanitary facilities and the installation of a single item of equipment (caravan, tent, van or camper van). The exact dimensions of the equipment must be given when booking. Modifications must be requested in advance and are subject to availability.

11 - BOOKING FEES

The booking fee is €19 for stays of 1 to 6 nights, whether booked by telephone or online via the campsite website. For stays of 7 nights or more, the booking fee is 30€ if the booking is made online, or 40€ by telephone. The booking fee are due at the time of booking and are non-refundable in the event of cancellation.

12 - EXTRAS AND SERVICES

Pets

- There is a charge of €7.50 per day per pet.

Sheet and towel hire

Sheet and towel hire must be booked in advance. Sheets and towels are not renewed during the stay.

- Sheet kit (large or small size): €21 per pair.
- Towel kit (includes one large and one small towel): €10.50.

Other rental services

The following services must also be reserved at the time of booking :

- Cot or high chair: €5.50 per day (cot mattresses are not provided)
- Electric griddle*: €6 per day
- Gas griddle*: €8.50 per day

Cleaning package

The cleaning package must be booked in advance :

- 90€ for 1 or 2 bedrooms
- 110€ for a 3 or 4 bedroom rental
- 160€ for a house
- 300€ for a villa*

These services and extras must be booked at the time of reservation, subject to availability. Requests added after booking cannot guarantee the availability of these extras and services.

*depending on the campsite you have booked with

13 - SITE SELECTION SERVICE

13.1 - Site selection option

Customers have the option of choosing a specific pitch for a supplement of €40 per pitch chosen. This option allows you to select a pitch according to your preferences, either by booking online from a list of pitches selected according to the type of rental chosen, or by telephone. However, this selection is subject to availability and to the pitch's eligibility for the 'choice of pitch' supplement.

13.2 - Online booking

When you book online, you will be able to choose your pitch from a list of available options corresponding to the type of rental selected. This service is subject to availability and the corresponding supplement will be added to the total cost of the reservation. We look forward to hearing from you.

13.3 - Booking by telephone

If you prefer to choose your pitch by telephone, please contact the campsite. We will be delighted to offer you the best options available and will do our utmost to satisfy your preferences, subject to availability and the type of accommodation chosen.

13.4 - Site allocation

If you choose the pitch selection option, we will do our best to accommodate your request. However, the final allocation of the location remains subject to availability and may be modified in the event of operational necessity.

13.5 - Extra charge for choice of location

The choice of pitch is a paying service, and the amount of the supplement will be added to your bill at the time of booking. This supplement is non-refundable in the event of cancellation.

14 - TAXE DE SEJOUR AND ECOLOGY TAX

14.1 - Tourist tax

Tourist tax is payable in accordance with current rates. This tax is collected on behalf of the communes and may be increased by an

additional tax levied by the département. The amount of tourist tax is likely to change during the year, which could affect the total cost of the stay, either upwards or downwards. Tourist tax applies per day and only to people of legal age.

14.2 - Ecological levy

The campsite has been taking an ecological approach for many years and now wants to strengthen its actions. As part of our commitment to environmental responsibility, we are obliged to introduce this ecological fee. It amounts to €0.69 per night and per person, enabling the campsite to implement actions in this direction with the participation of everyone.

15 - MINORS

Minors must be accompanied by a responsible adult for the duration of their stay. We reserve the right to refuse admission to groups of minors who are not accompanied by a legal guardian or an adult designated as responsible. In the event of non-compliance with this rule, we reserve the right to cancel the booking without notice or explanation. For any additional requests or clarifications, please send an e-mail to the campsite.

16 - LIABILITY IN THE EVENT OF BOOKING VIA A TOUR OPERATOR

Aloa Vacances declines all responsibility in the event of a reservation made via a tour operator containing erroneous or incomplete information concerning the campsite, the accommodation, the rates for supplements and services, as well as tourist taxes and the ecological fee. It is the customer's responsibility to check the information provided by the tour operator. Aloa Vacances cannot be held responsible for any misunderstandings or disputes relating to incorrect or missing information from sources external to our establishment.

17 - MODIFYING A RESERVATION

17.1 - Changes to your stay

Any request to modify the following information :

- Personal details of the booker (telephone number, postal address, email address, date of birth, vehicle registration number)
- Completion of the list of participants (except in the case of a change in the holder of the file or if the rental capacity is exceeded, leading to a change in the rental) with their surnames, first names and dates of birth.
- There is no additional charge for making the above changes. This can be done directly via the My Account area on the Aloa Vacances website (www.aloa-vacances.com) or by e-mail from the campsite.

For all requests for additional services or supplements, please contact us by e-mail at the campsite address (available on our website). These additions are subject to availability. Please note that sending an e-mail does not guarantee acceptance of your request. We undertake to provide you with a written reply confirming whether or not your request can be met. If the addition is possible, the balance of your stay will be updated accordingly, and you will be required to pay the additional costs.

Any request to modify the following information :

- Change of holiday dates
- Change of accommodation
- Addition of one or more participants leading to the accommodation capacity of the rental initially booked being exceeded and therefore a change of rental accommodation
- Change of campsite

The following charges will apply depending on the date on which the request, which must be made by e-mail only, is sent to the campsite address.

Change 30 days or more before arrival at the campsite

30€ per booking file number and reimbursement of the difference in the case of a change of dates or of accommodation and if the rental amount is lower. In the opposite case, the customer will have to pay the difference. For bookings benefiting from VACAF aid, the refund will be made after receipt of the payment from the CAF.

29 days and 14 days before arrival at the campsite

50€ per booking file number in the event of a difference in favour of the customer, this will not be reimbursed by the campsite; otherwise, the customer will have to pay the difference.

Between 13 and 8 days before arrival at the campsite

100€ per reservation file number. If the difference is in the customer's favour, it will not be reimbursed by the campsite and the customer will have to pay the difference.

7 days or less before arrival at the campsite

100% of the price of the first stay will be retained by the campsite and the customer will have to pay the price of the new stay.

17.2 - Change of reserving party

The client may ask Aloa Vacances to transfer his/her contract to another person, provided that the latter respects all the conditions applicable to the contract. The client and the assignee are jointly and severally liable for the payment of the balance of the price as well as

any fees, charges or other additional costs incurred as a result of this assignment. A transfer fee of €50 will be applied.

- Transfer of a rental contract to a VACAF beneficiary
- Transfer of a rental contract from a VACAF beneficiary to a transferee without VACAF aid, the aid or subsidy granted will be automatically cancelled.

18 - GENERAL PROVISIONS CONCERNING PAYMENTS

Aloa Vacances offers various payment methods for its bookings.

18.1 - Immediate payment

If the booking is made 30 days or less before the start of the holiday, the full amount due must be paid immediately at the time of booking by credit card.

18.2 - Payment in instalments

If the reservation is made more than 30 days before the start of the holiday and the customer chooses to pay by instalments, the total amount due must be paid no later than 30 days before the date of arrival. In the event of non-payment within this period, Aloa Vacances reserves the right to cancel the reservation in accordance with the cancellation conditions mentioned in the 'Cancellation' article.

Means of payment accepted

Depending on the booking method chosen, the following methods of payment are accepted :

- Credit card (CB) for all bookings.
- Chèques-Vacances Connect : This method of payment is accessible via the dedicated mobile application. Aloa Vacances cannot be held responsible in the event of failure or malfunction of the application. The minimum amount for payment via Chèques-Vacances Connect is €20, with the option of completing the payment by credit card. Once the payment has been confirmed, proof of the transfer must be sent by e-mail to the campsite's e-mail address.
- ANCV holiday vouchers : Holiday vouchers must be duly completed and sent by secure post to the following address Aloa Vacances, 27 rue des Marchais, 85180 Les Sables d'Olonne giving full details of the booking (name, campsite where you have booked, file number, dates of stay). Only holiday vouchers actually received will be taken into account. They must be sent within 7 days of booking and no later than 30 days before arrival. After this 30-day period, ANCV cheques will be refused, and the balance will have to be paid by credit card.

- Bank cheque payable to Aloa Vacances, specifying your booking details and the name of the Aloa Vacances campsite where you will be staying.
- Credit note : The customer must respect the conditions of use of the credit note as indicated on it.
- Bank transfer to the campsite's account using the bank details included in the option e-mail, specifying the booking number. For the reservation to be confirmed, proof of the transfer must be sent by e-mail to the campsite's e-mail address.

Pay in instalments with Floa

Aloa Vacances offers its customers the option of paying for their holiday in instalments, thanks to its financial partner Floa. This staggered payment solution divides the total cost of the booking into 3 or 4 monthly instalments.

Conditions of eligibility :

- This option is available for all bookings of a minimum of €100 and up to €4,000.
- Payment in instalments with Floa is only possible when booking online or by telephone.
- The first instalment is taken when the order is confirmed, and subsequent instalments are spread over a period of 30 days for payment in 3 instalments, or 90 days for payment in 4 instalments.

Conditions of eligibility :

- This option is available for all bookings of a minimum of €100 and up to €4,000.
- Payment in instalments with Floa is only possible when booking online or by telephone.
- The first instalment is taken when the order is confirmed, and subsequent instalments are spread over a period of 30 days for payment in 3 instalments, or 90 days for payment in 4 instalments.

How to subscribe :

- When confirming your booking, select the option 'Payment in 3x or 4x free of charge with Floa' and follow the instructions.
- You will be redirected to Floa's secure interface to finalise the transaction.
- Once the request has been validated, your booking will be confirmed and you will receive a direct debit schedule detailing the dates and amounts of the instalments.

Payment in instalments with Floa is a payment facility, and any default or non-payment may result in the cancellation of the booking in accordance with Aloa Vacances' cancellation policy.

These payment solutions are reserved for individuals (natural persons of legal age) residing in France, who hold a Visa or MasterCard bank card with a validity date

corresponding to the duration of the refund. Floa SA, RCS Bordeaux 434 130 423, whose registered office is located Immeuble G7 - 71 Rue Lucien Faure in Bordeaux (33300), is subject to the supervision of the Autorité de Contrôle Prudentiel et de Résolution (ACPR) 4 Place de Budapest, CS 92459, 75436 PARIS CEDEX 09 and is registered with the ORIAS under number 07 028 160 (www.orias.fr).

FLOA reserves the right to accept or refuse your request for financing; you have the legal right of withdrawal.

We draw your attention to the fact that if you ask to pay for your order of goods and/or services by means of these payment solutions, your personal data will be transmitted to FLOA for the purposes of studying your request for financing, managing your credit contract and, where applicable, debt collection.

For more information, visit :

- <https://www.floabank.fr/conditions-generales-paiement-plusieurs-fois>
- <https://www.floabank.fr/politique-confidentialite>

18.3 - Services to be paid for prior to arrival

The customer must pay the total amount of the stay in several instalments, if he/she so wishes and unless the reservation is made less than 4 weeks before arrival, including the price of the accommodation, the services and extras chosen, the insurance, the booking fees, the tourist tax and the ecological fee. If payment is not received by the due date, the booking will be considered cancelled and the cancellation conditions set out in the 'Cancellation' article will apply.

Services to be paid for on site

On arrival, customers must make the following payments if any of the following items have been omitted from the booking or if the balance of their stay is not €0

- Local taxes (tourist tax and environmental tax).
- Charges for visitors or pets.
- Services and supplements added subsequently to the booking

18.4 - Price changes and errors

Aloa Vacances makes every effort to ensure the accuracy of the prices displayed on its communication media. However, in the event of a typographical error or incorrect pricing, we reserve the right to cancel or modify the reservation. The customer will be informed of this cancellation or modification, and will have the opportunity to confirm the booking at the corrected price.

18.5 - No right of withdrawal

In accordance with article L.221-28 of the French Consumer Code, accommodation

services provided for a specific date or period are not subject to the 14-day right of withdrawal.

19 - CANCELLATION

Cancellation requests must be sent by e-mail to the campsite address. It is important to note that sending your request does not guarantee its approval; validation is subject to acceptance by our team. We undertake to send you an acknowledgement of receipt of your request, to confirm that it has been taken into account. If you do not receive a reply from us within 48 hours, we invite you to send us an e-mail, accompanied by a telephone call, as it is possible that an error has crept into the e-mail address and that our team has not received the cancellation, modification or interruption information.

19.1 - Cancellation without cancellation insurance

For stays of 7 nights or more :

- More than 30 days before the date of arrival: A lump sum of 30% of the price of the stay will be retained, as well as the booking fee.
- Less than 30 days before the arrival date: The full amount of the stay will be due.

For short stays :

- Cancellation made 15 days before the date of arrival: A lump sum of €50 will be deducted, as well as the booking fee.
- Cancellation between 15 days and the arrival date: The full amount will be due.

19.2 - Trip cancellation and interruption insurance

Cancellation insurance is strongly recommended. It costs 4% of the total price of the holiday, including ancillary services, with a minimum of €25. It is payable in full at the time of booking. Cancellation insurance cannot be added after the deposit has been paid. The amount of the cancellation insurance is added to the deposit and covers the people registered for the holiday. If you cancel your holiday for a covered reason, the insurer will reimburse any unused holiday fees paid if you return early, once your file has been validated by the insurer. See details of the conditions of cover: <https://www.aloa-vacances.com/wp-content/uploads/2024/09/Assurance-annulation-2025-Aloa-Vacances.pdf>

20 - YOUR STAY AT THE CAMPSITE

20.1 - Campsite rules

The customer undertakes to respect and to ensure that all occupants respect the campsite rules, the rules for the play areas and the specific rules for the swimming pool. In the event of non-compliance with these rules, the campsite manager reserves the right

to ask offending holidaymakers to leave the premises, without any possibility of reimbursement.

20.2 - Capacity

Only the number of people indicated (including young children) will be accepted for accommodation and only one vehicle per pitch. The information provided by the customer is used as a basis for calculation. Any additional persons (within the capacity of the accommodation chosen) must be declared on arrival. In conclusion, any inaccurate declaration or any change that could lead to a variation in the cost of the stay will render the contract null and void and we reserve the right to refuse access to the campsite.

ARRIVAL AT THE CAMPSITE

On arrival, all holidaymakers must present themselves at the campsite reception with their voucher, which will have been sent to them by post or e-mail after they have paid for their stay. For holidaymakers staying in mobile homes in the Premium range, accommodation is accessible from 4pm. For other accommodation, we guarantee that the accommodation will be ready and accessible from 4.30pm and no later than 8pm. For camping pitches, arrivals are possible from midday.

20.3 - Housekeeping instructions and certificate of awareness

Cleaning instructions for departure can be consulted at reception. Holidaymakers can also find all these instructions in the campsite's digital welcome booklet, which can be accessed by QR Code at various points around the campsite.

20.4 - Verification of information

Aloa Vacances reserves the right to verify the accuracy of the information contained in the summary sheet for the stay booked, as well as in the other contractual documents sent and validated by the customer. If essential information (for example: identity, number of persons) proves to be incorrect, the campsite reserves the right to terminate the contract automatically, without formality or compensation.

The customer is also responsible for checking the accuracy of the information contained in the holiday summary form and the documents provided by Aloa Vacances. In the event of an error (for example: length of stay, choice of accommodation), the client must contact the Reservation Department directly by telephone or by e-mail to modify the information before contracting.

If the customer discovers an error after having validated and paid for his/her reservation, he/she may modify his/her stay in accordance with the conditions stipulated in the present General Terms and Conditions of Sale (see article on modifying a stay).

20.5 - Disponibilité des emplacements et hébergements

Campsite pitches are available from midday after payment of the balance. Accommodation is available from 4.30pm, except for holidaymakers staying in Premium mobile homes, for whom accommodation is available from 4pm. If the Reservations Department and the campsite do not receive any news from the customer within D+1 of arrival, Aloa Vacances reserves the right to invoice the stay and terminate the contract.

20.6 - Wearing a wristband is compulsory

To access the campsite's swimming pools and facilities, you must wear a wristband for the duration of your stay. The wristband, which will be given to you on arrival, is essential for security and access management.

Instructions :

- 1. Wearing the wristband :** The wristband must be worn visibly at all times when using the campsite facilities. It identifies the persons authorised to access these areas.
- 2. Responsibility :** It is your responsibility to keep and wear the wristband throughout your stay. In the event of loss or damage, please contact reception immediately for a replacement at a cost of €5.
- 3. Checks :** Regular checks will be carried out by campsite staff to ensure that all users comply with this rule. Anyone not wearing a wristband may be refused access to the facilities and/or the campsite.

We thank you for your cooperation in ensuring the safety and smooth running of our facilities.

20.7 - Security deposit

For accommodation rentals, a security deposit (see definition in Article 1) is required by credit card imprint, in accordance with the following terms and conditions :

Total amount of the security deposit: €400 (four hundred euros)

Breakdown :

- 200 € (two hundred euros) for accommodation
- 200 (two hundred euros) for cleaning costs.

Terms of payment : The security deposit must be paid by credit card imprint at the latest on the day the keys are handed over.

The day the keys are handed over. No other method of payment will be accepted for this transaction. If a credit card is not presented, we reserve the right to refuse access to the campsite.

Return of the bank imprint : The bank imprint is automatically removed within 48 hours of the departure inventory of fixtures carried out by the campsite team. Except in the case of damage or cleaning that has not been carried out or has only been partially carried out.

Possible deductions : Deductions for accommodation and/or cleaning may be applied if necessary. It is imperative to respect the following cleaning instructions (below) to avoid any deduction from the security deposit. In the event of non-compliance with these instructions, even for a single oversight, the campsite reserves the right to deduct the full amount of the cleaning deposit, i.e. €200.

🧹 Cleaning instructions :

Kitchen :

- **Empty and clean the fridge and freezer :** Be sure to remove all food and clean the surfaces. Leave the fridge in position 1
- **Degrease the hob :** Clean the hob thoroughly to remove any grease or food residue.
- **Clean the inside of the microwave :** Wipe down all interior surfaces to remove spills and odours.
- **Empty and clean kitchen cabinets :** Empty drawers and cupboards, then wipe down all surfaces to remove crumbs and dust.
- **Wash, dry and put away crockery :** All plates, glasses, cutlery and utensils should be washed, dried and put away in their respective places.
- **Empty the bin :** Remove all rubbish and clean the bin and its lid.

Bathroom and WC :

- **Wash the toilet and toilet seat :** Use a disinfectant to ensure complete cleanliness.
- **Rinse the toilet brush :** After use, rinse the brush.
- **Wash the washbasin and taps :** Clean all surfaces with a suitable product to remove soap residue and traces of water.
- **Cleaning the mirror :** Use a glass cleaner to avoid streaks.
- **Clean the shower tray :** Be sure to clean the drain, shower walls and shower door to remove soap residue and limescale.
- **Empty and clean bathroom furniture :** Empty drawers and cupboards, then wipe down all surfaces to remove dust and residue.

Living/dining room :

- **Clean table and chairs** (or benches depending on rentals) : Wipe all surfaces to remove crumbs and stains.
- **Dust surfaces :** Make sure you remove dust from all surfaces, including furniture, shelves and lamps.

Bedrooms :

- **Remove sheets :** If you've used sheets provided, remove them and lay them at the foot of the bed.
- **Shake and fold blankets :** Carefully fold the blankets on the beds.
- **Sweep under beds :** Check and clean the area under beds to remove any debris.
- **Dust surfaces :** Make sure you remove dust from all surfaces, including furniture, shelves and lamps.

General rental interior :

- **Sweep and mop all rental floors :** Make sure all floors in every room are clean and free of dust and dirt.
- **Wash windows :** Clean all windows to remove fingerprints and dust.
- **Clean the front door :** Wipe down the door to remove fingerprints and dust.

Outside :

- **Sweep the terrace :** Remove any debris or other dirt to keep the terrace clean.
- **Clean the garden furniture :** Wipe all the surfaces of the garden furniture to remove dust and stains.
- **Pick up rubbish and debris :** Check the area around your rental property to make sure there's no rubbish or items inadvertently left behind.

🧹🧻 **For holidaymakers who have chosen the end-of-stay cleaning package, we remind you that before leaving the accommodation, it is essential to :**

- **Empty the bins** and take them out in the appropriate containers.
- **Wash, dry and put away crockery** to ensure a clean space for future guests.
- **Remove sheets** (if you are staying in a premium mobile home or if you have taken out a sheet hire service) and place them at the foot of the bed.
- **Fold the blankets** on the beds.
- Place bath towels in front of the shower (if you have booked the towel hire service).
- **Empty the fridge** of all contents to avoid odours and food residues.

Notification of deductions from the security deposit :

In the event of a deduction from the security deposit for accommodation and/or cleaning, the campsite undertakes to inform the holidaymaker by e-mail within 48 hours of departure. This notification will detail the reasons for the deduction and the amount withheld. The campsite has 30 days in which to make the deduction following notification.

Notification of deductions from the security deposit for customers of a tour operator :

For holidaymakers who have booked their holiday via a tour operator and for whom the holidaymaker's e-mail address has not been provided, the deadline for notifying the customer of the deduction from the security deposit will be seven days. In this case, we will inform the tour operator of the reasons for deducting the deposit. It is then the Tour Operator's responsibility to notify the customer. We accept no responsibility for notifying the holidaymaker.

20.8 - Entry inspection

On arrival, holidaymakers have 24 hours to complete the inventory of fixtures using the digital welcome booklet provided. If the holidaymaker is unable to complete the inventory of fixtures online, a paper version can be obtained from the campsite reception.

If the holidaymaker fails to return the inventory of fixtures within the allotted time, article 1731 of the French Civil Code applies: 'If no inventory of fixtures has been drawn up, the lessee is presumed to have received them in a good state of repair, and must return them in that state, unless he can prove otherwise. This presumption also applies to the state of cleanliness of the accommodation.'

Holidaymakers are therefore required to leave their accommodation in a clean and tidy condition, in accordance with the cleaning instructions given either in the digital welcome booklet or in the paper version available at the campsite reception.

20.9 - Animals

Pets are only allowed under supervision and on a lead for an additional fee, except for 1st category 'attack dogs' (pit bulls) and 2nd category 'guard and defence dogs' (rottweiler, etc.) which are prohibited. For the respect of everyone, we would like to ensure that living areas are respected (please take the necessary measures). We remind you that it is forbidden to leave your pet alone in the accommodation or on the terrace.

20.10 - Visitors

Admitted after agreement from reception and payment of the entry fee. Visitors must leave the campsite before 9pm. Aloa Vacances forbids all persons from outside the campsite, including visitors, to use the aquatic areas and the children's and teenagers' clubs.

20.11 - Aquatic area

The swimming pools are open from 10am to 8pm throughout the campsite's opening hours. Only the following swimwear is permitted in the pools :

- One-piece swimming costume
- Bikini
- Speedos
- Swimming trunks

Children up to the age of 6 are allowed to wear an anti-UV T-shirt. For children over 6 and adults, a medical certificate must be presented before they can wear a UV protection T-shirt in swimming pools.

In the event of bathing in a swimming costume that does not comply with this list, the campsite staff reserves the right to ask the persons concerned to leave the pools immediately.

20.11.1 - Use of swimming pool covers

For reasons of hygiene and safety, it is compulsory for all children under the age of 3 to wear nappies in the pool area. This measure is designed to ensure the cleanliness and comfort of all pool users. In the event of non-compliance with this rule, campsite staff reserve the right to immediately remove the child and those accompanying him/her from the pool area.

Campsite wristbands are compulsory and must be worn throughout the season to gain access to the pool area.

20.11.2 - Health and safety rules

It is also forbidden to drink, eat, smoke or vapourise in the aquatic area. Please follow the safety instructions posted near the pools to ensure the safety of all users.

20.11.3 - Relaxation areas (depending on campsite*)

The relaxation areas at the Aloa Vacances campsite (sauna, hammam and whirlpool) are reserved exclusively for adults and are free of charge. Please follow the safety instructions posted near the pools to ensure the safety of all users.

20.11.4 - Evacuation of swimming pools in the event of a storm

For safety reasons, in the event of thunderstorms or dangerous weather conditions (water being an excellent conductor of electricity), the campsite reserves the right to evacuate the outdoor pools immediately. Access to the pools will remain suspended until conditions are deemed safe enough to allow them to reopen.

20.11.5 - Surveillance of aquatic areas

Access to the campsite's pool area is under the sole responsibility of the users. It is important to note that children remain under the exclusive care and responsibility of their parents or an adult accompanying them for the duration of their stay in the pool area. Accompanying adults must remain close to the children and ensure their safety at all times. Aloa Vacances declines all responsibility in the event of an incident or accident caused by a lack of supervision on the part of parents or legal guardians.

20.11.6 - Use of waterslides (depending on campsite*)

The waterslides in the aquatic centre are subject to strict rules of use, which are posted near the facilities. All users are required to comply with these safety instructions. This includes, but is not limited to, age and height restrictions, as well as authorised behaviour on the slides (correct sliding position, respecting distances between users, etc.).

Aloa Vacances declines all responsibility in the event of an incident or accident resulting from non-compliance with these rules.

In the event of non-compliance with these safety instructions, the campsite staff reserves the right to immediately exclude the persons concerned from the aquatic area, in order to protect their safety and that of other users.

20.11.7 - Objects prohibited in the water

The use of buoys, balls and other floating objects in swimming pools is prohibited, except for swimming aids for children.

20.11.8 - Health conditions

People with skin infections or contagious diseases are not allowed in the pool area, to ensure the health and safety of all holidaymakers.

21 - DURING YOUR STAY

Responsibility for personal belongings
 It is the holidaymaker's responsibility to ensure the safety of their personal belongings, such as bicycles and personal effects. The campsite cannot be held responsible for the loss, theft or damage of these items.

**depending on the campsite you have booked with*

21.1 - Liability in the event of an incident

The campsite declines all responsibility for incidents for which the holidaymaker is liable. All holidaymakers must ensure that their actions and those of their guests do not cause any disturbance or nuisance.

21.2 - Camp life/miscellaneous

It is forbidden to pitch a tent on the site of an accommodation or any other place not intended for this purpose, as well as to use personal equipment (e.g. barbecues, planchas, etc.) that exceeds 2000W.

It is strictly forbidden to connect an electric vehicle to any electrical socket on the campsite that is not adapted for this purpose.

21.3 - Incivilities and inappropriate behaviour

The campsite declines all responsibility in the event of incivility, disruptive behaviour or nuisance caused by holidaymakers.

All customers are required to respect the rules of good behaviour and are responsible for their own actions and those of the persons staying with them. The campsite reserves the right to take appropriate measures, including exclusion, in the event of failure to comply with these obligations.

Sports hall

The campsite's sports halls, depending on the campsite, are reserved exclusively for adults and are accessible free of charge. To use the facilities, you will need to show proof of identity at the campsite reception. In exchange, you will receive a key to access the sports hall.

Instructions :

- 1.Booking and Access :** Keys to access the sports halls are available from reception. You must show proof of identity in exchange for the key.
- 2.Opening times :** The gyms are open according to the opening times in force at reception. Please consult these times to plan your sessions.
- 3.Exclusivity :** The fitness rooms are for adults only. Minors are not permitted to use these facilities.
- 4.Capacity :** We reserve the right to refuse access to the gym if its capacity is exceeded, in order to ensure the safety and comfort of all users.

21.4 - Interruption of stay

If your stay is interrupted, you must inform the campsite reception immediately.

Your stay may be interrupted for a variety of reasons, such as personal emergencies, health problems or other unforeseen circumstances.

21.4.1 - Notification

Holidaymakers must notify the campsite by e-mail, to the campsite's e-mail address, giving details of the interruption. This notification will enable our team to deal with the situation appropriately and minimise any inconvenience.

21.4.2 - Refunds

No request for reimbursement will be accepted for unused days in the event of interruption of the stay by the holidaymaker. All payments made remain the property of the campsite. If the holidaymaker has taken out cancellation insurance, he/she may make a request for reimbursement directly to the insurer, provided that the conditions of the insurance are met. The campsite cannot be held responsible if the insurer refuses to reimburse the holidaymaker. The only reimbursement made by the campsite concerns the tourist tax and the ecological fee, where applicable.

21.4.3 - Residence conditions

It is also important to respect the conditions of stay and the rules in force within our

establishment. Interruptions to your stay must not be used to circumvent booking commitments.

We encourage you to consult our team if you have any questions or need clarification about your stay. Your satisfaction is our priority, and we are committed to assisting you to the best of our ability.

22 - DEPARTURE

22.1 - Departure time

Accommodation must be vacated by 10am at the latest. However, for customers staying in a Premium range rental, departures are authorised until 11am, unless they have subscribed to the end-of-stay cleaning service, in which case they must vacate the premises by 10am at the latest. Camping pitches must be vacated by noon at the latest.

Flat-rate deductions in the event of late departure :

- Less than 30 minutes: €30
- More than 30 minutes: €50/hour

22.2 - End-of-stay cleaning

On the day of your departure, you are asked to leave the property empty of all personal belongings. Depending on the services contracted (end-of-stay cleaning, bed linen hire, etc.), cleaning instructions detailing the tasks to be carried out must be respected. These instructions are available in the digital welcome booklet or at the campsite reception.

22.3 - Security deposit

After the inventory of fixtures carried out by our team, if these instructions are not respected, the campsite reserves the right to deduct the amount corresponding to the guarantee deposit for cleaning of 200€. Similarly, if any damage is found, the 200€ accommodation deposit will be cashed. The bank imprint used for the security deposit will be automatically deleted within 48 hours of the check carried out by our teams and only if no damage has been noted.

22.4 - Early departure

For early departures, our team will also carry out the inventory of fixtures and fittings and the above articles will apply if necessary. It is important to note that no refund can be requested in the event of early departure due to the wishes of the holidaymaker.

23 - MISCELLANEOUS

23.1 - Mobile network

Aloa Vacances cannot be held responsible for the quality of the mobile network on our campsite. Due to various factors, including geographical location and weather conditions, mobile reception may be inconsistent or limited.

reception may be inconsistent or limited. Holidaymakers are advised to take this information into account during their stay.

23.2 - Wi-Fi

Aloa Vacances cannot be held responsible for the unavailability of the Wi-Fi service. This may be the result of various situations, such as breakdowns in the public electricity network, interruptions in telecommunications networks, or loss of Internet connection due to the operators concerned. In the event that the Wi-Fi network is completely inoperative during the stay, Aloa Vacances will reimburse the cost of the Wi-Fi option subscribed to by the customer, with the exception of establishments where this option is offered free of charge.

23.3 - Weather

The weather can play a part in the smooth running of your stay, and we encourage you to keep up to date with the forecast throughout your visit. Although we cannot control the weather, we do our utmost to ensure that you have an enjoyable experience whatever the conditions. Please note that our campsite cannot be held responsible for the weather and no refunds will be given in the event of bad weather. Please plan your activities accordingly, and make the most of your stay, even under fickle skies!

23.4 - Sanitary facilities

The campsite's sanitary facilities are reserved exclusively for holidaymakers staying on bare pitches or in rented accommodation without private sanitary facilities. We thank you for respecting this rule to ensure the comfort and cleanliness of the facilities for everyone. We encourage you to make all the necessary arrangements for your hygiene needs during your stay.

23.5 - Orders issued by the competent authorities

Holidaymakers are required to comply with all orders issued by the State, prefectures, town halls and other competent authorities concerning the safety and smooth running of the campsite. These orders may include temporary restrictions, health recommendations or specific regulations relating to the use of facilities. We encourage you to check regularly for any changes and to follow the instructions provided by our staff to ensure a safe and enjoyable stay.

23.6 - Charcoal barbecues

For safety reasons, charcoal barbecues are strictly forbidden at all our campsites, except at campsites with a specially equipped communal barbecue area. This unique area has been designed to ensure the safety of all our holidaymakers while allowing you to enjoy a convivial meal. We thank you for your understanding and cooperation in ensuring a safe and enjoyable holiday for all.

23.7 - Payment on site

Please note that on site, all expenses must be paid by accepted means of payment, with the exception of bank cheques. We encourage you to provide alternative methods of payment, such as credit cards or cash, to ensure a smooth and speedy payment experience during your stay.

23.8 - Video surveillance

To guarantee the safety of our guests, staff and facilities, our establishments are equipped with a video surveillance system. Cameras are placed in specific areas, such as entrances, car parks and communal areas, to ensure surveillance that respects everyone's privacy. These devices comply with current regulations and the images captured are used exclusively for security purposes. Aloa Vacances is committed to protecting your personal data and to respecting the principles of the RGPD concerning the collection and management of video surveillance images.

24 - THEFT, LOSS AND FORGETTING

The campsite accepts no responsibility in the event of loss, theft or omission. Please check your accommodation carefully before you leave. If you notice that you have forgotten something in your accommodation and/or on the campsite, please call our team as soon as possible. If we find the missing items, we can return them to you at your expense.

25 - IMAGE RIGHTS

You expressly authorize ALOA VACANCES to use, on any support, the photos and videos of you, of the participants in the stay or of your children taken during your stay, for advertising purposes for all the campsites exploited by ALOA VACANCES. If you do not wish to give this authorisation, you must inform ALOA VACANCES by registered letter.

The signature of the contract implies that the hirer has read the present general conditions, that he renounces to give them a personal interpretation and that he accepts them without reserve. Disputes that cannot be resolved amicably will be submitted to the competent courts of the jurisdiction of the campsite concerned by the dispute.

26 - MODERATION OF OPINIONS

The Customer is hereby informed and accepts that the reviews submitted concerning the holidays may be used for promotional purposes. In this case, the wording of the latter may be modified for the good understanding of all. However, the positive or negative meaning will never be modified.

27 - CLAIMS AND MEDIATION

27.1 - Complaints

If, despite all our efforts to ensure your complete satisfaction, you have a complaint during your stay at one of our campsites, we ask you to inform the person in charge of reception on site immediately, who will do his or her utmost to provide you with a response. If you have a complaint that cannot be resolved on site, please contact our customer service department at relationclient@aloea-vacances.com. Our agents will deal with your complaint as quickly as possible.

27.2 - Médiation

In accordance with article L. 612-1 of the French Consumer Code, the consumer, subject to article L.612.2 of the French Consumer Code, has the right to submit a request for amicable resolution by mediation, within a period of less than one year from the date of his/her written complaint to the professional.

We invite the holidaymaker to consult the legal notices of the ALOA VACANCES campsite in which he has stayed, in order to find the information necessary for mediation.

- [La Riviera 4 stars](#)
- [Océan 4 stars](#)
- [Orée du Bois 4 stars](#)
- [Le Clos Virgile 4 stars](#)
- [Maire 3 stars](#)
- [Beauséjour 4 stars](#)
- [Ker Yaoulet 4 stars](#)
- [Oléron Loisirs 4 stars](#)
- [Le Nid d'Été 4 stars](#)
- [Les Ajoncs d'Or 4 stars](#)
- [Les Flots Bleus 4 stars](#)
- [Les Pirons 5 stars](#)
- [Riez à la Vie 4 stars](#)

28 - MODIFICATION OF THE GENERAL TERMS AND CONDITIONS OF SALE

Any occasional derogation from the present General Terms and Conditions of Sale does not constitute an acquired right for the future.

ALOA VACANCES reserves the right to modify these conditions at any time. The new provisions will come into force as soon as they are published and will be enforceable against customers from that date.

29 - LEGAL INFORMATION

29.1 - Aloa Vacances Group

Aloa Vacances
SAS Plein Air and Co
27 rue des Marchais 85180 Les Sables d'Olonne
Vendée – Pays de la Loire
Phone : +332 51 23 02 30
Email : info@aloea-vacances.com
APE : Activities of head offices (7010Z)
SIRET : 517 541 926 000 13

Privacy policy - Aloa Vacances

In accordance with the RGPD (General Data Protection Regulation) of 25 May 2018, Aloa Vacances ensures compliance with the protective provisions relating to privacy and the processing of personal data. We attach great importance to the protection of your personal data.

1. Collection of your personal data

Aloa Vacances collects your personal data strictly for the purposes of processing your reservation, subscribing to newsletters, creating your 'My Account' space, taking part in a competition, completing a questionnaire, etc. This information may include: your name, address and telephone number. This information may include :

- Surname and first name, and those of persons accompanying you
- Postal address, telephone number, e-mail address
- Date of birth, number plate, means of payment

You may choose not to provide us with certain information, but this could deprive you of certain services offered by Aloa Vacances. Essential information is marked with an asterisk.

2. Processing of your personal data

Your details are used to manage your booking, process your requests and communicate with you as part of our customer relationship. It also enables us to send you information and payments. We may also collect data via third parties, in particular social networks, when you register or connect to our services.

If you have agreed to receive our news and offers via the newsletter or your 'My Account' area, we may communicate with you by SMS, e-mail, telephone or post.

3. How long we keep your personal data

Your data is kept for as long as is necessary for the proper performance of the operations for which it was collected, and to meet our legal, accounting and tax obligations.

4. Deleting your personal data

In accordance with the RGPD, you can request the correction, updating or deletion of your data by sending us an e-mail to relationclient@alooa-vacances.com. You also have the right to object to or limit the processing of your data and the right to portability. In the event of your death, you may define directives concerning the conservation, deletion and communication of your data.

5. Legal basis for data processing

Personal data is collected on the basis of contract performance, consent, legal obligation or legitimate interest. Aloa Vacances processes your data to ensure the proper management of your bookings and to provide you with quality services.

6. Security of personal data

We implement appropriate technical and organisational measures to guarantee the security of your data, in particular to protect it against unauthorised access or accidental disclosure.

7. Transfer of data outside the European Union

Some data may be transferred to service providers located outside the European Union. In this case, we ensure that these transfers comply with the GDPR, with adequate safeguards.

8. Use of cookies

We use cookies to improve the user experience on our site, personalise content and analyse traffic. You can manage your cookie preferences at any time via our cookie manager.

9. Right to complain to the CNIL

If you feel that your rights have been infringed, you can submit a complaint to the CNIL (Commission Nationale de l'Informatique et des Libertés) via their website: www.cnil.fr.



2025

PALMARÈS FRANCE **Capital**
MEILLEURES ENSEIGNES
QUALITÉ DE SERVICE
* Campings *

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2024

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MEILLEURE ENSEIGNE
QUALITÉ DE SERVICE
* Campings *

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10. Contacts and personal data complaints

To exercise your rights, you can contact us by e-mail at relationclient@aloe-vacances.com or by post at the following address

Aloa Vacances - Customer Service
27 rue des Marchais
85180 Les Sables d'Olonne

Your request will be processed as soon as possible. To prove your identity, you must enclose a copy of your official identity document.