GENERAL BOOKING AND RENTAL TERMS AND CONDITIONS 2027

THE BOOKING AND RENTAL AGREEMENT ARE MADE IN THE NAME OF THE LEAD GUEST AND MAY NOT BE ASSIGNED OR TRANSFERRED

ARRIVALS / DEPARTURES

• Touring pitches are available from **2:00 pm on the day of arrival** and must be **vacated by 10:00 am on the day of departure.**
• Bungalows and mobile homes are available from **5:00 pm on the day of arrival** and must be vacated on the day of departure in accordance with your **scheduled check-out appointment.**
During the high season, bungalow and mobile-home stays run from **Saturday to Saturday or Sunday to Sunday.** Short stays are available outside July and August.
• In the event of a late arrival that has not been reported to Management, the accommodation or **pitch will be held for 24 hours**. After this period, the booking will be cancelled and may be reallocated to another guest.

SECURITY DEPOSITS

For touring pitches, two security deposits will be required on arrival:
• a **€100** deposit for the access badge and cleaning,
• and a **€200** deposit to cover any equipment that may be damaged during your stay.

For rental accommodation, two security deposits will be required on arrival:
• a **€400** deposit for the equipment and inventory (in the event of damage or missing items, the replacement or repair cost will be deducted from the deposit),
• and a **€100** cleaning deposit, which will be charged if the accommodation is not left in a perfectly clean condition.

AGE OF ACCOMMODATION

Mobile homes: HÉLIOS: 2019 and 2023 – ARCHIPEL: 2018 and 2024 – ALOHA: 2017 – AKOYA: 2016 to 2017 – PERLE: 2015 to 2017 – HIBISCUS: 2011 to 2013 – MAHINA: 2017 – OHANA: 2017 – NEPTUNE: 2011 – TANGAROA: 2016 to 2017 – ILANGA: 2016 – SANTORIN: 2003 to 2016 – SANTORIN ÉVASION: 2016 – MAJORQUE: 2016 to 2017 – ANACAPRI: 2001 to 2017 – MAGNOLIA: 2016 to 2017.

Bungalows: ALIZÉ 4 et ALIZÉ 6 : de 10 à 20 ans (rénovés depuis 1 an) – LAGON : de 10 à 18 ans (rénovés depuis 1 an).

BOOKING AND PAYMENT

At the time of booking, a deposit of **30% of the total cost of your stay**, together with the **€35 booking fee,** is payable.
• The outstanding balance for all stays **must be paid no later than two months before the arrival date**, without any reminder from us. Failing this, the booking will be cancelled and all amounts already paid will be retained by Nai'a Village.
• For bookings made **less than two months before the start of the stay**, **full payment is required at the time of booking** by bank card, bank transfer or ANCV holiday vouchers. Personal cheques are not accepted for bookings made less than two months before the start of the stay.
• Accepted payment methods: bank card, bank transfer, ANCV holiday vouchers, Floa Bank financing and personal cheque made payable to "Nai'a Village".
• An additional tax of €1.50 per day and per person over the age of 12 will be charged with the outstanding balance for your stay.
• Once the stay has been paid in full, no changes may be made to the rental agreement.
• Infants and young children count as full occupants for accommodation capacity purposes.
• Bookings are personal and non-transferable. Subletting or transferring a pitch or rental accommodation to a third party is strictly prohibited.
• Management will not admit guests whose names do not appear on the booking request, or any party exceeding the maximum occupancy of the accommodation or pitch.
• Unaccompanied minors are not permitted.
• In the event of cancellation, no refund will be issued, regardless of the reason. We strongly recommend taking out cancellation insurance.

CANCELLATION INSURANCE (OPTIONAL – 5% OF THE RENTAL COST)

Before your departure or during your stay, cancellation cover may reimburse the costs arising from cancellation or early termination of the contract, subject to the policy terms, if one of the following events occurs: illness, accident or death; job relocation; changes to or refusal of annual leave dates by the employer; theft of an identity document; costs arising from interruption of the stay; holiday accommodation liability; and the policy's "anti-surprise" cover.
Full details of the scope, terms, conditions and limits of cover are available at www.naia-village.com, from Reception on request, or by email at : **reception@naia-village.com**

SAFETY

• The use of charcoal barbecues is strictly prohibited.
• Charging electric or hybrid vehicles anywhere on the campsite is strictly prohibited, including from the electrical supply of a mobile home or touring pitch. Any electricity consumption identified for this purpose will be charged to the guest responsible.
• **For security purposes, the single-use wristband issued to you must be worn throughout your stay. Lost wristbands will be replaced and charged.**
• Management accepts no liability for theft, loss or damage caused by third parties to guests' belongings. Guests are advised to ensure that they have appropriate insurance cover.

VEHICLE ACCESS AND PARKING

• **The speed limit throughout the campsite is 10 km/h.** Management reserves the right, for the remainder of the stay, to prohibit access and circulation to any vehicle driven at excessive speed or in a dangerous manner; the vehicle must then be parked in the external car park.
• **The campsite vehicle access barrier is closed from midnight to 6:00 am;** no vehicles may enter or leave the campsite during these hours.
• Parking is limited to **one vehicle per touring pitch** (one camping unit and one vehicle) and one vehicle per rental accommodation, except for **ARCHIPEL mobile homes**, for which two vehicles are permitted. Any additional vehicle must be parked in the Route 66 restaurant car park, outside the campsite.
• Scooters and other personal mobility devices must be used at low speed. Minors must wear appropriate protective equipment. In the event of repeated non-compliance after a reminder of the rules, Management reserves the right to retain the device concerned for the remainder of the stay.

CONDUCT AND DISCIPLINE

Management reserves the right to remove from the campsite, without notice or refund, any person who fails to comply with the campsite rules, available at **www.naia-village.com**, from Reception and on request. Noise disturbance is strictly prohibited from midnight onwards.

CHILDREN

Children remain under the sole **responsibility and supervision of their parents or legal guardian**s, who are civilly and criminally liable for them, particularly when children use the play equipment provided.

AQUATIC AREAS

- Wristbands must be worn. Access to the swimming pools is strictly prohibited outside opening hours.
- **Swimming shorts, Bermuda shorts and burkinis are NOT PERMITTED**; suitable swimwear must be worn. Underwear and boxer-style swimwear are also prohibited.
- Swim nappies are compulsory for children under 3 years of age, even if toilet-trained. Children may not be naked anywhere within the pool area.
- Children under 12 must be accompanied by an adult parent or legal guardian.
- Balls, large inflatable rings, pool noodles and other bulky floating or inflatable items are prohibited in the pools.

DOGS ANS CATS

- Pets must be vaccinated, tattooed or microchipped and kept on a lead throughout the campsite. Proof of vaccination will be requested on arrival. Owners must carry waste bags and pick up after their pet. Failure to do so will result in a fixed charge, the amount of which is displayed at Reception and will be billed to the guest responsible.
- Pets must never be left unattended or tied to trees or plants.
- **Dogs classified in France as Category 1 or Category 2 are strictly prohibited**. Only one dog is permitted per touring pitch or rental accommodation. Cats are not permitted in rental accommodation.

DAY VISITORS

- Visitor access is subject to prior approval by Management or its representatives. Visitor numbers are limited and regulated.
- **Only visitors invited by a registered guest currently staying at Nai'a Village are permitted.** The host guest is responsible for their visitors and for ensuring that they comply with these rules.
- **All visitors must report to Reception and pay the applicable day-visitor fee**: €9 per day for each person aged 12 and over, €6 per child aged 5 to 11, and free of charge for children under 5.
- The day-visitor fee provides access for the day to the campsite facilities (aquatic areas, entertainment, leisure facilities and food & beverage outlets), subject to the same conditions and opening times as those applicable to staying guests. The wristband issued at Reception must be worn throughout the visit.
- Visitors are not permitted to stay overnight at Nai'a Village under any circumstances and must leave the campsite by the end of the evening at the latest.
- Visitors' vehicles are not permitted on the campsite. Visitors may not bring dogs, cats or any other animals onto the campsite.

CONSUMER MEDIATION

Guests may use the CM2C consumer mediation service offered by Nai'a Village free of charge. CM2C can be contacted by telephone on +33 (0)6 09 20 48 86 or by post at: CM2C, 14 rue de Saint-Jean, 75017 PARIS – FRANCE.

« Read and approved »	Date :	Guest signature :