

TERMS & CONDITIONS <https://campingdeplessac.fr/>

Update as of January 15, 2026

Our contact details

Your contract will be concluded with **Le Camping Les Étangs de Plessac (Le Rejallant EURL - Les Étangs de Plessac, 695 Route des Grands Prés – 24340 Saint-Félix de Bourdeilles]** (« **Les Étangs de Plessac** », « **we** », « **our** » or « **us** »).

As part of your contract with Les Étangs de Plessac, **AddGuests Ltd** (company number 13478465, Becket House, 1 Lambeth Palace Road, London, England, SE1 7EU), acting as the **Distributor and Collection Agent**, will process all payments addressed to us and will ensure customer support services via its designated agent, Campings.com SAS, a French company registered in the Paris Trade and Companies Register under number B 508 290 947, whose registered office is located at 11 rue Beaurepaire 75010 Paris - FRANCE.

Contact details for Camping Les Étangs de Plessac (the co-contracting party):

- **Email:** contact@campingdeplessac.fr
- **Correspondence address:** Les Étangs de Plessac, 695 Route des Grands Prés – 24340 Saint-Félix de Bourdeilles
- **Contact details for the Distributor Campings.com (for telephone bookings, customer assistance, and payments):**
 - **Tel:** +33 (0)2 72 88 03 70 (France), Monday to Friday from 9 am to 4 pm
 - **Email:** support@campings.com
 - **Correspondence address:** 11 rue Beaurepaire 75010 Paris - FRANCE.

Definitions

- « **We** » or « **Les Étangs de Plessac** » refer to the provider of the camping accommodation made available through the Distributor's platform and website.
- « **Distributor** » refers to AddGuests Ltd and Campings.com SAS acting as a booking intermediary and collection agent.
- « **Travel Service** » refers to the accommodation made available for bookings through the Distributor Campings.com on the platform and website and any other service made available for bookings through the Distributor from time to time.
- « **Booking** » refers to the order, purchase, and payment for a selected accommodation.
- « **Booking Conditions** » refers to the Booking conditions as set out above and below.

2. Your Contract with us

2.1 The following Booking Conditions, along with our privacy policy and the terms of use of the Distributor's website, and all information we provide to you concerning your Booking, form the basis of your contract with us (your « **Contract** »).

2.2 Your Contract is concluded with **Les Étangs de Plessac** and concerns the rental of one or more accommodations or bare pitches. The Distributor Campings.com is the booking intermediary and the collection agent for the Booking. Any accommodation or other travel service not booked through its intermediary will not be part of your Contract with us and we shall not be liable for such bookings under any circumstances.

2.3 By making a booking with us for the rental of an accommodation, you are deemed to have read, understood, and accepted these Booking Conditions, our privacy policy, and the terms of use of our website. The person who made the Booking must be of legal age at the time of making the Booking.

2.4 In these Booking Conditions, the terms « you » and « your » refer to the person who made the Booking (and the authorized representative, if any) and all persons named on the Booking (including any person added or replaced at a later date) and each of them, as applicable.

The person who made the Booking will be responsible for the administration and correspondence regarding the Booking and warrants that they are the parent or legal guardian (if applicable) and/or have the authority to make the Booking (and any modification and/or cancellation) on behalf of all persons named on the Booking. The person who made the Booking is responsible for:

(i) the full payment of all deposits and balances;

(ii) the payment of all modification or cancellation fees;

(iii) confirming to the Distributor all contact details and information of the persons in the Booking;

(iv) forwarding to all persons in the Booking any information issued by us, including, without limitation, our Booking confirmation invoices and these Booking Conditions; and

(v) ensuring that we have a valid email address and phone number for the person who made the Booking at all times, in case we need to contact you.

2.5 **Les Étangs de Plessac** reserves the right to reject, cancel, or terminate any Booking in case of a breach of the Contract by you, or where there is evidence of fraudulent activities and/or transactions.

3. Making a booking

3.1 To make a Booking with us, you must select the accommodation and dates you wish to book and submit a Booking request to us, along with your deposit (see Article 4 (Payments) below), either on the Distributor's website or by telephoning the Distributor at the number indicated in Article 1 above. **The Distributor** will then send you an email acknowledging receipt of your Booking request (please note that this email **does not yet** constitute a confirmation of your Booking with us).

3.2 Upon receipt of your Booking request, we will check availability and, if the accommodation is available, we will accept your Booking request and **the Distributor** will send you a booking confirmation invoice by email, and at that moment, a Contract will be established between you and **Les Étangs de Plessac**. Please check your booking confirmation invoice carefully and notify us immediately of any incorrect or incomplete information. Subject to Articles 7 and 8, you may modify or cancel your Booking without charge within 48 hours of your booking request.

3.3 In the event that your preferred accommodation is not available, we will try to offer you a suitable alternative, if we are able to do so, within 72 working hours of receiving your Booking request. If we are unable to offer you a suitable alternative, or if you refuse the suitable alternative we offer you, **the Distributor** will refund the sums you have paid, including insurance premiums, and **the Distributor** will also cancel the insurance policy.

3.4 After confirming your Booking and once the order has been paid in full, **the Distributor** will send you a voucher by email, which you must print (copies can also be downloaded from your customer account page on our website) and hand over to the accommodation owner (Les Étangs de Plessac) on the first day of your rental. The voucher will also include our contact details. If you do not receive your voucher, please contact the Distributor (their contact details are provided in Article 1 above), stating your Booking reference number. It is your responsibility to take your

voucher with you to hand over to the accommodation owner and we will not be liable under any circumstances if you fail to do so.

4. Payment

4.1 When submitting a Booking request, you will be offered the option to pay the Distributor:

1. pay in full; or
2. pay a deposit using all forms of payment cards (credit cards or debit cards or e-card), equivalent to 30% of the cost of your accommodation, plus any payable fees (administration fees, processing fees, insurance, and ordered options), which will be refundable in accordance with Article 3.3 above.

4.2 If you make a booking with us within 30 days prior to the start of your accommodation rental, the total cost of your booking will be payable **to the Distributor** at the time you send your booking request.

4.3 If you make a Booking more than 30 days prior to the start of your accommodation rental and, if you choose to pay the deposit by credit card in accordance with Article 4.4(ii) above, the remaining balance will be payable **to the Distributor** no later than 30 days before the start of your accommodation rental, as indicated on your booking confirmation invoice. The balance must be paid by credit card.

4.5 Some banks may leave the « imprint » of this pre-authorization on your account for several weeks and/or months; please contact your bank for more details.

4.6 If the balance payment is not made on time (**the Distributor** will send you an email reminder 4 days before the payment due date), we reserve the right to cancel your Booking with effect no later than 20 days before the first day of rental for all types of payment and to charge the cancellation fees as defined in Article 7 below and in the conditions of that article.

5. Insurance

5.1 We recommend that you take out adequate travel insurance, effective on the date of booking. You must ensure that your insurance fully covers all your personal requirements, including, without limitation, full Covid-19 cover, personal effects, any pre-existing medical condition, cancellation costs, medical expenses, and repatriation costs in the event of an accident or illness.

5.2 When you make a Booking with us, **the Distributor** may offer you the option of taking out cancellation insurance as well as weather insurance. Further details and costs will be provided to you at the time of Booking.

5.3 In the event that you take out an insurance contract in accordance with Article 5.2 above, the insurance policy will be sent to you directly by the insurance company. You must ensure that you are fully aware of the terms of the insurance contract and, in particular, the exclusion clauses and limitations before taking it out. Any claim under the insurance policy must be addressed directly to the insurance company and not to **Les Étangs de Plessac** or the Distributor Campings.com and must comply with the terms and deadlines of the insurance contract taken out.

The insurance contract allows you to cancel the contract for the insurance free of charge within a period of fourteen (14) days, provided that no claim has been made under the insurance policy taken out.

6. Price

6.1 We strive to ensure the accuracy of all information and prices appearing on the Distributor's website and in other promotional materials. However, changes and errors may sometimes occur and we reserve the right to correct prices and other details in such circumstances and at any time. You must check the current price and all other details relating to the accommodation you wish to book before making your Booking. If a price appearing on our Booking confirmation, on the Distributor's website or on its promotional material is manifestly incorrect, i.e., the price is derisory, a Booking made on the basis of this price will not be valid and we reserve the right to cancel the Booking, unless you wish to pay the correct price.

6.2 Prices are indicated « per accommodation » (unless otherwise indicated as an amount due « per person ») and depend on your travel dates, the planned duration of your stay, and the type of accommodation you wish to book. We reserve the right to modify the prices indicated on the Distributor's website at any time, before you make a booking with us.

6.3 In the event that the number of persons in your booking exceeds the maximum occupancy of the accommodation, we may refuse you access.

6.4 Prices are indicated - and will be payable **to the Distributor** - in Euros or British Pounds depending on the country from which you make the Booking, and the price will include all taxes, with the exception of applicable tourist taxes which will be payable per person and per night, upon arrival at your accommodation.

6.5 We will not be responsible for Booking errors attributable to you and, if you subsequently need to modify a Booking we have confirmed, modification fees will apply, in accordance with Article 8 below, unless Articles 3.2 or 3.3 above apply (in which case there will be no fees).

6.6 Special offers and/or discounts that may become available after you have made a Booking with us cannot be applied retroactively to your existing Booking(s).

6.7 We may require a security deposit upon your arrival, in which case you will be informed at the time of Booking or shortly thereafter.

6.8. Depending on the nature of the booking made, additional fees may be charged:

- administration fees (non-refundable in case of cancellation)
- processing fees (especially in case of payment by cheques or holiday vouchers) (non-refundable in case of cancellation)
- options

7. Cancelling a booking

7.1 You are informed that the right of withdrawal is not applicable to accommodation, transport, catering, and leisure services. Thus, Bookings made from the Distributor's website cannot be subject to the exercise of a right of withdrawal.

7.2 You can cancel your Booking at any time on your customer space or by informing the Distributor in writing (by email to **support@campings.com**) and the effective date of any cancellation will be the date we receive the written notification. In the event that you cancel your Booking, the following cancellation fees will apply:

7.2.1 Accommodation Cancellation Schedule

Timeframe before the first day of your accommodation rental	Cancellation Fees
More than ninety (90) days	Fifteen (15) % of the total cost of your accommodation and all administration, insurance, processing, and option fees
Between eighty-nine (89) and sixty (60) days	Thirty (30) % of the total cost of your accommodation and all administration, insurance, processing, and option fees
Between fifty-nine (59) and thirty (30) days	Fifty (50) % of the total cost of your accommodation and all administration, insurance, processing, and option fees
Between twenty-nine (29) and seven (7) days	Eighty (80) % of the total cost of your accommodation and all administration, insurance, processing, and option fees
Less than seven (7) days	One hundred (100) % of the total cost of your accommodation and all administration, insurance, processing, and option fees

7.3 If the price of your Booking was indicated « per person » and one or more persons subsequently cancel after the Booking has been confirmed by us, the cancelling person(s) will be liable for the cancellation fees indicated above. If the price of your Booking was indicated « per accommodation » and one or more persons subsequently cancel, after the Booking has been confirmed by us, then the remaining person(s) in the Booking will be responsible for the total cost of the accommodation booking (which may lead the remaining person(s) to pay more, to cover the amount the cancelling person(s) would have paid). Please note that cancellation fees may be recovered via insurance, provided that the cancellation takes place within the limits of the applicable policy.

7.4 If you have taken out insurance through the Distributor, your insurance premiums will not be refunded in the event of cancellation of your Booking.

7.5 If you have booked more than one accommodation with us, the cancellation fees apply only to the cancelled accommodation.

7.6 Flexible booking options may be offered to you during the Distributor's booking process, giving you access to specific cancellation conditions (example: Relax option). In case of cancellation or modification, the amount of the booking options remains the responsibility of the client, except in specific cases (refer to the cancellation and modification fee schedules).

8. Modifications or cancellations made by us

8.1 It may happen that we (Les Étangs de Plessac) need to make modifications or cancel your Booking. We reserve the right to make minor changes to your Booking. In this case, we will inform you as soon as possible. If we make a significant change to your Booking (such as a change of accommodation, rental dates, etc.), we will inform you as soon as possible, if there is time before your arrival, and we will:

(i) offer you another suitable accommodation or pitch, if we are able to offer you one (you will pay the increase in cost if the replacement is advertised at a higher price than your initial booking, or receive a refund of the difference if it is cheaper);

(ii) we will refund the sums you have paid to us when you do not wish to accept the alternatives provided for in Articles 9.1(i) and 9.2(ii) above. In this case, no cancellation fees will be applicable and we will refund you within a maximum period of fourteen (14) days after the resolution of the Contract. Depending on the reason for the cancellation made

8.2 You must respond to our proposal for a suitable alternative within the deadline that will be indicated in our information relating to the modification of your Booking.

We will not be liable for any losses, damages, costs, or other expenses you may incur due to the modification or cancellation of your Booking (unless this modification or cancellation is the result of a breach of the Contract by us), or in respect of the other arrangements you have made with other providers under separate contracts.

9. Exceptional and unavoidable circumstances

Unless expressly stated otherwise in these Booking Conditions, we will not be liable for damages, losses, costs, or other expenses incurred by you - and we will not pay you compensation - where the performance or prompt performance of our contractual obligations to you is prevented or affected - or where you suffer damages, losses, or expenses of any kind - as a result of exceptional and unavoidable circumstances.

Exceptional and unavoidable circumstances are events that we could not, even with all due diligence, foresee or avoid and include, without limitation: war (whether actual or threatened), civil unrest, riots, conflicts, terrorist activities and/or their consequences or the threat of such activities, health risks, infectious diseases, epidemics and pandemics and government measures aimed at combating such epidemics, riots, the act of any government or any other national or local authority or the act of any airport, port, or river authority, unforeseeable technical problems in transport, restriction of closure or congestion of airports, ports, or airspace; flight restrictions or other travel restrictions imposed by a government, a regulatory authority, or another third party; labour disputes, sanctions, the closing of locks, natural or nuclear disasters, fires, floods, adverse weather conditions, volcanic eruptions, chemical or biological disasters, and all similar events beyond our control or that of the supplier concerned.

10. Our liability

Your accommodation provision contract is concluded with **Les Étangs de Plessac**. Les Étangs de Plessac is responsible for the proper execution of the travel services covered by this Contract.

11. Covid-19

11.1 Both parties acknowledge the ongoing global COVID-19 crisis and accept our obligations to comply with any official directives from governments or local authorities.

We will not be liable for refunds, compensation, costs, expenses, or other losses of any kind incurred by you (including, where applicable, the cost of medical treatment), in the following circumstances:

(i) If you, or a member of your Booking group, test positive for Covid-19 and must be quarantined for a period, or if you are informed or if you learn that you have, or you believe you have, been in close contact with a person who has tested positive for Covid-19 (or who believes they have Covid-19) and that you must isolate yourself for a period. If this occurs within 14 days before your departure date, you must contact us as you may no longer be able to travel. We will offer you the following options as far as possible and subject to availability:

(a) the postponement of your Booking to a later date. We will inform you of any impact on the price that the postponement may have (please note that you might have to pay modification fees for your Booking, as well as any increase in cost imposed by other suppliers);

(b) the cancellation of your Booking, in which case our standard cancellation fees will apply from the date we receive the cancellation notification from the person who made the booking. You may be able to claim a refund of these fees from your travel insurance.

If this occurs while you are at your destination, please inform us without delay and we will provide you with the reasonable assistance we can offer in these circumstances. However, we will not be required to cover the cost of any cancellation of your Booking, missed transport arrangements, required additional accommodation, or other associated costs incurred by you. You must ensure you have travel insurance that covers these costs.

(ii) You fail tests, checks, or other measures imposed by a supplier, an airline, a port or airport, a border control authority, or any other government agency or local authority, or you fail to submit to tests or an assessment when requested and, as a result, you are denied access to boarding, access to the destination, access to services, or you are otherwise unable to continue your Booking, or this part of your Booking.

11.2 You also acknowledge that we will have to comply with national and/or local directives and requirements relating to Covid-19. These will likely include specific requirements concerning personal protective equipment, such as the use of masks by staff (and you may also be required to wear a mask), social distancing, limiting the number of users of certain facilities, designating alternative entry and exit routes, the obligation to sanitize hands, and the modification of usual or normally expected safety standards and procedures. We do not expect these measures to have a significant impact on the enjoyment of your Booking and all measures will be taken with the aim of ensuring your safety and that of the people around you.

12. Your accommodation booking

12.1 The accommodation classification complies with the local standards of the country where the accommodation is located. We provide photos and/or illustrations for the Distributor's website that give an overview of the accommodations and services offered. These photos and/or illustrations are provided for informational purposes and may be subject to modifications depending on the unavailability or availability of the facilities. In the event that the illustrations of the accommodation do not correspond to the Booking, you are invited to indicate this non-conformity to the Distributor as soon as possible. We will implement the appropriate measures in accordance with our legal obligations.

12.2 Pets are allowed on the campsite with a maximum of two animals. A price supplement will be charged for each animal.

12.3 We (Les Étangs de Plessac) may specify additional rules and conditions that will apply during your rental, copies of which will be available upon your arrival.

12.4 Check-in and check-out times as well as details concerning the location and return of the keys to your accommodation will be included in your voucher (see Article 3.4). If this information is missing on your voucher, please contact the Distributor at support@campings.com without delay.

12.5 In case of late arrival for any reason whatsoever, you must inform us directly (Les Étangs de Plessac) by telephone, so that the keys can be made available to you upon your arrival.

13. Excursions and other services

Excursions or other services that you may choose to book or pay for while at your destination are not part of your Contract with us. Your contract will be concluded with the operator of the excursion or service and not with us and we will not be responsible for the provision of such an excursion or other service or anything that happens during the provision of that service.

14. Conduct

14.1 If your conduct or that of a member of your Booking causes or is likely to endanger or harm third parties (any other traveler, our staff or agents or that of service providers and/or partners) or property damage, we reserve the right to consider that your Booking has been cancelled by you with immediate effect. In this case, our liability to you will cease and you and the persons referred to in your Booking must vacate your accommodation immediately. Our obligations to you and/or the persons referred to in your Booking will cease immediately and we will not be liable for damages, losses, refunds, expenses, or other costs incurred by you as a result, including, but not limited to, any arrangement for return travel, the costs of cleaning, repairing, or replacing property lost, damaged, or destroyed by you, or the compensation of any supplier or agent affected by your actions.

14.2 If you cause damage to the accommodation in which you are staying, you must fully reimburse the cost of the damage before the end of your stay (if the cost has already been established) or as soon as the cost has been established (if established later). You must also indemnify us for the full amount of any claim (including all legal costs) made against us or any third party as a result. We cannot be held responsible for the actions or conduct of other guests or persons who have no connection with your Booking or with us.

14.3 The person who made the Booking and any adult accompanying the group must, at all times:

- act reasonably for their group and, in particular, with respect to minors in the group;
- ensure that all persons in the Booking comply with all requirements relating to Covid-19 during the trip;
- ensure that the group takes into account its personal safety while at the destination so as not to expose themselves or others to unnecessary risks, including, without limitation, ensuring that group members pay attention when going out during hours of darkness; do not go out alone if they are minors; do not put themselves in risky situations; are not in a state of intoxication or under the influence of any other illegal or dangerous substance and, in any event, do not allow any person under 18 to consume alcohol; and are aware of their behaviour and actions in the context of their environment;
- ensure that no member of the group smokes in non-smoking areas or behaves in any other way that could lead to a risk of fire;
- ensure that the group or any member of the group complies with all relevant laws.

15. Special requests

Any special request must be communicated to the Distributor at the time of Booking. Although we will do our utmost to satisfy special and reasonable requests, we cannot guarantee that they will be met. The fact that a special request has been noted on your Booking confirmation invoice or on any other document or that it has been forwarded by the Distributor does not constitute a confirmation that this request will be met.

16. Disabilities and medical conditions

If you, or a member of your Booking, suffer from a specific medical condition, a disability, or reduced mobility that could affect the chosen accommodation, you must provide us with all details at the time of Booking and before the

Distributor sends you your Booking confirmation invoice, so that we can advise you on the suitability or otherwise of the chosen accommodation or pitch.

The person who made the Booking must also promptly inform the Distributor of any change that may occur after the Booking but before arrival at your accommodation. If we reasonably consider that an accommodation may not be suitable for the particular needs of the person concerned, we reserve the right to inform you.

17. Complaint

If you encounter problems with your accommodation during your stay, you must inform us immediately and we will endeavour to remedy the situation.

If your complaint is not resolved locally, you must send a formal written notification of your complaint by email to the Distributor at: **support@campings.com** no later than two years after the end of your stay, indicating your booking reference and any other relevant information, subject to the applicable deadlines for the limitation period for personal injury. Please ensure that your written communication is concise and accurate. The Distributor will forward the complaint to us and we will provide a response.

If you are not satisfied with the resolution given to your complaint:

you may refer the matter to [Bayonne Médiation](#) if you have received a negative response from us or if we have not responded to you sixty (60) days after sending your complaint using the following number: 06 79 59 83 38

18. Personal data protection

18.1 Data Controllers: Camping Les Étangs de Plessac and the Distributor are joint or separate controllers of your personal data.

18.2 Data Collected: We and the Distributor collect and process the data necessary for the execution of your Booking, including notably your last name, first name, contact details (postal address, email, telephone), payment details, and information related to your stay (dates, group composition, special requests).

18.3 Purposes of Processing: Your data is processed for:

- The execution of the Contract (management of the booking, payment, accommodation, and stay).
- Compliance with our legal and regulatory obligations (in particular concerning invoicing and tourist taxes).
- Sending commercial and marketing information (subject to your prior consent, if applicable).

18.4 Data Sharing: Your data is shared between Les Étangs de Plessac and the Distributor Campings.com to ensure the smooth running of your Booking and customer relationship management. It may also be transmitted to our technical service providers and public authorities in case of a legal obligation.

18.5 Your Rights: In accordance with the legislation in force, you have a right of access, rectification, erasure of your data, a right to restriction of processing, a right to object to processing, as well as a right to data portability. To exercise these rights or for any questions about the processing of your data, please contact:

Les Étangs de Plessac: contact@campingdeplessac.fr
Campings.com: dpo@campings.com

18.6 **Complaint:** You have the right to lodge a complaint with the competent supervisory authority (in France, the CNIL).