



General Terms and Conditions of Sale - Yukadi Villages

Effective from 19-11-2024

In order to benefit from the services offered by Yukadi Villages, we ask that you carefully read the following rental terms and conditions.

By making a reservation, you acknowledge that you have fully understood these rental terms and conditions. You also confirm that you have definitively and unconditionally accepted the terms and conditions outlined herein.

Reservation Conditions

- The reservation becomes valid only upon agreement from Yukadi Villages and upon receipt of the deposit and reservation fees.
- The campsite reserves the right to cancel the reservation and re-offer the accommodation for rent if the client fails to pay the deposit or the balance of the stay 30 days before the scheduled start of the stay. In such a case, the amounts paid will be retained.
- Yukadi Villages offers family-oriented stays. Therefore, Yukadi Villages reserves the right to refuse any reservation:
 - For any group of participants whose number exceeds the maximum capacity of the accommodation or pitch.
 - For any booking(s) made for one or more clients for more than 3 accommodations or pitches for the same period.

It is reminded that every participant in the stay, regardless of age, counts as one participant. Therefore, an infant (or child) is considered the same as an adult.

Yukadi Villages reserves the right to refuse, upon arrival, any person who was not registered at the time of the reservation.

- Minors must be accompanied by their parents or legal guardians.

Rates

Display

- The rates are displayed in euros, including VAT. The rates may vary depending on any change in the VAT rate.
- Rates are subject to change during the season.
- When requesting a quote, the validity of the quote will be indicated on the quote, subject to availability. After the validity date, the rate specified in the quote is no longer guaranteed.

Discounts and Benefits

The client may benefit from promotions, individual discounts, or partner discounts.

- No discount or benefit can be applied to a reservation that has already been fully or partially paid.
- Discounts and benefits defined during promotional periods are only applicable to reservations made during those commercial operations.
- Partner discounts apply only if the person benefiting from the discount is the client who is paying for the reservation.
- Individual or partner discounts cannot be combined on the same reservation.

Campsite Pitch

The basic package includes the pitch for a tent, caravan, or camper van for 1 or 2 people, a parking space for one vehicle, access to sanitary facilities, and access to all village activities, unless otherwise stated for activities with a participation fee. Each pitch can accommodate a maximum of 6 people (including babies and children).

An additional tent (2-person type, such as a "Canadian" tent) may be set up, but tents for 3 or 4 people or an additional caravan are not allowed.

The private sanitary facilities of the Premium Suite pitches with private bathroom must be left in perfect condition (cleaning, dusting, refrigerator cleaned, etc.). If not, a cleaning fee of €60.00 will be charged.

Rental

The rates include the rental of accommodation for 2 to 8 people, depending on the type of accommodation, a parking space for one vehicle, and the consumption of gas and electricity.

Setting up an additional tent next to the accommodation is not permitted.

Accommodations must be left in perfect condition (cleaning, dusting, dishes cleaned and put away, refrigerator and cooking equipment cleaned, etc.). In case of significant damage or if the accommodation is not left clean, the cost of restoration will be charged by Yukadi Villages.

End-of-stay cleaning is included in Premium accommodations. However, dishes must still be cleaned and put away, and trash must be emptied.

Plans and photos of the accommodations are provided for illustrative purposes. The layout and features of the rooms may vary from one model to another.

Reservations

Reservations allow you to secure a pitch or accommodation for the period that suits you.

In July and August, the minimum rental period is one week. Outside of these dates, the minimum rental period is 2 nights (except for the Ascension weekend, which is 4 nights and for the Pentecote weekend, which is 3 nights).

Payment Terms

- For reservations made more than 30 days before the start of the stay, a deposit of 30% of the total cost of the reserved services, plus booking fees and cancellation insurance if applicable, must be paid at the time of booking. The balance of the stay must be paid no later than 30 days before the start date of the stay at the village.
- For reservations made less than 30 days before the start of the stay, full payment for the stay is required at the time of booking.
- If the deposit is not paid at the time of booking or the balance is not paid at least 30 days before the start date of the stay, the campsite reserves the right to cancel the reservation and make the accommodation available for booking by others.

In accordance with Article L.221-28 of the Consumer Code, Yukadi Villages informs you that accommodation services, which must be provided on a specific date or during a specific period, are not subject to the 14-day right of withdrawal.

Special Requests

Please let us know if you have any specific requests. We will do our best to accommodate them based on availability, but Yukadi Villages cannot guarantee their fulfillment. In particular, no specific pitch or accommodation (except for the type of accommodation) can be guaranteed.

Cancellations and Modifications

1. Modifications

The client may request to modify their stay at the same campsite by submitting a written request to the campsite, subject to availability. No postponements will be accepted for the following season.

If no modification is made, the client must either proceed with their stay under the original booking conditions or cancel it in accordance with the cancellation terms.

Any request to shorten the duration of the stay before the client's arrival is considered a partial cancellation and will be subject to the cancellation and stay interruption terms.

Once a stay has commenced, the full amount is due. No compensation will be granted for late arrivals or early departures, except for the reasons outlined below.

2. Unused Services

If the stay is interrupted or shortened for one of the following reasons:

- Closure of French borders or the client's departure country,
- Administrative closure of the campsite,
- Mandatory quarantine upon arrival in France or upon return home,
- Government-imposed travel restrictions or distance limitations preventing access to Yukadi Villages.

A credit note equivalent to the unused services, valid for two (2) years, will be issued by the campsite. Upon written request, it may be refunded, minus the cost of cancellation insurance if purchased.

3. Cancellation by Yukadi Villages

If the campsite cancels the reservation, except in cases of force majeure, all amounts paid for the booking will be fully refunded. This cancellation will not entitle the client to any compensation for damages.

4. Cancellation by the Client

All cancellation requests must be submitted in writing to the campsite's address or by email.

In the event of cancellation by the client, except in cases of force majeure, the following terms apply:

For stays without cancellation insurance:

- If one of the following events prevents the stay:
 - Border closures due to administrative decisions,
 - Administrative closure of the campsite,
 - Mandatory quarantine upon arrival in France or upon return home,
 - Government-imposed travel restrictions or distance limitations preventing access to Yukadi Villages.

A credit note equivalent to the total amount paid for the reservation, valid for two (2) years, will be issued by the campsite. Upon written request, it may be refunded for the corresponding amount.

- For cancellations up to 16 days before the start of the stay.

The deposit (30% of the total stay cost) and booking fees will be retained by the campsite as cancellation fees. Any amounts paid beyond the deposit and booking fees will be refunded.

If payment was partially or fully made using a credit note exceeding the value of the deposit: the 30% deposit will still be retained as cancellation fees. A new non-refundable credit note valid for two (2) years, and usable only at the campsite where the stay was canceled, will be issued. This credit note will reflect the initial credit note amount, minus the retained deposit. Any additional sums paid beyond the credit note will be refunded.

- For cancellations made between 15 and 8 days before the start of the stay.

50% of the total stay cost and the booking fees will be retained as cancellation fees. A non-refundable, non-transferable credit note will be issued for the amount paid, minus the 50% cancellation fee and booking fees. This credit note is valid for two (2) years and can only be used at the campsite where the cancellation occurred.

- For cancellations made between 7 and 0 days before the start of the stay.

The entire amount paid, including the total stay cost and booking fees, will be retained by the campsite. No refund will be issued. If the client does not arrive at the campsite within two days of the scheduled start date and has not informed the campsite in writing (via mail or email), the reservation will be considered canceled. The campsite reserves the right to rebook the accommodation.

Payments made with vacation vouchers ("Chèques Vacances") are non-refundable, in accordance with Article L.112-14 I. of the Monetary and Financial Code. In such cases, a non-refundable credit note valid for two (2) years will be issued for the amount paid via vacation vouchers, minus any applicable deposit and booking fees, as outlined above.

For stays with cancellation insurance

Payments are covered according to the terms and conditions of the insurer (details available at www.campez-couvert.com). If the reason for cancellation is not covered by the insurance or if the insurance claim is denied, the general terms outlined in paragraph 4 apply, and the cost of the insurance will be deducted from the refunded amounts.

If the client does not arrive on the scheduled arrival date and fails to notify the campsite in writing within 48 hours, Yukadi Villages reserves the right to rebook the accommodation or pitch.

Stay Terms

Arrival

- Upon arrival, the stay voucher must be presented at the reception. Only individuals listed on the reservation will be allowed to stay at the campsite.
- Arrival times may vary depending on the campsite. The client must check the arrival details provided on their stay voucher or the campsite's website.
- The client agrees to review the campsite's internal rules upon arrival and acknowledges that these rules, along with the general terms and conditions, govern their stay.
- It is the client's responsibility to inspect their accommodation or pitch upon arrival, including checking the inventory or condition of the space. Any issues must be reported to the reception team within 24 hours of arrival.

Departure

- The accommodation or pitch must be returned in a perfectly clean condition (cleaning completed, dust removed, dishes washed, refrigerator and cooking appliances cleaned, etc.). If any non-compliance is observed by the reception team, a cleaning fee of €100 will be charged to the client (€60 for pitches with private sanitary facilities). The inventory may be checked. Any broken or damaged items will be the client's responsibility.

Pets

Pets are allowed (except dogs classified as Category 1 and 2), depending on the selected accommodation category, and for an additional fee payable at the time of booking. They must be kept on a leash at all times. Vaccination records for dogs and cats must be up to date. Pets are prohibited around swimming pool areas.

Electric Vehicles

It is prohibited to charge electric vehicles at any type of accommodation (rental or camping pitch). Some Yukadi establishments provide dedicated charging stations.

If an electric vehicle is found to be connected, a flat fee of €90 will be charged to the client for each instance.

Image Rights

By accepting these general terms and conditions, the client expressly and freely authorizes Yukadi Villages to photograph or film them during their stay and to use such photos or videos on any media for a period of five years. This authorization also applies to all individuals staying with the client and is solely for the purpose of promoting Yukadi Villages on its websites, social media, and commercial presentations.

If the client recognizes themselves in any photo or video, they may request immediate removal by contacting Yukadi Villages.

Personal Data

Personal data collected during an inquiry or booking is treated as confidential and used solely for processing reservations, enhancing communication, and tailoring services for Yukadi Villages clients.

You have the right to access, rectify, erase (right to be forgotten), limit the processing of your personal data, and object to its collection or processing. For any request regarding your personal data, you can send a letter to Yukadi Villages, BP 50420 Saint-Palais-sur-Mer, 17207 Royan giving your full name and address.

Disputes

Any complaints during the stay must be reported by the client to the reception team at the campsite within 24 hours of the event in question. This allows the team to address the issue or acknowledge it and strive to meet the client's expectations.

If the issue remains unresolved, the client may file a complaint with the campsite's manager.

Mediation

If the client is not satisfied with Yukadi Villages' response, they may opt for a conventional mediation procedure. Requests for mediation should be sent to: CMAP (Centre de Médiation et d'Arbitrage de Paris – CCI de Paris) - Online: www.cmap.fr - Email: consommation@cmap.fr - Mail: CMAP – 39 avenue F. D. Roosevelt – 75008 Paris.