**GENERAL CONDITIONS OF SALE**

**BOOKING CONDITIONS**

- The reservation becomes effective solely with the agreement of the Village, upon receipt of the deposit and either upon receipt of the booking contract duly completed and signed, or upon your agreeing to the general conditions of sale when booking online.
- In the event that the customer fails to pay the deposit at the time of booking or the balance at the latest 30 days before the start of the stay, the village reserves the right to cancel the reservation and to make the accommodation available for rental again.
- Yelloh! Village is not bound by bookings unless Yelloh! Village has accepted them. Yelloh! Village reserves the right not to accept bookings depending on availability and, in general, depending on any circumstances that are likely to be prejudicial to the execution of the booking made.
- Yelloh! Village offers family holidays, in the traditional sense, and the accommodation has been specially designed for this purpose. Yelloh! Village reserves the right to refuse any booking that might contravene or attempt to pervert this principle.
- Booking of camping pitches or rented accommodation is made strictly on a personal basis. Under no circumstances may you sublet or transfer your reservation without the prior consent of the Village.
- Minors must be accompanied by their parents or legal guardians.

**Camping pitches**

- The basic package includes the pitch for the tent, caravan or camper van for one or two people, access to the toilet blocks and to the residential facilities.
- Rates and conditions:
  - The rental accommodation is fully equipped. The basic package ranges from 2 to more than 6 places, depending on the type of accommodation and the village.
  - If the customer fails to pay the deposit or fail to fully pay the deposit, the deposit will be retained by way as a cancellation fee. Amounts paid, minus the deposit, will be refunded.
  - In the event that the customer fails to complete the filing or does not have the accommodation at the time of the stay, the amount paid will be retained by way of a cancellation fee. A new non-refundable credit voucher valid for the total amount of the stay will be issued for the amount of the initial credit voucher after deduction of the 15% deposit. The remaining amounts paid other than by credit voucher will be refunded.
  - If, on the dates of the booked stay, a "health pass" is required by the government of the country where the campsite is located, everyone included in the stay subject to the presentation of such health pass. The accommodation shall be letto the village network, and may in no event damage your center.

**Group bookings**

- All bookings made for more than 4 accommodation units by one person or made by different people who know each other and who are travelling together for the same reasons and for the same holiday dates at the same Yelloh! Village, are deemed to be group bookings.
- Accommodation appearing on the commercial Yelloh! Village website is intended exclusively for individual bookings.
- For all group booking requests, you must contact the Yelloh! Village in question by telephone, email or via the Contact Us section. The Yelloh! Village campsite contacted reserves the right to examine booking requests before accepting or declining them.

**PRICES AND TOURIST TAX**

- Prices shown are effective for the 2022 season. They correspond to one night and are quoted in euros, including VAT.
- The tourist tax varies according to the local council.

**CONDITIONS OF PAYMENT**

- For bookings made more than 30 days before the start of the holiday, the deposit of 15% of the total price of the stay must be paid to the village at the time of booking. The balance must be paid to the village no later than 30 days before the start of a holiday.
- For bookings made less than 30 days before the holiday start date, payment must be made full in full at the time of booking with the village (15% deposit + balance of stay).
- In the event that the customer fails to pay the deposit at the time of booking or the balance at the latest 30 days before the start of the stay, the Village reserves the right to cancel the reservation and to make the accommodation available for rental again.

**NO RIGHT TO WITHDRAW**

In line with article L.221-28 of France's consumer code, Yelloh! Village would like to inform its customers that the sale of accommodation services provided on a specific date or according to a specific timeframe is not subject to the provisions pertaining to the 14-day cooling off period.

**CANCELLATION AND ALTERATIONS**

1. Booking alterations
   - Customers may request for stays to be altered in the same campsite (dates, types of accommodation) by writing to the campsite (by post or email) subject to availability and operation. Requests submitted during the following season are not permitted. If any alterations are made, customers must spend their holidays as they were agreed when initially booked, or cancel them in line with the conditions pertaining to the cancellation insurance.
   - Requests to extend the duration of stays will be dealt with subject to availability and in line with applicable prices.
   - Requests to reduce the duration of stays are deemed to be partial cancellations and will be subject to the terms and conditions which apply to cancellation and termination of stays.

2. Unused facilities
   - In the event of stays which are interrupted or cut short for one of the following reasons:
     - Border closure by administrative decision
     - Administrative closure of the campsite
     - Travel limited to a specified number of kilometres by administrative decision,
     - The rental accommodation is fully equipped. The basic package ranges from 2 to more than 6 places, depending on the type of accommodation and the village.
     - If the customer fails to pay the deposit or fail to fully pay the deposit, the deposit will be retained by way as a cancellation fee. Amounts paid, minus the deposit, will be refunded.
     - In the event that the customer fails to complete the filing or does not have the accommodation at the time of the stay, the amount paid will be retained by way of a cancellation fee. A new non-refundable credit voucher valid for the total amount of the stay will be issued for the amount of the initial credit voucher after deduction of the 15% deposit. The remaining amounts paid other than by credit voucher will be refunded.
     - If, on the dates of the booked stay, a "health pass" is required by the government of the country where the campsite is located, everyone included in the stay subject to the presentation of such health pass. The accommodation shall be let to the village network, and may in no event damage your center.

**PETS**

- Pets are permitted in some Yelloh! Village campsites (except dogs which are listed in the Yelloh! Village website and web pages, including Facebook and Instagram). If any booking that might contravene or attempt to pervert this principle.

**MEDIATION**

- In the event of a dispute with one of the establishments in our group, you may contact us in the following way:
  - Send a registered letter with acknowledgement of receipt to the manager of the village concerned.
  - Send a copy of this letter to customer services at Yelloh! Village, to take photographs of you, to record you or to film you during your stay with Yelloh! Village and to use the resulting images, sounds, videos and recordings using any media (especially on Yelloh! Village websites and web pages, including Facebook and Instagram, on Yelloh! Village information and promotion media and on travel and tourism guides). This permission applies for you as well as for people staying with you.

**DISPUTES**

- Claims regarding non-compliance of services with binding commitments may be submitted by post or email to the manager of the Village concerned or to Yelloh! Village.

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