BOOKING **CONTRACT 2027** CYBELE VACANCES

RÉSERVATION 02.49.06.10.60
reservation@cybelevacances.com
Open 7 days / 7 from 9 am to 8 pm
Except Sunday : 9:30 am to 7:30 pm

YOUR CONTACT INFORMATION

Last name : ..... First name : .....
Complete Address : .....
.....
Phone : ..... E-mail : .....
☐ I subscribe to the newsletter Vehicle license plate : .....
Beneficiary no. (if VACAF beneficiary) : .....

CHOSEN CAMPSITE

☐ Le Bel Air ☐ L'Océan ☐ Les Brillas ☐ Les Albères ☐ La Dive

PARTICIPANTS IN THE STAY AND DATES OF BIRTH (6 max for camping pitch)

1 .... / ..... / .....
2 .... / ..... / .....
3 .... / ..... / .....
4 .... / ..... / .....
5 .... / ..... / .....
6 .... / ..... / .....
7 .... / ..... / .....
8 .... / ..... / .....

DATES OF STAY : from Saturday to Saturday in high season for accommodation

Arrival on : ..... / ..... / ..... Departure on : ..... / ..... / .....

YOUR ACCOMMODATION (dimensions required)

CAMPING PITCH ☐ Package B

Tent : .....m x .....m Caravan : .....m x .....m Motorhome : .....m x .....m

RENTAL (find the description of the accommodations on our website www.cybelevacances or on our brochure)

Unusual accommodation (only in the Albères)
☐ Tente Maori ☐ Tente Natura

The Chalets (uniquement aux Albères)
☐ Chalet 2 pers. ☐ Chalet 4 pers.

Saint-Jean Résidence (only at Bel Air)
☐ Studio Premium Jacuzzi
☐ Duplex Premium Jacuzzi

2-bedroom mobile homes
☐ Loisirs (Albères-Océan-Bel Air)
☐ Passion (Albères-Océan-Bel Air)
☐ Duo (Océan & Bel Air)
☐ Duo Premium (all campsites)
☐ Duo Loisirs (Brillas & Dive)
☐ Authentique (Océan & Bel Air)

3-bedroom mobile homes
☐ Féerique (Albères-Brillas-Bel Air)
☐ Emotion (Brillas-Océan-Bel Air)
☐ Prestige (only at the L'Océan)
☐ Trio Loisirs (only at La Dive)
☐ Trio Premium Jacuzzi (all campsites)

4-bedroom mobile homes
☐ Quattro (all campsites except those in the Albères)
☐ Quattro Premium (all campsites)

Selected accommodation number (suppl. de 40€) .....

Special Requests

.....
.....
.....
.....
.....

*CANCELLATION INSURANCE**

☐ Yes ☐ No

**Any subscription to the cancellation insurance must be made at the time of booking and before the payment of the deposit.*

SUMMARY OF THE STAY

Please refer to the booking confirmation sent by e-mail, which contains all the essential information about your stay.

I authorize the campsite to use my image and that of all participants in this stay for its advertising purposes (if not, please complete the insert article 8 of the general conditions of sale). I have read and I fully accept the general conditions of reservation.



Done at .....

The ..... / ..... / .....

Signature :

CONTRACT TO BE SENT TO :

CYBELE VACANCES
2 rue du savoir-faire - Zone artisanale "Les Biottières" - 85150 SAINT-MATHURIN
or from mid-March: directly to the campsite concerned (campsite addresses on the back)
2nd slip to be kept by the client.

GENERAL CONDITIONS OF SALE

1 - Registration. Any registration must be accompanied by the payment of deposits: 25% of the price of your stay (total of the accommodation part and extras). Booking fees are : free for a stay less than or equal to 3 nights, 15 € for a stay less than or equal to 5 nights, 50 € for a stay greater than 5 nights.
2 - Lenght of stay. During the high season, the minimum stay is 7 nights. Location: Departures are before 1 pm and arrivals are from 2 pm. Mobile home: Arrivals in high season are between 4 pm and 8 pm. Arrivals in low season are between 2 pm and 5:30 pm. In the event of a delay, please let us know as soon as possible. Departures are before 10 a.m.
3 - Booking and terms of payment. Your reservation is considered to be definitive as soon as it has been confirmed by us. Any changes must be reported to us before arrival.
Payment terms: 25% at the time of booking, and the balance no later than 45 days before the arrival date. No discount for advance payment. Any late payment shall result in a late payment penalty equal to the interest rate applied by the ECB plus 10 points (C.com. art L.441-6-1). For professionals, will accumulate to the interest of delays, a flat-rate indemnity for recovery costs of 40 € (C. com. art. L. 441-6 and D. 441-5).
4 - VTA / taxes / contributions. Our rental prices include all taxes. The VAT applicable on our rates is 10% (as of January 1, 2014) subject to regulatory changes. The contractual price is always the one fixed when booking. Tourist taxes imposed by the municipalities and the contribution for household waste are not included in our rates.
5 - Pets. WITH THE EXCEPTION OF CATEGORY I AND II DOGS AND UNUSUAL PETS, are allowed for an additional price (1 per pitch or rental), provided you have declared it when booking. They must not harm the tranquility and safety of residents and respect the basic rules of hygiene. His vaccination record must be up to date and must be presented at reception on arrival.
6 - Miscellaneous provisions. Tent and caravan dimensions: It is strongly recommended to indicate the dimensions of your tents or caravans. The campsite will not be held responsible for changes in dimensions between the date of booking and arrival on the campsite and the impossibility of settling on site if the size of the equipment has not been indicated. Pool : Swimwear is mandatory around and within the swimming pools. Anyone not registered in the reservation contract will be refused access to the pools. WIFI : It is accessible throughout the campsite but guaranteed only at the bar and/ or reception.
7 - Cancellation of stay. Cancellation of the stay with cancellation insurance : This contract is accompanied by the general conditions of the cancellation insurance (not mandatory but recommended). Any subscription to this insurance must be done at the time of booking and, any cancellation must be notified by email to the campsite and be the subject of a claim statement with the cancellation insurance taken out. In case of interruption of the stay the insurance will allow you to be reimbursed (see conditions).
In case of cancellation on your part without subscription to the cancellation insurance: No refund will be granted by the campsite if the stay is canceled or shortened because of the renter because the campsite has proposed the subscription to the cancellation insurance. Booking fees will also be retained. In case of breakdown or small delay, and unless otherwise advised by you, the payment of deposit ensures the maintenance of the reservation 24 hours after the scheduled date of your arrival. After this period, the campsite reserves the right to dispose of the pitch.
8 - Image rights. You freely authorize the campsite to use the videos and photographs of you and all participants, which may be taken during the stay, for the advertising purposes of the campsite (brochures, website, social networks, etc.) without limitation of duration.
If not, please complete the insert below:

I, the undersigned, ... do not authorize the campsite to reproduce, publish, edit or represent my image and that of all participants in this contract, for its advertising purposes, on any medium (paper, internet, audio, etc.)

"The campsite is committed to your reputation and privacy. You also authorize the campsite to send you commercial information specific to our group in compliance with the data protection law n°78-17 of 6 January 1978."

9 - Mediation of consumer disputes.
In accordance with Article L. 612-1 of the French Consumer Code, within one year of his written complaint, the consumer, subject to Article L.152-2 of the French Consumer Code, has the right to submit a request for amicable resolution by mediation, with:
SAS Médiation Solution - 222 chemin de la bergerie 01800 Saint Jean de Niost
website : https://www.sasmediationsolution-conso.fr,
email : contact@sasmediationsolution-conso.fr
10 - right of withdrawal. The consumer does not have a right of withdrawal in accordance with Article L. 221-28 of the Consumer Code which provides that: «The right of withdrawal cannot be exercised for contracts: 12° Provision of accommodation services, other than residential accommodation, transport services of goods, car rentals, catering or leisure activities that must be provided on a specified date or period».
11 - Failure tu pay. Without payment of the balance 45 days before your arrival, we reserve the right to cancel your stay and keep your deposit.

GENERAL REGULATION

1 - Display. This general regulation is applied at the entrance of the campsite and at the reception. It is given to each client who requests it. For classified campsites, the classification category with the mention tourism or leisure and the number of tourist or leisure pitches are available. The prices of the various services are communicated to the customers in the conditions fixed by decree of the Minister in charge of consumption and can be consulted at the reception. The prices published by the campsite have no contractual value and can be modified without notice. The contractual price is that fixed when booking.
2 - Reception desk. You will find at the reception desk all the information on the services of the campsite, information on the surrounding shops, sports facilities, the tourist attractions of the area and various addresses that can be useful.
3 - Conditions of admission and stay. To be admitted to enter, settle or stay on a campsite, you must have been authorized by the manager or his representative. The campsite manager has the obligation to ensure the proper management and order of the campsite and compliance with the application of these rules. Staying on the campsite implies acceptance of the provisions of this regulation and the commitment to comply with them. No one can take up residence there.
4 - Police formalities. An adult must be present for the duration of the stay and minors must be accompanied by a legal representative.
Pursuant to article R. 611-35 of the Code of entry and residence of foreigners and the right of asylum, the manager is required to have completed and signed by the foreign client, upon arrival, an individual police officer. Children under the age of 15 may be placed on the card of one of the parents. It must mention in particular: name and given names, date and place of birth, nationality, and usual domicile.
5 - Installation. Outdoor accommodation and related equipment shall be installed at the location indicated in accordance with the instructions given by the manager or his representative. Provided that the location has not changed destination

6 - Traffic and parking of vehicles. Inside the campsite, vehicles must drive at a limited speed. Parking is strictly prohibited on pitches usually occupied by accommodation unless a parking space has been provided for this purpose. Parking must not impede traffic or prevent the installation of new arrivals. Electric vehicles must be recharged at the charging stations provided for this purpose. Any direct connection to the mobile home or the electric terminal of the pitch is prohibited.
7 - Performance and appearance of facilities. Everyone is required to refrain from any action that could harm the cleanliness, hygiene and appearance of the campsite and its facilities, including sanitary.
It is forbidden to throw wastewater on the ground or in gutters. Customers must empty the wastewater in the facilities provided for this purpose. Household waste, waste of any kind, papers, must be deposited in the garbage cans. Washing is strictly forbidden outside the bins provided for this use. Planting and decorations florals must be respected. Wearing the bracelet is mandatory (you will be charged 2€ piece at Camping Les Brillas and Camping Les Albères, and 10€ at Camping L'Océan and Camping le Bel Air, in case of loss or breakage). Only swimwear is allowed and mandatory around and within the aquatic areas. Any other outfit will not be allowed. Failure to comply with the pool rules will result in expulsion. Regarding the structures available in the campsite, no violent or annoying games can be organized near the facilities. In addition, we remind you that children remain under the supervision of their parents.
8 - Security • Fire. Open fires (wood, coal) are prohibited. (Prefectural order Vendée: Order No. - 12SIDPC-DDTM627 of 26/11/12; Pyrénées Orientales: Order No. 2013238-0011 of 26/08/13). Stoves must be kept in good working order and not used in hazardous conditions. In the event of a fire, advise management immediately. Fire extinguishers are available if necessary. A first aid kit is available at the reception desk. • Theft. The management is responsible for the objects deposited at the office and has a general obligation to monitor the campsite. The camper keeps the responsibility of his own installation and must report to the manager the presence of any suspicious person. Customers are advised to take the usual precautions for the safety of their equipment.
9 - Disturbances and nuisances. Each named tenant is responsible for the disturbances and nuisances caused by the people who stay on its pitch or in its accommodation. Sound devices should be adjusted accordingly. Door and trunk closures should be as discreet as possible. The animal must always be kept on a leash within the campsite and not left alone during your absence. They are not allowed in commonplaces, the enclosure of swimming pools and playgrounds. Finally, they must be out of the campsite to do their needs. When a resident disturbs or causes nuisances to other residents or damages the integrity of the facilities, we can put an immediate end and without compensation to his stay, without prejudice to claims for damages which the campsite and third parties may make against it. The same applies if the campsite finds an abusive occupation of its accommodation and pitches (number greater than the advertised capacity of the accommodation or person not listed in the contract).
10 - Visitors. After being authorized by the manager or his representative, visitors can be admitted to the campsite under the responsibility of the campers who receive them. The services and facilities of the campgrounds are accessible to visitors except access to the aquatic area. However, the use of this equipment may be subject to a fee that must be displayed at the entrance of the campground and at the reception office. Visitors' cars are prohibited in the campsite.
11 - Damages. The equipment and facilities of the campsite must be used in accordance with their use.
The pitch used during the stay must be maintained in the condition in which the camper found it on arrival. Any deterioration of the premises, loss or destruction that would damage the housing or common areas is automatically the responsibility of its author. The named tenant is held responsible for destruction, loss or damage committed by people who stay with him or who visit him.
12 - Departure arrangements. Customers are invited to inform the reception desk of their departure the day before. Guests intending to leave before the opening time of the reception desk must pay for their stay the day before.
13 - Breach of internal rules. In the event that a resident disrupts the stay of other users or does not respect the rules of procedure, in particular with regard to alcohol or drug abuse, the manager or his representative may orally or in writing, if he deems it necessary, demand that the person cease the disorder. Indeed, the consumption of alcohol outside the pitches and places provided for this purpose as well as the possession of illicit substances are prohibited within the campsite.
In case of serious or repeated breach of the rules of procedure 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 also call on the police.
14 - Complaints. All complaints relating to the conditions of the stay must be made on site to the campsite management to allow it to find an immediate solution. If you have not immediately informed the campsite management of any problems encountered in the accommodation, the bare pitch or within the campsite, the stay will be, by express agreement, considered to have gone well under satisfactory conditions. All judicial or extrajudicial requests arising from contracts of sale of stays will be extinguished at the end of a period of 6 months from the date of end of stay. When the stay has not taken place, the period of 6 months will begin from the date of end of stay agreed upon when booking. In case of cancellation, the limitation period of 6 months begins from this date or, at the latest, from the planned date of beginning of stay. Any dispute will be submitted to the competent court.
15- Personal data. As part of its commercial activity, SAS CYBELE VACANCES is required to collect and process information about its customers. The collection and processing of this information is essential to the reservation and the management of the file. Some of this information collected may meet the qualification of personal data within the meaning of European regulations.
Personal data refers to data that identifies Customers as natural persons. SAS CYBELE VACANCES will therefore process data concerning: Surnames, first names, civility, date of birth, postal address, email address, telephone number, bank details, choice in terms of commercial prospecting or any other information brought to its attention during the management of the file.
In accordance with the regulations, personal data are kept for a period proportional to the purposes for which they are collected, namely 5 (five) years from the signing of the reservation contract.
SAS CYBELE VACANCES undertakes in its capacity as Controller, to apply all appropriate technical and organizational procedures to ensure the protection, confidentiality, integrity and security. It is forbidden to communicate them to third parties to the group.
Customers may at any time exercise their right of access, rectification, erasure, limitation, opposition, portability with SAS CYBELE VACANCES at the following address:

SAS CYBELE VACANCES
2 rue du savoir-faire – Zone artisanale «Les Biottières»
85150 - SAINT MATHURIN
Or on our web page « excercise your rights ».

Finally, pursuant to Article 77 of Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016, Customers may appeal to a competent supervisory authority if they consider that the processing of their personal data is a violation of the aforementioned regulation.

DIRECCIONES	Camping Le Bel Air : 6, allée de la Chevreuse, 85100 Les Sables d'Olonne	Camping Les Albères : route du moulin de Cassagnes, 66740 Laroque-des-Albères	Camping La Dive : 12 Route de la Mer, 85580 Saint-Michel-en-l'Herm
	Camping L'Océan : 17, rue du Brandais, 85470 Brem-sur-Mer	Camping Les Brillas : le bois des Tréans, 44760 Les Moutiers-en-Retz	

OPTIONS 2027

OPTIONS			
Visitors (access to the aquatic area not allowed)	Free		
Animal*	- 10 kg : 8 € / day	+ 10 kg : 12 € / day	
Baby kit (cot and high chair)	5 € / day	20 € / week	
Barbecue / Plancha	10 € / day	35 € / week	
Fridge	10 € / day	35 € / week	
Mini-golf	Free		
Washing or drying token	6 € = 1 token	0.50 € = 1 dose of laundry or dishwasher	
Final cleaning	100 € / stay	35 € / 1 night	50 € / 2 nights

*1 per location or rental, tattooed and vaccinated. Category I and II dogs and unusual pets are prohibited.

BIKE RENTAL	1 DAY	1 WEEK
Electric bikes	35 €	85 €
Person + 13 years old or + 1m55	25 €	55 €
Person - 13 years old or - 1m55	20 €	45 €
Trailer	10 €	30 €
Baby seat	2 €	10 €

Some options are available only at the campsites mentioned:

Les Albères : Le Bel Air : La Dive :

Les Brillas : L'Océan :

GYM*	FREE

*Access restricted to adults.

BOOKING FEE
Booking fee for less than 3 nights : **free**
Booking fee for 3 to 5 nights : 15 €
Booking fee for more than 5 nights : 50 €

Choice of location (for all types of accommodation)	40 €

WIFI ACCESS THROUGHOUT THE CAMPSITE

(computer not provided) Prices subject to change

24h	48h	1 week	2 weeks	1 month	Family (for 3 devices)
8 €	13 €	20 €	30 €	40 €	40 € / week

RENTAL OF SHEETS AND TOWELS		
Sheets kit	Single bed : 16 € / change	Double bed : 20 € / change
Sheets kit + towels kit	1 person : 30 € / change	2 people : 36 € / change

HOLIDAY INSURANCE AND COVERAGE INCLUDED

Cybele Vacances offers you



Much more than just cancellation insurance, it is comprehensive cover that supports you from the first deposit until your return. Discover all the cover options that will make your stay secure.

Cancellation insurance :

4% of the amount of the stay in pitch or rental*.

WHAT WE GUARANTEE

BEFORE YOUR STAY

- Cancellation fees: illness, accident, death, pregnancy complications, serious property damage, and other unforeseeable events.
- Modification fees: change of dates or options for justified reasons.
- Late arrival : coverage in the event of a delay of several days, depending on the situation

DURING YOUR STAY

- Interruption of stay: reimbursement for unused nights if you have to cut your holiday short for a valid reason.
- Replacement vehicle: coverage of the cost of renting a replacement vehicle if your car is immobilised at your place of stay, allowing you to continue your holiday without constraint
- Assistance : help in the event of a major problem (repatriation, accompaniment, etc.).
- Veterinary costs and animal assistance: care and accompaniment for your pets.

AFTER YOUR STAY

- Item left behind in your rental property: reimbursement of postage costs for returning the item.
- Deposit protection : reimbursement in the event of accidental damage to the accommodation.

HOW DOES IT WORKS ?

1 I pay my deposit at the campsite.

2 I then receive a booking confirmation showing the subscription to the cancellation insurance.

3 In case of disaster, I immediately notify the campsite.

4 I declare my claim within 10 working days:

Via the internet : www.declare.fr

By email : sinistres@campez-couvert.com

By mail : Gritchen Affinity - Sinistre - Campez Couvert
27 Rue Charles Durand
CS70139 - 18021 Bourges Cedex

Supporting documents

- In case of illness or accident, a medical certificate specifying the origin, nature, severity and foreseeable consequences of the disease or accident.
- In case of death, a certificate and the civil status record.
- In other cases, any supporting documents.

5 Upon receipt of the complete file, I am reimbursed (less the deductible) within 72 h

CampezCouvert
Les annulations ont parfois du bon

Find all the general insurance conditions on www.campez-couvert.com

*Amounts subject to change based on the insurer's pricing conditions.