

# GENERAL TERMS AND CONDITIONS OF SALE

Camping des Gayeulles – Managed by Citédia Services - 21/11/2025

## ARTICLE 1: GENERAL PROVISIONS

The purpose of these general terms and conditions is to define the rights and obligations of the customer and Camping des Gayeulles, managed by Citédia Services, in relation to booking a stay. Booking a stay at Camping des Gayeulles implies full and complete acceptance of these General Terms and Conditions of Sale (GTC), regardless of the method of booking (online, on site, by telephone or by post). These GTC prevail over any other document, unless expressly agreed otherwise in writing by Camping des Gayeulles. The customer acknowledges having received, prior to the conclusion of the contract, all the legal information provided for in Article L.221-5 and Articles L.111-1 to L.111-7 of the French Consumer Code, including in particular the essential characteristics of the services, the total price and additional costs, the contact details of the campsite, the legal and contractual guarantees, the terms and conditions of cancellation and the possibility of recourse to mediation. The applicable GTC are those in force on the date of booking and any subsequent updates do not apply retroactively. The language of the contract is French.

## ARTICLE 2: CONDITIONS OF ADMISSION AND STAYS

Access to the campsite is subject to authorisation by the manager or their representative, and the stay only becomes effective after registration at reception.

The campsite may refuse access or terminate a customer's stay in the event of:

- Behaviour that disturbs public order, safety or the peace and quiet of the premises;
- Failure to comply with the internal rules, safety instructions or instructions given by staff;
- Violence, threats, intimidation or harassment towards staff or other guests;
- Consumption or possession of illegal substances;
- Organisation of illegal activities or activities that disturb public order;
- Non-compliance of vehicles or presence of prohibited animals;
- Deliberate damage or misuse of facilities;
- Refusal to comply with health measures or safety instructions

Procedure: unless there is immediate danger, the customer will be warned in writing or verbally and asked to comply with the instructions. In the event of immediate danger, the campsite may terminate the stay without notice and alert the relevant authorities. Consequences: no refund will be given for the unused portion of the stay, and the campsite cannot be held responsible for incidents related to the customer's behaviour.

These measures are intended to ensure the safety and peace of mind of our staff and all our campers.

## ARTICLE 3: TOURIST USE AND LENGTH OF STAY

In accordance with Article D.331-1-1 of the French Tourism Code, taking up residence on the campsite is strictly prohibited. Pitches and rental accommodation are reserved exclusively for tourist and leisure use.

*Maximum length of stay*

The maximum length of stay is set at 90 nights per year per person for all pitches and rental accommodation. For so-called 'passage' pitches (small and large tent pitches without vehicles, as well as Cabanétapes), the maximum length of stay is limited to 6 consecutive nights. Any request to exceed this duration must be made in writing to the campsite, which reserves the right to accept or refuse it.

### **Proof of residence:**

The customer must be able to provide proof at any time of a main residence located outside the establishment, understood as their primary residence, i.e. the place where they usually reside and where their personal and professional interests are located.

The following are accepted as proof:

- rent receipts in the customer's name for the month preceding the day of arrival for tenants, • the latest property tax notice accompanied by an electricity, gas or telephone bill for the month preceding the day of arrival for owners.

Certificates of free accommodation are not accepted unless the manager or his representative decides otherwise after reviewing the case. If proof of address is not provided, the customer will be notified and asked to rectify the situation as soon as possible. If the situation is not rectified by the following day, the campsite reserves the right to refuse access, terminate the contract as of right and request the immediate departure of the camper, while alerting the competent authorities if necessary. No refund is due for nights not used due to the customer's failure to comply. The campsite and its staff cannot be held responsible for the consequences of the customer's failure to comply.

## ARTICLE 4: RATES AND SERVICES

Rates are quoted in euros, inclusive of all taxes. They may vary depending on the period, duration, type of accommodation or the campsite's pricing policy.

The prices displayed at the time of booking are firm and final for that booking. The campsite applies a dynamic pricing policy which may result in price variations depending on the period, demand or availability. However, these fluctuations have no effect on reservations that have already been confirmed. Promotional offers, discounts or commercial advantages are valid only for the reservation and period indicated. They are not retroactive and cannot be combined with other discounts, unless expressly stated otherwise. The campsite reserves the right to modify, suspend or cancel any promotional offer for future bookings at any time and without notice.

Optional services are clearly presented before payment. They are invoiced according to the current rate and must be paid for in accordance with the terms specified at the time of booking. The customer acknowledges having taken note of the total price of the stay, including all services booked, before confirming the booking. Any change to the stay that may result in a change in price will be notified and confirmed in writing before being applied.

In the event of a change in the rate of VAT or other mandatory taxes, the price of the stay may be adjusted proportionally to the invoice.

## ARTICLE 5: BOOKING CONDITIONS

In accordance with Article L.221-28 of the French Consumer Code, the sale of accommodation services on a specific date or at specific intervals is not subject to the 14-day withdrawal period.

The customer expressly acknowledges that the booking entails the payment of a deposit and commits to paying in accordance with the conditions set out below. A booking is only binding on the campsite if it has been accepted, which it is free to do or refuse, depending on availability and, in general, any circumstances that may affect the execution of the booking made. The booking only guarantees the rental dates and the type of pitch(es)/rental accommodation(s) requested.

The rental price is based on the number of nights booked. It includes:

- - the provision of the chosen pitch or accommodation, in accordance with the selected package;
  - the number of people provided for according to the capacity of the model or pitch reserved;
  - associated services such as the supply of water and electricity;
  - access to the vehicle, reception services and common facilities available during the stay;
  - as well as the tourist tax set at €0.50 per night per adult (aged 18 and over).
- In the event of excessive water or electricity consumption, Camping des Gayeulles reserves the right to charge the customer for the additional costs incurred.

All bookings are personal and non-transferable and may not be assigned or sublet without the written consent of Camping des Gayeulles. By making a booking, the customer certifies that they are a natural person of legal age, acting for their own personal needs. They acknowledge that they have full capacity to commit to these General Terms and Conditions of Sale and to comply with all their contractual obligations during any transaction. For accounting, tax and technical reasons, it is specified that only one paid invoice may be issued per stay, even when several people share the same accommodation or the same booking. No separate or split invoices may be issued for the same accommodation service. If several occupants wish to track their payments, the customer who made the booking remains the sole contractual contact and beneficiary of the invoice issued. Co-occupants may, if necessary, request a certificate of participation or attendance, without accounting value, upon specific request.

#### *Payment of deposit:*

The booking becomes firm after payment of a 30% deposit, which commits both parties to honour their respective obligations. This deposit constitutes a firm advance payment and will be deducted from the balance of the stay if the customer maintains their booking. The booking is confirmed by the campsite after receipt of the deposit and written confirmation (email or post).

#### *Payment of balance:*

The balance is due 2 days before arrival for pitches and 7 days before arrival for rental accommodation. In the event of non-payment within the specified time frame, the campsite will send a written reminder. If payment is not made within 24 hours, the campsite may cancel the booking and retain the deposit. The campsite reserves the right to refuse access to the stay in the event of non-payment of the balance, without refunding any sums already paid.

#### *Payment methods:*

Payment implies express acceptance of the rates and conditions in force at the time of booking. The campsite declines all responsibility in the event of technical or banking problems beyond its control, provided that the available means of payment have been used correctly. All transactions are processed via a secure system that complies with PCI DSS standards and the Monetary and Financial Code (Articles L.132-2 et seq.).

- Bank cards: Visa, MasterCard, CB. Card payments are debited immediately after validation. The customer declares that they are the legal holder of the card used.
- Cash: up to €1,000 for French tax residents and up to €15,000 for non-residents, in accordance with the Monetary and Financial Code. For security and cash management reasons, banknotes of more than €50 (or €100, depending on your choice) may be refused.

### ARTICLE 5 BIS: CONDITIONS FOR SPECIFIC CLIENTS

May be considered a specific client: an association, a local authority, or a company.

#### *Booking Procedure:*

##### *1. Initial request (quotation)*

Any request for a quotation must be sent by email to [camping-rennes@citedia.com](mailto:camping-rennes@citedia.com). The quotation details the accommodations, services, and rates. It is provided for information purposes only and does not guarantee the availability of pitches or accommodations.

##### *2. Pre-booking (stay option)*

At the client's request, the campsite may place a hold to block accommodations or pitches for a specified period. This option does not constitute a confirmed booking and may expire if the required documents to validate the booking are not received within the indicated timeframe.

##### *3. Booking confirmation*

The stay becomes a confirmed booking upon receipt of a purchase order, and/or the quotation and our terms and conditions (T&Cs) signed. Payment can then be made upon receipt of the final invoice, issued after departure, payable within 30 days.

##### *4. Option expiration*

If the required documents or payment are not received, the stay option is automatically canceled.

### ARTICLE 6: ARRIVAL AND DEPARTURE

In accordance with Article R. 611-35 of the French Code on the Entry and Stay of Foreigners and the Right of Asylum, the manager is required to have foreign customers, including European Union nationals, complete and sign a police form stating: their surname and first names; date and place of birth; nationality; and usual place of residence. Children under the age of 15 may be included on the form of one of their parents. Guests are therefore required to provide valid proof of identity upon arrival.

#### *Arrival and departure times*

- Pitches: arrival between 2pm and 11pm / departure before 1pm
- Rental accommodation: arrival between 3pm and 11pm / departure before 10am

Customers are requested to inform reception of their departure no later than the day before. Any departure after the scheduled time and without the prior agreement of Camping des Gayeulles will result in an additional night being charged.

#### *Late arrival*

The campsite considers an arrival to be late when the customer arrives after the reception has closed. A self-service check-in terminal, located near reception, is available until 11 p.m. for guests to check in. Guests agree to respect the pitch allocated to them by the terminal. Payment for services via the terminal is by credit card only.

Camping des Gayeulles accepts the following payment methods:

- For rentals, advance booking is mandatory. The terminal cannot handle spontaneous arrivals without a booking for this type of accommodation.
- For pitches, the terminal can be used either with a booking, to validate access and obtain the allocated pitch number, or without a booking, subject to availability.

## ARTICLE 7: SECURITY DEPOSIT AND INVENTORY FOR RENTALS

### *Security deposit:*

The security deposit is intended to cover the cost of repairing any damage, loss, theft or breaches noted when the customer checks out. The following, in particular, are considered damage: any material or permanent damage caused to equipment, coverings, furniture or installations (including urine stains); any tobacco odour inside the rental property; any breakage, loss or theft (including bed linen, towels and access badges); any state of cleanliness that is clearly not in accordance with that observed when the property was made available. The security deposit does not constitute a limit of liability: if the repair costs exceed the amount of the deposit, the customer remains liable for the balance.

### *Amount and payment terms:*

A security deposit is required for all rental bookings: €200 for Citylodges; €40 for Cabanétapes. This deposit must be paid no later than the day of arrival and before the keys or access badges are handed over, exclusively by credit card.

### *Two options are available:*

Option 1 – deposit via Swikly: before arrival, the customer receives a request for a security deposit via the secure Swikly platform. This deposit is not debited and does not affect the card's credit limit. Swikly's terms and conditions apply and can be viewed at [www.swikly.com](http://www.swikly.com).

Option 2 - a bank pre-authorisation for the amount of the deposit is made on the customer's bank card via the campsite's terminal. This pre-authorisation constitutes a payment reserve and may temporarily reduce the card's credit limit. It is automatically lifted within a maximum of 30 days. As a guide, depending on the bank, the pre-authorised amount may be released within 24 hours to 7 working days.

### *Inventory upon arrival:*

In accordance with Articles 1728 and 1729 of the French Civil Code, the customer must use the rented premises peacefully and reasonably. Any anomaly, damage, missing equipment or malfunction must be reported no later than 10 a.m. on the day following arrival. After this time, the accommodation, its equipment and inventory are deemed to have been handed over in good condition, and no subsequent complaints will be taken into account. Camping des Gayeulles reserves the right to intervene on pitches or in occupied rental accommodation to carry out maintenance, repairs or technical improvements with prior agreement.

### *Check-out inventory:*

Accommodation must be returned in the same state of cleanliness and tidiness as it was found on arrival. For all Citylodge rentals, guests have the option of purchasing an additional service called 'end-of-stay cleaning'. This does not cover: washing and putting away dishes, emptying the fridge-freezer, or taking rubbish to the designated bins, which must be done by the guest.

Departure is effected by returning the keys or access badges to reception (or to the letterbox provided for this purpose) after closing the doors and windows. The inventory and cleanliness check are carried out after the customer's departure.

### *Retention/refund of security deposit:*

Please note that the rental properties are non-smoking. A deduction may be applied to cover the costs of deodorisation and thorough

cleaning, upon presentation of internal supporting documents. Any missing or damaged access cards (and card holders) will be charged at the actual cost of replacement, upon presentation of supporting documents. In the event of a lost or broken key, the lock will be completely replaced, including the reproduction of 3 keys, invoiced to the customer, upon presentation of available supporting documents (photos, internal reports or replacement invoices).

The security deposit will be released, by lifting the pre-authorisation, within 10 working days after the customer's departure, except in cases requiring additional expertise in the event of damage being found. In the event of partial or total retention, the customer will receive a written notification stating the reasons, accompanied, where applicable, by the corresponding supporting documents (photos, invoices, reports).

### *Equipment hire and loan:*

For any equipment loan or hire (baby kit, barbecue, adapter, etc.), a specific security deposit may be required, the amount of which varies depending on the type of equipment. This deposit is subject to the same rules of management, retention and refund as those applicable to rentals.

## ARTICLE 8 : MODIFICATION, CANCELLATION OR INTERRUPTION OF STAY BY THE CUSTOMER

### *Distinction between modification of dates and postponement of stay:*

A modification of dates corresponds to a change of dates within the period initially booked, without cancelling the initial stay, which may result in a shorter or longer stay. A postponement of stay is a move of the stay to a new period outside the period initially booked, considered as a cancellation followed by a new booking.

### *Modification of the stay:*

Any modification of the stay (dates, type of pitch or accommodation) must be requested in writing to: [camping-rennes@citedia.com](mailto:camping-rennes@citedia.com). The campsite will endeavour to respond favourably to any request, subject to availability and without obligation of success. Changes may result in a price adjustment proportional to the type of pitch or accommodation booked. The change is only effective after the customer has expressly accepted the new price and the associated conditions. In the event of a shortened stay, the vacated accommodation will be immediately put back on sale by the campsite. Any applicable refund terms and conditions are specified in the table below.

### *Cancellation and postponement of stay:*

Any cancellation or postponement must be communicated in writing to the campsite. Otherwise, the customer remains liable for full payment of the stay. Additional services not used at the customer's initiative are non-refundable.

### *No-show:*

If the customer does not arrive on the scheduled arrival date, and without prior notification to the establishment indicating a postponement or change of stay, the rental or pitch reserved will be considered vacant and may be allocated to another customer on the day following the originally scheduled arrival date. The customer remains liable for full payment of the services booked. Any cancellation insurance taken out by the customer does not cover no-shows. Only cancellations made within the time limits and conditions specified in the insurance policy are eligible for a refund.

### *Interruption of stay:*

In the event of interruption of the stay for one of the reasons covered by the guarantee, reimbursement will be made on a pro rata basis for the unused portion of the stay.

Cancellation cover is an optional commercial service offered by the campsite, allowing, upon presentation of supporting documents, a full or partial refund of the sums paid, depending on the circumstances set out below. This does not replace a travel insurance policy.

**Any booking of 4 or more accommodations, or of 7 or more people for pitches, is considered a group booking and is therefore subject to the deadlines specified below.**

#### *Pitches*

<i>Situation</i>	<i>Deadline before arrival</i>	<i>Without cancellation guarantee</i>	<i>With cancellation cover</i>
Cancellation postponement or modification (shortened stay)	Up to 3 days before arrival  for groups: up to 15 days before arrival	The 30% deposit corresponding to the stay initially booked is due and remains payable to the campsite	Unconditional refund
Cancellation postponement or modification (shortened stay)	From 2 days before arrival to the day of arrival  for groups: From 14 days before arrival to the day of arrival	The full balance of the stay initially booked is due and remains payable to the campsite	Refund subject to conditions*
Interruption of stay	—	The full balance of the stay initially booked is due and remains payable to the campsite.	Refund subject to conditions*

#### *Rental accommodation*

<i>Situation</i>	<i>Deadline before arrival</i>	<i>Without cancellation guarantee</i>	<i>With cancellation cover</i>
Cancellation postponement or modification (shortened stay):	Up to 8 days before arrival  for groups: up to 30 days before arrival	The 30% deposit corresponding to the initially booked stay is due and remains payable to the campsite.	Unconditional refund
Cancellation postponement or modification (shortened stay)	From 7 days before arrival to the day of arrival  for groups: From 29 days before arrival to the day of arrival	The full balance of the stay initially booked is due and remains payable to the campsite	Refund subject to conditions*
Interruption of stay	—	The full balance of the stay initially booked is due and remains payable to the campsite.	Refund subject to conditions*

\*Refund subject to conditions: refund granted only if the customer complies with the provisions of the article relating to cancellation cover and provides the required supporting documents.

#### **ARTICLE 9: MODIFICATION, CANCELLATION, REFUSAL OR INTERRUPTION OF STAY BY THE CAMPSITE**

##### *Modification or cancellation by the campsite:*

If, for reasons beyond its control (excluding cases of force majeure), the campsite is obliged to modify or cancel the services initially provided for in the contract, it undertakes to inform the customer in writing (by email or post) as soon as possible and to offer an equivalent or substitute service (the equivalent service being understood in terms of category, capacity and level of comfort). The customer then has the choice of either accepting the proposed change or postponement or cancelling the contract without penalty and obtaining a full refund of the sums already paid within a maximum period of two weeks (the date of written notification being used to calculate the refund period), in accordance with Article L.214-1 of the French Consumer Code. No additional compensation may be claimed except in the event of proven fault on the part of the campsite.

##### *Refusal or interruption of stay by the campsite:*

The campsite reserves the right to refuse or interrupt any booking in the event of a previous dispute relating to non-compliance with these



GTC or the internal rules. Any decision shall be based on objective and verifiable facts (staff reports, written warnings, documented evidence).

#### ARTICLE 10: CANCELLATION GUARANTEE

##### *Purpose of the guarantee:*

Camping des Gayeulles offers a commercial cancellation insurance policy designed to protect customers against the financial consequences of cancelling, modifying or interrupting their stay for legitimate reasons. This insurance policy is a commitment specific to the establishment and does not constitute an insurance contract, nor is it issued by an insurance company. The cover can be added to any booking no later than the day after confirmation of the stay.

##### *Terms and conditions of subscription:*

The cover can be added to any booking no later than the day after confirmation of the stay. The amount corresponds to 4% of the total cost of the stay and remains the property of the campsite, even in the event of partial or total reimbursement of the stay.

##### *Conditions of application:*

The guarantee allows the customer, in certain exceptional situations beyond their control, to obtain a full or partial refund of the sums paid for the stay, excluding the amount of the guarantee itself. Eligible reasons include, in particular:

- Serious accident, illness or hospitalisation of the customer, their spouse, a person mentioned in the contract, or their direct ascendants or descendants;
- Death of the customer, their spouse, a person specified in the rental contract, or a member of their immediate family (ascendants, descendants, brothers, sisters, sons-in-law, daughters-in-law, uncles, aunts, nephews or nieces);
- Illness unknown at the time of booking, affecting one of the persons mentioned in the contract;
- Administrative, judicial or military summons, or summons to serve as a juror, of a person specified in the rental agreement;
- Redundancy, professional transfer or cessation of activity of the company of which a person specified in the agreement is the manager;
- Modification of leave by the employer of a person specified in the contract, for a legitimate or exceptional reason. In the event of a change to the leave entitlement of a person named in the booking contract by their employer, for a legitimate or exceptional reason, the customer must provide written confirmation from the employer. This confirmation must be dated between the confirmation of the booking and the actual start of the stay. This provision does not apply to company directors, professionals, self-employed workers, craftsmen and entertainment industry workers.
- Invitation to a resit examination as part of higher education, if this takes place during the period initially booked; the invitation must be dated between the confirmation of the booking and the actual start of the stay;
- Serious damage affecting the business or private premises of the customer or a person specified in the contract, making their presence on site essential;
- Significant material damage to the vehicle of the customer or a person specified in the contract within 48 hours prior to the scheduled arrival, preventing any travel;
- Cancellation of the means of transport (train, plane, boat, etc.) due to an event of force majeure such as bad weather,

strikes or natural disasters. (Upon presentation of proof from the transport company)

##### *Refund procedure:*

The customer must inform the campsite in writing and provide the necessary supporting documents within the time limits specified in the articles relating to cancellation or modification of stay. The refund, if applicable, will be made within a maximum of 7 calendar days after validation of the complete file.

#### ARTICLE 11: CIVIL LIABILITY INSURANCE

The customer must be covered by civil liability insurance covering bodily injury or material damage that may occur during the stay. Proof of insurance may be required before entering the premises. Camping des Gayeulles declines all responsibility in the event of misuse of the premises or equipment; for damage resulting from natural events, disasters, force majeure or incidents attributable to the customer.

#### ARTICLE 12: LOSS, THEFT AND DAMAGE

The customer is informed that camping stays are not subject to the security obligations of hoteliers provided for in Articles 1952 et seq. of the French Civil Code.

Consequently, Citédia Services declines all responsibility in the event of theft, loss or damage to the customer's personal belongings; theft, loss or damage to the customer's vehicles or equipment; damage to pitches, rental accommodation or common areas. Parking in the outdoor car park is at the customer's own risk. It is recommended that customers take out appropriate personal insurance to cover these risks.

#### ARTICLE 13: INTELLECTUAL PROPERTY

The website [www.camping-rennes.com](http://www.camping-rennes.com) and all of its content (photographs, texts, drawings, logos, studies, models, prototypes, etc.) are the exclusive property of Citédia Services and its partners and are protected by the Intellectual Property Code. Any reproduction, distribution or use without prior written authorisation constitutes an infringement and renders the offender liable to civil and criminal penalties.

#### ARTICLE 14: IMAGE RIGHTS

The customer authorises Citédia Services to photograph or film them during their stay and to use these images for the purpose of promoting the campsite on any media (website, brochures, social networks). This authorisation is given freely, specifically and in full knowledge of the facts, for the period necessary for the promotion of the campsite. The customer may withdraw their consent at any time in writing. For minors, this authorisation must be given by a parent or legal guardian.

#### ARTICLE 15: PROTECTION OF PERSONAL DATA

Citédia Services, as data controller, collects and processes its customers' personal data in accordance with the amended French Law No. 78-17 of 6 January 1978 (known as the 'Data Protection Act') and Regulation (EU) 2016/679 of 27 April 2016 (GDPR).

The information collected is intended for Camping des Gayeulles, the data controller, and its service providers, for the purposes of processing bookings, managing customer accounts, compiling statistics and commercial prospecting. It is kept for the time necessary to achieve the purposes below, on the basis of the customer's consent and/or a legal obligation (in particular the archiving of electronic contracts).

The data collected is processed for the following purposes:

- Performance of the contract and provision of the services subscribed to;
- Customer relationship management (follow-up, invoicing, assistance, complaints, etc.);
- Commercial prospecting, subject to the customer's prior consent;
- Compliance with legal and regulatory obligations applicable to Citédia Services.

The categories of data that may be collected include:

- Identification data: surname, first name, postal address, email address, telephone number; registration number;
- Contract and booking data;
- Payment data (processed via secure service providers)
- Data from satisfaction surveys or commercial communications.

Data is only kept for the period strictly necessary for the purposes pursued:

- Contract performance: 5 years from the end of the contract;
- Customer relationship management: for the entire duration of the contractual relationship;
- Commercial prospecting: 3 years from the last contact;
- Legal obligations (accounting, taxation, archiving): up to 10 years.

Certain data may be transmitted to strictly selected service providers for the following purposes:

- Guestsuite: conducting satisfaction surveys;
- Swikly: managing online security deposits.
- Booking platforms and distributors: processing bookings and managing stays.

These service providers act as subcontractors for Citédia Services and undertake to respect data confidentiality and security in accordance with the GDPR.

Bank transactions are processed via certified service providers and no banking data is retained by Citédia Services beyond the time strictly necessary for the transaction.

The premises and common areas of Camping des Gayeulles are under video surveillance for the purpose of ensuring the safety of property and persons.

The images are kept for a period of time in accordance with current regulations and are accessible only to authorised personnel.

In accordance with applicable regulations, each customer has the following rights regarding their personal data:

- Right of access, rectification and erasure;
- Right to object to and restrict processing;
- Right to data portability;
- Right to withdraw consent at any time for processing based on consent.

To exercise these rights, the customer may send their request to:

Citédia Services' head office: 37 bd solferino 35000 Rennes - [dpo@citedia.com](mailto:dpo@citedia.com) ☎ 02 99 36 91. In the event of difficulty, the customer also has the right to lodge a complaint with the CNIL ([www.cnil.fr](http://www.cnil.fr))

in order to find an amicable solution together before any legal action is taken.

If this attempt fails, the customer may refer the matter to:

Service de médiation civile, sociale et commerciale de Rennes (Rennes Civil, Social and Commercial Mediation Service)

Place du Parlement de Bretagne, CS 66423, 35064 Rennes Cedex.

In the absence of an amicable resolution or mediation, any dispute will be brought before the competent French courts, in accordance with the legal provisions in force.

CAMPING DES GAYEULLES – CITEDIA SERVICES – SAEML

37 Bd Solférino, 35000 Rennes

Telephone: 02 99 36 91 22

Email: [camping-rennes@citedia.com](mailto:camping-rennes@citedia.com)

Share capital: €1,224,000.00

SIRET No.: 310 679 055 00056

R.C.S. Rennes 310 679 055

NAF Code 9004Z

VAT Code FR 6731067805

## ARTICLE 16: DISPUTES

Any dispute relating to the interpretation, execution, validity or termination of these General Terms and Conditions of Sale (GTCS), as well as to reservations and payments made to Camping des Gayeulles, shall first be subject to an attempt at amicable resolution between Citédia Services and the customer. We remain open to any complaints

# INTERNAL RULES

## SETTING UP

Outdoor accommodation and related equipment must be set up in the designated area in accordance with the instructions given by the manager or their representative. During your stay, it is strictly forbidden to change location without notifying reception, or to sleep under the stars. Double-axle trailers are not permitted on the campsite. With regard to the storage of equipment on an unoccupied pitch (dead garage), it is necessary to obtain the campsite's agreement and to respect the location indicated for this use.

Tent stays are permitted from April to the end of October. Tents may only be pitched on pitches specifically designated for this purpose. On unpaved tent/car pitches, only small vehicles less than 6 metres long are permitted.

It is important to note that the sanitary facilities are closed during the winter period (dates vary from year to year, so please check the Gayeulles campsite website for details). However, pitches with water and electricity connections remain available all year round for self-contained vehicles.

The pitch or rental accommodation used during your stay must be maintained and returned to its original condition, as found by the camper on arrival. No fixed installations or constructions are permitted anywhere on the site, including in the communal areas. Furthermore, it is forbidden to install your own electrical appliances (such as televisions, air conditioners, washing machines, etc.).

## NOISE AND SILENCE

Within the campsite, we ask our guests to observe complete silence between 11 p.m. and 7 a.m. It is important to avoid any noise or conversation that may disturb neighbours, and sound devices must be set at an appropriate volume. In addition, please be discreet when closing doors and boots. It is crucial to note that any disruptive behaviour or noise nuisance, at any time of the day or night, may result in the immediate termination of the contract without refund. If necessary, the campsite may call on the local authorities to maintain the peace and quiet of the establishment.

With regard to the external environment, the campsite cannot be held responsible for external events that may cause noise pollution. In the event of persistent disturbance, the campsite may call on the police, without guaranteeing results. It is important to note that such external disturbances do not, under any circumstances, entitle guests to a full or partial refund of accommodation costs.

## VISITORS

Visitors may be allowed to enter the campsite after obtaining approval from the manager or his representative, under the responsibility of the campers who are hosting them. Visitors have access to the campsite's services and facilities, but charges may apply for their use. The corresponding rates are displayed at the campsite entrance and at reception. However, visitors' vehicles are requested to remain outside the campsite grounds.

## SECURITY

For security reasons, all our guests are registered with our 24/7 security service based in the city centre (Citédia Sécurité).

In case of emergency or difficulties related to your stay, a direct line is available at the front desk. Each barrier is also equipped with an intercom connected to the C-PARK service, which can open the barrier

remotely after verifying the driver's identity. It is important to note that a defibrillator is installed opposite the reception entrance. For fire prevention reasons, it is strictly forbidden to light fires or use charcoal barbecues. Communal barbecue areas are available nearby in Gayeulles Park. Authorised stoves, with a maximum capacity of 450 g, must be kept in good working order and used safely. Fire extinguishers are available if needed, and a first aid kit is available at reception.

## TRAFFIC AND PARKING

Vehicles are permitted between 6am and 11pm from early April to late October. From November to late March, vehicles are permitted 24 hours a day. It is important to note that the Highway Code applies within the campsite, with a speed limit of 10 km/h for vehicles. The campsite only allows one vehicle per pitch. Vehicles must be parked in the accommodation car park or on the stabilised part of the rented pitch. Parking must not disrupt traffic or the arrival of new residents. Therefore, it is strictly forbidden to park your vehicle on an unoccupied pitch or in the campsite's alleys. Parking is strictly prohibited on the lawns, except on pitches included in the 'tent and car' package and cabanétapes. Between the beginning of November and the end of March, vehicles must be parked on the stabilised areas in case of rain.

## ELECTRIC VEHICLES

We would like to emphasise that our pitches and accommodation are not designed to allow electric vehicles to be recharged. This practice presents potential risks, such as short circuits or fires, which could endanger the safety of the occupants of the accommodation or pitch, as well as that of all our customers.

Therefore, it is strictly forbidden to charge the battery of an electric or hybrid vehicle using the electrical outlets available on our campsite.

## MAINTENANCE AND APPEARANCE OF THE FACILITIES

Everyone is required to refrain from any action that could harm the cleanliness, hygiene or appearance of the campsite and its facilities, particularly the sanitary facilities.

In line with our commitment to preserving the environment, Camping des Gayeulles, holder of the Green Key label, reminds guests that it is forbidden to pour waste water onto the ground or into the gutters. Household waste, all types of waste, and paper must be placed in the bins at the entrance to the campsite, in accordance with the sorting instructions in force, and must not be left on the ground under any circumstances. Compost bins are also available on the campsite.

Washing vehicles is strictly prohibited within the campsite. It is also prohibited to empty black water directly onto the pitches; two specific areas are provided for this purpose within the campsite. We would also like to remind you of the importance of limiting the waste of resources such as water and electricity, in the interests of sustainable conservation.

Located in a wooded park of approximately 100 hectares, it is essential to respect the local flora and fauna, as well as the plants and floral decorations within the campsite. Hammering nails into trees, cutting branches or planting is strictly prohibited. Similarly, the use of personal tools to mark out a pitch or dig the ground is prohibited. In the event of damage to vegetation, fences, land or campsite facilities, the person responsible for the damage will be required to pay for the repairs. Laundry may be hung out to dry near the pitches until 11 p.m., provided that it is discreet and does not disturb other campers, but it must not be hung from trees.

## GAMES

No violent or disruptive games may be played near the facilities. Children must be supervised by their legal guardians at all times.

## COMPLAINTS

Complaints must be made at reception using the form provided for this purpose. They must be dated and signed by the customer and a representative of the campsite, and clearly specify the events concerned.

## BREACH OF THE INTERNAL RULES

In the event of non-compliance with the rules set out in these internal regulations, the campsite reserves the right to issue verbal or written warnings, if it deems necessary, in order to put an end to the disturbance. In the event of a serious or repeated violation of these internal regulations, and after the campsite has clearly indicated to the customer that they must comply with these rules, the campsite reserves the right to terminate the contract. In the event of a criminal offence, the campsite may call upon the competent authorities. In the event of termination of the customer's contract for breach of the internal regulations or failure to comply with their obligations under the general terms and conditions of sale, Camping des Gayeulles reserves the right to remove any vehicle belonging to the customer by its own means and to call upon the services of a vehicle impound.

## MINORS

For safety and liability reasons, minors unaccompanied by their parents or legal guardians are not permitted to stay at the campsite. Minors are the sole responsibility of their legal guardians for the duration of their stay. It is strictly forbidden to leave them alone and unsupervised on the campsite premises.

Please note that Camping des Gayeulles reserves the right to refuse access to any pitch or accommodation that has been booked in breach of this rule. Furthermore, if it is subsequently discovered that a pitch is occupied by an unaccompanied minor under the age of 18, the campsite reserves the right to cancel the booking and terminate the stay immediately.

## ANIMALS

Cats and dogs are accepted, subject to an additional charge, with the exception of category 1 and 2 dogs, which are strictly prohibited on the campsite. In Citylodges, only dogs are accepted, with a limit of one dog per accommodation. Animals are not allowed in Cabanétapes. Dogs and cats must be identified and vaccinated against rabies (presentation of health certificate required). Under no circumstances may they remain on the campsite in the absence of their owners, who are civilly liable for them. Animals must be kept on a leash when on the campsite, and their waste must be disposed of outside the campsite in the areas provided for this purpose in the Gayeulles park.

CAMPING DES GAYEULLES – CITEDIA SERVICES – SAEML

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