

# Terms and Conditions Aloa Vacances

To ensure your holiday is filled with peace and enjoyment, and to allow you to fully benefit from all the activities and services offered by our establishments, we invite you to carefully read the General Terms and Conditions of Sale below. They will provide you with all the necessary information for a serene and pleasant experience at our campsites.

Version effective as of 09/12/2025

## 1 - PREAMBLE

These General Terms and Conditions of Sale (GTC) define the rights and obligations of Aloa Vacances and the Client (hereinafter referred to as "the Client") with regard to booking accommodation or a campsite pitch. These GTC apply to bookings made via our website, by telephone with our booking service, and to bookings made through a tour operator.

These Terms and Conditions apply to all services offered in our catalog and on the website accessible at the following address: [www.aloa-vacances.com](http://www.aloa-vacances.com) (hereinafter the "Website"). Please note that the content of the brochure and the website is provided for informational purposes only and that certain activities and services may be modified depending on availability and the season's dates. Aloa Vacances reserves the right to make changes to the published information. In the event of significant changes, these will be communicated by written notification to the email address provided by the Client during booking.

The applicable Terms and Conditions are those published on the website at the time of booking. The booking made by the Customer is governed by these Terms and Conditions, the Internal Regulations (provided as attachments in some emails) and the Privacy Policy, which form an integral part of the Terms and Conditions.

To make this text easier to read, we have used the masculine as a neutral gender, without discrimination, to refer to both women and men.

## 2 - OBJECT

These General Terms and Conditions of Sale are intended to define the terms and conditions for booking, renting and using the accommodation and services offered by Aloa Vacances within its campsites, for individual customers.

## 3 - GLOSSARY

- **Customer** : Any natural person making a booking on their own behalf or on behalf of a group.
- **Accommodation** : Rentals (mobile homes, chalets, bungalows, etc.) made available by Aloa Vacances.
- **Campsite** : Any site operated by Aloa Vacances, offering tourist services and facilities.
- **Reservation** : Confirmation of an order for a holiday made by the Customer, following acceptance of these General Conditions and payment of a deposit.
- **Guarantee deposit** : guarantee is a sum of money paid by the holidaymaker to the campsite, at the time of booking or on arrival. It is intended to cover any shortcomings on the part of the holidaymaker (damage to property, cleaning not carried out, etc.). If no damage is found and all the holidaymaker's obligations are respected (such as cleaning or good use of the property), this sum is returned on departure, after checking the inventory of fixtures.
- **CGV** : Abbreviation for 'General Terms and Conditions of Sale'. Contractual document defining the rules and conditions governing the relationship between the service provider (in this case, Aloa Vacances) and the customer for the booking of holidays or services.
- **My Account** : Personal space created by a user on the Aloa Vacances website, allowing the user to manage their bookings, consult their information and carry out transactions.
- **Personal data** : Information concerning an identified or identifiable natural person, such as name, address, e-mail address, telephone number, etc., collected and processed by the company.
- **Camping pitch** : Plot or area allocated to customers to install their camping equipment, such as tents, caravans or motor homes.
- **Aloa Vacances** : Name of the company providing accommodation and campsite reservation services.

- **Internal regulations** : A set of rules and standards of conduct that customers must respect during their stay in Aloa Vacances establishments.
- **Website** : Online platform accessible at the URL provided, where customers can consult offers, make reservations and access various information relating to services and establishments.
- **Privacy Policy** : Document explaining how the company collects, uses, protects and stores customers' personal data.
- **Services and extras** : Additional services offered by the company as an option, such as equipment hire or chargeable activities, which complement the basic services included in the booking.
- **Tourist season** : Period during which establishments are open and welcome customers, generally divided into low season and high season depending on demand and weather conditions.
- **Low season** : Period of the year with low tourist numbers, generally characterised by lower rates and fewer visitors.
- **High season** : Period of the year with a high number of tourists, often during school holidays or the warmer months, characterised by higher rates and increased visitor numbers.
- **Tour operator** : Company specialising in the organisation and sale of tourist holidays, often working in partnership with accommodation providers to offer holiday packages to customers.
- **Campsite services** : All the services and facilities provided by the campsite, such as sanitary facilities, swimming pools, leisure areas, etc.
- **Visitor** : A person who visits an establishment without staying there, often for day visits and subject to an entrance fee.
- **Entertainment / activities** : Recreational and entertaining programmes organised by the campsite for guests, such as shows, games, sports and workshops.
- **Pitch number** : Unique reference assigned to each campsite plot to identify and locate the pitches reserved by customers.

## 4 - DESCRIPTIONS

Aloa Vacances is committed to keeping the information regarding its campsites' services up-to-date on all its advertising materials. In the event of a substantial change to this information, we will inform the customer accordingly. We encourage you to consult the detailed description of your reserved accommodation or pitch for precise information about its features. The star rating assigned to campsites, as indicated in our advertising materials, is based on the local standards of the host country.

## 5 - PRICES

### 5.1 - Changes in tariffs

The prices displayed on the Aloa Vacances website and in its marketing materials are indicative only and subject to change. They apply only to the current season. The service will be billed at the rate in effect at the time the booking or option is selected.

A simulated stay does not guarantee accommodation availability or the final price. Prices are subject to change without notice. Prices are shown inclusive of all taxes (VAT included). Any change in VAT rates or other applicable taxes will result in a corresponding price adjustment.

- **Included in the accommodation price:** Water, electricity, television (depending on the accommodation), parking for one vehicle, access to swimming pools and entertainment offered on site.
- **Excluded from the price for accommodations:** Booking fees, services and supplements, tourist tax, ecological fee, cancellation insurance and change of stay.
- **Included in the price for a pitch:** Access to sanitary facilities, parking for one vehicle, access to swimming pools and activities offered on site, package for 2 people and electricity according to the choice of camping pitch selected.
- **Excluded from the price for accommodations:** Additional people, booking fees, services and supplements, tourist tax, ecological fee, and cancellation insurance.

### 5.2 - Promotions and special offers

Aloa Vacances regularly offers promotions and special deals on certain stays and accommodations. These offers are valid subject to availability and for a limited time. They are not retroactive and cannot be applied to a confirmed reservation.

Promotions cannot be combined with other discounts or benefits unless explicitly stated otherwise. Aloa Vacances reserves the right to modify or cancel any promotional offer without prior notice.

All offers and promotions are valid only upon confirmation of the booking and subject to the specific conditions stated in the offer. Vouchers and discount coupons issued by Aloa Vacances must be used before their expiry date and according to the terms and conditions specified.

## 6 - RESERVATION

Reservations can be made by telephone, online via the Aloa Vacances website, or through a partner tour operator. A reservation is considered effective upon receipt of the deposit and acceptance of these General Terms and Conditions of Sale, as well as the campsite regulations, which are attached to some emails.

Booking a campsite or accommodation is strictly personal. You may not sublet or transfer your booking under any circumstances without the prior consent of Aloa Vacances.

Reservations only become binding upon acceptance by Aloa Vacances, which reserves the right to refuse them, particularly in the event of unavailability or any circumstance likely to compromise their proper execution. Aloa Vacances offers family-oriented holidays, with accommodations specifically designed for this purpose. Consequently, Aloa Vacances reserves the right to refuse any reservation that does not respect this objective or attempts to circumvent it.

## 7 - DEPOSIT

To confirm a reservation, a deposit equivalent to 30% of the total amount of the stay, in addition to the booking fees and cancellation insurance, must be paid by credit card for reservations made more than 4 weeks before arrival.

For bookings made less than 4 weeks before arrival, full payment for the stay is required at the time of booking, by credit card only.

## 8 - GROUP BOOKING

Any booking of more than two accommodations or pitches, made by one person or by several people who know each other and are traveling together for the same reasons on the same dates at the same Aloa Vacances campsite, is considered a group booking. The accommodations offered on our website are intended exclusively for individual guests. For any group booking request, it is essential to contact Aloa Vacances by email at the campsite's email address, displayed on the campsite's website. Aloa Vacances reserves the right to review and accept or refuse any

group booking request. If a group booking is made without prior agreement and this is discovered after the booking has been confirmed, Aloa Vacances reserves the right to immediately cancel the booking(s) in question without further discussion, and to issue a full refund to the guests.

## 9 - BOOKING ACCOMMODATION

Accommodations are available for 1 to 12 people, depending on the Aloa Vacances campsite. The maximum occupancy of the accommodation must not be exceeded under any circumstances, under penalty of additional charges. The installation of additional equipment (tents, cots, etc.) is strictly prohibited. Aloa Vacances reserves the right to refuse access to the campsite in the event of non-compliance with these conditions, without possibility of appeal.

## 10 - BOOKING A CAMPSITE

The listed campsite price includes access for 2 people. Each additional person will be charged extra. The maximum capacity is 6 people. Aloa Vacances reserves the right to refuse entry to holidaymakers exceeding this number. The booking includes 2 people, a vehicle, access to the sanitary facilities, and the installation of one type of accommodation (caravan, tent, van, or motorhome). It is essential to provide the exact dimensions of the accommodation when booking. Modifications must be requested in advance and are subject to availability.

## 11 - BOOKING FEE

The booking fee is €19 for the séjours de 1 à 6 nuits, que la réservation soit effectuée par téléphone ou en ligne sur le site internet du camping. Pour les séjours de 7 nuits et plus, les frais de réservation sont de 30€ si la réservation est effectuée en ligne, ou de 40€ par téléphone. Les frais de réservation sont dus au moment de la réservation et ne sont pas remboursables en cas d'annulation.

## 12 - SUPPLEMENTS AND SERVICES

### Animals

- The presence of an animal is charged at €7.50 per day per animal.

### Bed linen and towel kit rental

Bed linen and towel kits must be rented in advance. Bed linen and towels are not changed during your stay.

- Sheet set (large or small size): €21 per pair.
- Towel kit (includes one large and one small towel): €10.50.

### Other Rental Services

The following services must also be booked at the time of reservation:

- Baby cot or high chair: €5.50 per day (mattresses for baby cots are not provided)

- Electric griddle\*: €6 per day
- Gas griddle\*: €8.50 per day

#### Household package

The cleaning service is mandatory and must be booked in advance:

- €90 for a 1 or 2 bedroom rental
- €110 for a 3 or 4 bedroom rental
- €160 for a house\*
- €300 for a villa\*

These services and extras must be booked at the time of reservation, subject to availability. Requests added after booking cannot guarantee the availability of these extras and services.

*\*depending on the campsite you booked*

### 13 - LOCATION CHOICE SERVICE

#### 13.1 - Location selection option

Customers have the option to choose a specific pitch for an additional €40 per pitch. For all online bookings made through our website, pitch selection is made directly at the time of booking, from a list of available pitches based on the chosen rental type.

For telephone bookings, the request is recorded by our team, subject to availability and the eligibility of the pitch for the "pitch choice" supplement.

If the holidaymaker wishes to add this option to their booking later, or if the booking was made through a third party (tour operator, works council, travel agency, etc.), the request must be made exclusively by email to the campsite in question, no later than 7 days before the scheduled arrival date. It remains strictly subject to the campsite's written acceptance and prior payment of the €40 supplement per pitch chosen. Without written confirmation from the campsite, the request cannot be considered valid. After this deadline, no request can be guaranteed.

In the event of technical or organizational necessity, or force majeure, the campsite reserves the right to change the allocation of the chosen pitch. In this case, the "pitch choice" supplement will be fully refunded to the holidaymaker, without any other compensation being due.

#### 13.2 - Online booking

By booking online, you can choose your location from a list of available options corresponding to your selected rental type. This service is subject to availability, and the corresponding surcharge will be added to the total booking amount. We will be happy to do our best to meet your needs.

#### 13.3 - Reservation by telephone

If you prefer to choose your pitch by phone, please contact the campsite. We will be happy to offer you the best available options and will do our best to accommodate your preferences, subject to availability and the type of accommodation chosen.

#### 13.4 - Location Assignment

If you choose the location selection option, we will do our best to accommodate your request. However, the final location assignment remains subject to availability and may be changed if operationally necessary.

#### 13.5 - Additional charge for location selection

Choosing your pitch is a paid service, and the supplement amount will be added to your bill at the time of booking. This supplement is non-refundable in case of cancellation.

### 14 - TOURIST TAX AND ECOLOGICAL FEE

#### 14.1 - Tourist tax

The tourist tax is payable according to the current rates. This tax is collected on behalf of the municipalities and may be increased by an additional departmental tax. The amount of the tourist tax is subject to change throughout the year, which could affect the total cost of your stay, either increasing or decreasing it. The tourist tax applies per day and only to adults.

#### 14.2 - The ecological fee

The campsite has been committed to environmental responsibility for many years and now wishes to strengthen its efforts. As part of this commitment to environmental responsibility, we are required to implement this environmental fee. This fee amounts to €0.69 per person per night, enabling the campsite to implement initiatives in this area with everyone's participation.

### 15 - MINORS

Minors must be accompanied by a responsible adult for the entire duration of their stay. We reserve the right to refuse admission to groups of minors not accompanied by a legal guardian or a designated responsible adult. Failure to comply with this rule may result in the cancellation of the reservation without prior notice or explanation. For any further questions or clarifications, please email the campsite.

### 16 - LIABILITY IN CASE OF BOOKING VIA A TOUR OPERATOR

Aloa Vacances declines all responsibility for bookings made through a tour operator containing incorrect or incomplete information regarding the campsite, accommodations, prices of extras and services, as well as tourist taxes and environmental fees. It is the client's responsibility to verify the information provided by the tour operator. Aloa Vacances cannot be held liable for any misunderstandings or disputes arising from incorrect or missing information originating from sources external to our establishment.

### 17 - MODIFICATION OF THE RESERVATION

#### 17.1 - Changes to your stay

Any request to modify the following information:

- Personal information of the person making the reservation (telephone number, postal address, email, date of birth, vehicle registration number)
- Supplement to the list of participants (excluding changes in the file holder and exceeding the rental capacity, which would necessitate a change of the rental) with their surnames, first names and dates of birth

This will not incur any additional charges; the above changes are free of charge. This can be done directly through the "My Account" section accessible on the Aloa Vacances website ([www.aloa-vacances.com](http://www.aloa-vacances.com)) or by email from the campsite.

**For any requests to add services or extras,** please contact us by email at the campsite's address (available on our website). These additions are subject to availability. Please note that sending an email does not guarantee acceptance of your request. We will provide you with a written response confirming whether or not your request can be accommodated. If the addition is possible, your balance will be updated accordingly, and you will be required to pay the additional charges.

Any request to modify the following information:

- Change of stay dates
- Change of accommodation
- Adding one or more participants, resulting in exceeding the capacity of the initially booked accommodation and therefore requiring a change of accommodation
- Change of campsite

This results in the application of the fees below depending on the date on which the request, which must be made only by email, is received at the campsite address.

#### Changes made 30 days or more before arrival at the campsite

€30 per booking reference number, plus a refund of the difference in the event of a change of dates or accommodation if the rental price is lower. Conversely, if the price is higher, the client will be responsible for paying the difference. For bookings benefiting from VACAF assistance, the refund will be processed after receipt of payment from the CAF (French Family Allowance Fund).



## 29 days and 14 days before arrival at the campsite

€50 per booking file number in case of difference in favour of the customer this is not refunded by the campsite and otherwise, the customer will have to pay the difference.

## Between 13 and 8 days before arrival at the campsite

€100 per booking file number, in case of difference in favour of the customer this is not refunded by the campsite and in the opposite case, the customer will have to pay the difference.

## 7 days or less before arrival at the campsite

100% of the price of the first stay is retained by the campsite and the customer will have to pay the amount of the new stay.

## 17.2 - Change of reservation holder

The client may request that Aloa Vacances transfer their contract to another person, provided that the transferee complies with all applicable contract conditions. The client and the transferee are jointly and severally liable for payment of the outstanding balance, as well as any additional fees, charges, or other costs incurred as a result of the transfer. A transfer fee of €50 will be applied.

- Transfer of a rental agreement to a VACAF beneficiary
- If a VACAF beneficiary transfers a rental contract to a transferee without VACAF assistance, the aid or subsidy granted will be automatically cancelled.

## 18 - GENERAL PROVISIONS CONCERNING PAYMENTS

Aloa Vacances offers various payment methods for its bookings.

### 18.1 - Immediate Payment

If the booking is made 30 days or less before the start of the stay, the full amount due must be paid immediately at the time of booking by credit card.

### 18.2 - Payment in installments

If the booking is made more than 30 days before the start of the stay and the client chooses to pay in installments, the full amount due must be paid no later than 30 days before the arrival date. If payment is not received within this period, Aloa Vacances reserves the right to cancel the booking in accordance with the cancellation conditions mentioned in the "Cancellation" section.

### Accepted payment methods

Depending on the booking method chosen, the following payment methods are accepted:

- Credit card (CB) for all reservations.
- Holiday Vouchers Connect: This payment method is accessible via the dedicated mobile application. Aloa Vacances cannot

be held responsible in the event of failure or malfunction of the application.

The minimum amount for a payment via Chèques-Vacances Connect is €20, with the possibility of supplementing by bank card.

- **ANCV Holiday Vouchers:** Holiday vouchers must be duly completed and sent by secure mail to the following address: **Aloa Vacances, 27 rue des Marchais, 85180 Les Sables d'Olonne, specifying the complete details of the reservation (name, campsite in which you have booked, file number, dates of stay).** Only holiday vouchers actually received will be accepted. They must be sent within 7 days of booking and no later than 30 days before arrival. After this 30-day period, ANCV vouchers will be refused, and the balance must be paid by credit card.
- **Bank cheque** made payable to Aloa Vacances, specifying your reservation details and the name of the Aloa Vacances campsite where you will be staying.
- **Credit note:** The customer must comply with the terms of use of the credit note as indicated on the note.
- **Bank transfer** to the campsite's account using the bank details (RIB) included in the booking confirmation email, specifying the reservation number. To confirm your reservation, you must send proof of payment by email to the campsite's email address.

### Pay in installments with Floa

Aloa Vacances offers its customers the option of paying for their stay in installments through its financial partner, Floa. This installment payment solution allows the total booking amount to be divided into 3 or 4 monthly payments.

### Eligibility requirements:

- This option is available for any booking with a minimum value of €100 and up to €4000.
- Payment in installments with Floa is only possible when booking online or by phone.
- The first payment is taken at the time of order confirmation, the following payments are spread over a period of 30 days for a payment in 3 installments, or 90 days for a payment in 4 installments.

### Subscription details:

- When confirming your booking, select the "Payment in 3 or 4 installments without fees with Floa" option and follow the instructions.
- You will be redirected to Floa's secure interface to complete the transaction.
- Once the request is validated, your reservation will be confirmed and you will receive a payment schedule.

detailing the dates and amounts of the due dates.

Paying in installments with Floa is a payment facility, and any failure or default in payment may result in the cancellation of the reservation in accordance with Aloa Vacances' cancellation conditions.

These payment solutions are reserved for individuals (adults) residing in France, holding a Visa or MasterCard bank card with an expiry date corresponding to the repayment period. Floa SA, registered in Bordeaux under number 434 130 423, with its registered office at Immeuble G7 - 71 Rue Lucien Faure in Bordeaux (33300), is subject to the supervision of the Prudential Control and Resolution Authority (ACPR), 4 Place de Budapest, CS 92459, 75436 PARIS CEDEX 09, and registered with ORIAS under number 07 028 160 ([www.orias.fr](http://www.orias.fr)).

FLOA reserves the right to accept or refuse your financing request; you have the statutory right of withdrawal.

Floa reserves the right to accept or refuse your financing request. We draw your attention to the fact that if you request to pay for your order of goods and/or services using these payment solutions, your personal data will be transmitted to FLOA for the purpose of studying your financing request, managing your credit contract and, if necessary, debt collection.

For more information:

- <https://www.floabank.fr/conditions-generales-paiement-plusieurs-fois>
- <https://www.floabank.fr/politique-confidentialite>

## 18.3 - Services to be paid before arrival

The client must pay the total amount of the stay in several installments, if they so wish, unless otherwise specified if the booking is made less than 4 weeks before arrival. This includes the price of accommodation, selected services and extras, insurance, booking fees, tourist tax, and environmental tax. If payment is not received within the specified timeframe, the booking will be considered cancelled, and the cancellation conditions outlined in the "Cancellation" section will apply.

### Services to be paid for on site

Upon arrival, the client must make the following payments if certain items below were omitted during booking or if the balance of their stay is not €0.

- Local taxes (tourist tax and environmental fee).
- Fees for visitors or pets.
- Services and extras added after booking.

## 18.4 - Price changes and errors

Aloa Vacances makes every effort to ensure the accuracy of the prices displayed on its promotional materials. However, in the event of a typographical error or incorrect pricing, we reserve the right to cancel or modify the booking. The customer will be informed of this cancellation or modification and will have the opportunity to confirm the booking at the corrected price.

## 18.5 - No right of withdrawal

In accordance with Article L.221-28 of the Consumer Code, accommodation services provided on a specific date or period are not subject to the 14-day right of withdrawal.

## 19 - CANCELLATION

Cancellation requests must be made by email to the campsite's address. Please note that sending your request does not guarantee approval; validation is subject to acceptance by our team. We will send you an acknowledgement of receipt of your request to confirm that it has been received. If you do not hear from us within 48 hours, please send us another email and follow up with a phone call, as there may have been an error in the email address and our team may not have received notification of the cancellation, modification, or interruption.

## 19.1 - Cancellation without cancellation insurance

### For stays of 7 nights or more:

- More than 30 days before the arrival date: A flat fee of 30% of the price of the stay will be retained, as well as the processing fees.
- Less than 30 days before the arrival date: The full amount of the stay will be due.

### For short stays:

- Cancellation made 15 days before the arrival date: A flat fee of €50, plus processing fees, will be retained.
- Cancellation between 15 days and the day of arrival: The full amount will be due.

## 19.2 - Cancellation and interruption of stay insurance

Cancellation insurance is strongly recommended. It costs 4% of the total price of your stay, including any additional services, with a minimum of €25. It is payable in full and only at the time of booking. Cancellation insurance cannot be added after the deposit has been paid. The cost of cancellation insurance is added to the deposit and covers all registered participants. In the event of cancellation for a covered reason, the insurer will reimburse any unused but paid accommodation fees upon your early return, after your claim has been approved. See the detailed terms and conditions of the guarantee.:

<https://www.aloa-vacances.com/wp-content/uploads/2024/09/Notice-dinformations-assurance-camping-FR.pdf>

## 20 - YOUR STAY AT THE CAMPSITE

### 20.1 - Campsite Rules and Regulations

The client agrees to respect and ensure that all occupants respect the campsite's internal regulations, the rules for the playgrounds, and the specific rules for the swimming pool. In the event of non-compliance with these regulations, the campsite manager reserves the right to ask the offending guests to leave the premises, without the possibility of a refund.

### 20.2 - Accommodation capacity

Only the number of people indicated (including infants) will be accepted per accommodation rental, and only one vehicle per pitch. The information provided by the renter serves as the basis for calculation. Any additional person (up to the maximum capacity of the chosen accommodation) must be declared upon arrival. In conclusion, any inaccurate declaration or any modification that could result in a change to the cost of the stay will invalidate the contract, and we reserve the right to refuse access to the campsite.

### ARRIVAL AT THE CAMPSITE

Upon arrival, all guests must present themselves at the campsite reception with their booking confirmation, which will have been sent to them by mail or email after payment for their stay. For guests staying in Premium mobile homes, accommodations are available from 4:00 PM. For other accommodations, we guarantee that rentals will be ready and accessible from 4:30 PM and no later than 8:00 PM. For camping pitches, arrivals are possible from noon.

### 20.3 - Cleaning instructions and acknowledgement of receipt

Cleaning instructions for departure are available at reception. In addition, guests can find all these instructions in the campsite's digital welcome booklet, accessible via QR code at various locations throughout the campsite.

### 20.4 - Information verification

Aloa Vacances reserves the right to verify the accuracy of the information contained in the booking summary sheet and in other contractual documents submitted and validated by the client. If essential information (for example: identity, number of people) proves to be incorrect, the campsite reserves the right to terminate the contract automatically, without formality or compensation.

The client is also responsible for verifying the accuracy of the information contained in the trip summary sheet and the documents provided by Aloa Vacances. In case of error (for example: length of stay, choice

of accommodation), the client must contact the Reservations Department directly by phone or email to correct the information before finalizing the booking. If the client discovers an error after confirming and paying for their booking, they can modify their stay in accordance with the conditions set out in these General Terms and Conditions of Sale (see the section on modifying stays).

### 20.5 - Availability of pitches and accommodations

Camping pitches are available from noon onwards, after payment of the remaining balance. Accommodation is available from 4:30 pm, except for guests staying in Premium mobile homes, for whom accommodation is available from 4:00 pm. If the Booking Service and the campsite do not receive any communication from the client by the day after arrival, Aloa Vacances reserves the right to charge for the stay and terminate the contract.

### 20.6 Vehicles and parking

Each accommodation includes one parking space for a single car, located either on the rental pitch or in a dedicated car park within the campsite. Any additional vehicles must be parked in the designated outdoor car parks.

Each vehicle entering the campsite must be properly identified (badge, sticker, or declaration at reception). Failure to comply will result in the management reserving the right to call upon the appropriate authorities to remove the vehicle in question.

Seuls les véhicules de type voiture particulière (catégorie M1) sont autorisés à stationner sur les parcelles. Les véhicules utilitaires, y compris lorsqu'ils ont été aménagés (fourgon aménagé, van, etc.), ainsi que les camping-cars, poids lourds, bus et tout autre type de véhicule non classé M1, ne sont pas autorisés à parking on the plots. Utility vehicles, including those that have been converted (converted van, van, etc.), as well as motorhomes, heavy goods vehicles, buses and any other type of vehicle not classified M1, are not allowed to park within the campsite, unless they are the subject of a reservation of a bare pitch specifically provided for this purpose.

### 20.7 Access barrier

Access to the campsite is regulated by automatic barriers operating from 7:00 am to 00:00 am. Outside of these hours, any entry or exit of vehicles is impossible.

For safety and operational reasons, it is strictly forbidden:

- to cross the barrier other than by means of an authorized vehicle,
- to pass on foot, by bicycle, scooter or by any other means under or around the barrier,

- to follow another vehicle to enter without authorization (passing in single file).

Pedestrians and cyclists must use the designated pedestrian crossing areas.

Any breach of these rules will be the sole responsibility of the offender. The campsite may charge for any damage caused to equipment, without being held liable.

## 20.8 Traffic Speed

The speed limit is strictly 10 km/h throughout the campsite.

This rule applies to all vehicles authorized to circulate within the site, whether cars, motorcycles, bicycles, electric scooters, or any other motorized or non-motorized personal mobility device.

Drive carefully and with respect for pedestrian safety, especially that of children.

Any violation of this rule may result in the restriction or prohibition of access to the campsite for the vehicle in question.

## 20.9 - Wearing the bracelet is mandatory

To access the swimming pools and campsite facilities, wearing the wristband is mandatory for the entire duration of your stay. This wristband, which will be given to you upon arrival, is essential to ensure security and access control.

### Instructions :

**1.Wearing the Bracelet:** The bracelet must be worn visibly at all times when using the campsite facilities. It allows for the identification of individuals authorized to access these areas.

**2. Responsibility:** It is your responsibility to keep and wear the bracelet throughout your stay. In case of loss or damage, please contact reception immediately for a replacement at an additional cost of €5.

**3.Controls:** Regular checks will be carried out by campsite staff to ensure that all users comply with this rule. Anyone not wearing the wristband may be refused access to the facilities and/or the campsite.

We thank you for your cooperation in ensuring the safety and proper functioning of our equipment.

## 20.10 - Security Deposit

For accommodation rentals, a security deposit (see definition in article 1) is required by credit card imprint, in accordance with the following terms:

Total amount of the security deposit: €400 (four hundred euros)

Distribution :

- €200 (two hundred euros) for accommodation

- €200 (two hundred euros) for cleaning costs.

**Payment methods :** The security deposit must be paid exclusively by credit card imprint no later than the day of key collection. No other payment method will be accepted for this transaction. If a credit card is not presented, we reserve the right to refuse access to the campsite.

**Return of bank imprint :** The bank imprint is automatically removed within 48 hours of the departure inspection carried out by the campsite team. This does not apply in cases of damage, or if the cleaning has not been carried out or has been only partially carried out.

**Possible deductions :** Deductions for accommodation and/or cleaning may be applied if necessary. It is imperative to follow the cleaning instructions below to avoid any deductions from your security deposit. Failure to comply with these instructions, even for a single oversight, will result in the campsite reserving the right to deduct the full amount of the security deposit related to cleaning, i.e., €200.

### 🧹 Cleaning Instructions:

#### Kitchen :

- **Empty and clean the refrigerator and freezer :** Make sure to remove all food and clean the surfaces. Leave the refrigerator in position 1
- **Degrease the hob :** Clean the hob thoroughly to remove any grease or food residue.
- **Clean the inside of the microwave :** Wipe down all interior surfaces to remove spills and odours.
- **Empty and clean kitchen cabinets :** Empty drawers and cupboards, then wipe down all surfaces to remove crumbs and dust.
- **Wash, dry and put away crockery :** All plates, glasses, cutlery and utensils should be washed, dried and put away in their respective places.
- **Empty the bin :** Remove all rubbish and clean the bin and its lid.

#### Bathroom and WC :

- **Wash the toilet and toilet seat :** Use a disinfectant to ensure complete cleanliness.
- **Rinse the toilet brush :** After use, rinse the brush.
- **Wash the washbasin and taps :** Clean all surfaces with a suitable product to remove soap residue and traces of water.
- **Cleaning the mirror :** Use a glass cleaner to avoid streaks.
- **Clean the shower tray :** Be sure to clean the drain, shower walls and shower door to remove soap residue and limescale.

- **Empty and clean bathroom furniture :** Empty drawers and cupboards, then wipe down all surfaces to remove dust and residue.

#### Living/dining room :

- **Clean table and chairs** (or benches depending on rentals) : Wipe all surfaces to remove crumbs and stains.
- **Dust surfaces :** Make sure you remove dust from all surfaces, including furniture, shelves and lamps.

#### Bedrooms :

- **Remove sheets :** If you've used sheets provided, remove them and lay them at the foot of the bed.
- **Shake and fold blankets :** Carefully fold the blankets on the beds.
- **Sweep under beds :** Check and clean the area under beds to remove any debris.
- **Dust surfaces :** Make sure you remove dust from all surfaces, including furniture, shelves and lamps.

#### General rental interior :

- **Sweep and mop all rental floors :** Make sure all floors in every room are clean and free of dust and dirt.
- **Wash windows :** Clean all windows to remove fingerprints and dust.
- **Clean the front door :** Wipe down the door to remove fingerprints and dust.

#### Outside :

- **Sweep the terrace :** Remove any debris or other dirt to keep the terrace clean.
- **Clean the garden furniture :** Wipe all the surfaces of the garden furniture to remove dust and stains.
- **Pick up rubbish and debris :** Check the area around your rental property to make sure there's no rubbish or items inadvertently left behind.

🧹🧽 For holidaymakers who have chosen the end-of-stay cleaning package, we remind you that before leaving the accommodation, it is essential to :

- **Empty the bins** and take them out in the appropriate containers.
- **Wash, dry and put away crockery** to ensure a clean space for future guests.
- **Remove sheets** (if you are staying in a premium mobile home or if you have taken out a sheet hire service) and place them at the foot of the bed.
- **Fold the blankets** on the beds.
- **Place bath towels** in front of the shower (if you have booked the towel hire service).
- **Empty the fridge** of all contents to avoid odours and food residues.

#### Notification of deductions from the security deposit :

In the event of a deduction from the security deposit for accommodation and/or cleaning, the campsite undertakes to inform the holidaymaker by e-mail within 48 hours of



departure. This notification will detail the reasons for the deduction and the amount withheld. The campsite has 30 days in which to make the deduction following notification.

#### **Notification of deductions from the security deposit for tour operator clients:**

For holidaymakers who booked their stay through a tour operator and for whom the holidaymaker's email address was not provided, the deadline for notifying the customer about deductions from the security deposit will be seven days.

In this case, we will inform the tour operator of the reasons justifying the deduction of the security deposit. It will then be the tour operator's responsibility to notify their client. We accept no liability regarding notification to the vacationer.

### 20.11 - Entry inventory

Upon arrival, guests must complete the inventory checklist using the digital welcome booklet provided **before their first night in the accommodation**.

During reception opening hours, a paper version is available upon request. In case of late arrival, guests are still required to complete the inventory checklist online. Any defects, damage, missing or faulty equipment must be noted exclusively in the check-in inventory checklist. Failure to do so will invalidate any subsequent claims.

If the property is not returned before the first night, Article 1731 of the French Civil Code applies: "If no inventory of fixtures has been drawn up, the tenant is presumed to have received the premises in good condition with regard to rental repairs, and must return them in the same condition, unless proven otherwise." This presumption also applies to the cleanliness of the accommodation. The vacationer is therefore deemed to have accepted the accommodation as is and is required to return it clean and in good condition, in accordance with the cleaning instructions provided in the digital welcome booklet or in printed form available at reception.

### 20.12 - Animals

Pets (dogs, cats, and other small animals) are welcome at the campsite for an additional fee. They must be kept on a leash and under the constant supervision of their owner throughout the entire site.

They may be left alone in the accommodation provided they are kept in a safe and suitable area and do not disturb other guests.

#### **Dogs**

For safety reasons, category 1 dogs ("attack dogs", such as pit bulls) and category 2 dogs ("guard and defense dogs", such as Rottweilers) are strictly prohibited within the campsite. Dogs must be kept on a leash throughout the campsite and remain under the constant supervision of their owner.

- Small dogs (less than 15 kg): maximum 2 per rental.
- Large dogs (15 kg and over): maximum 1 per rental unit.

It is forbidden to leave a dog alone in the accommodation, on the terrace or on the property.

#### **Cats and NACs**

Cats and other pets (NAC - parrots, rabbits, rodents, etc.) are allowed provided that they are kept in suitable conditions (cage, basket, crate, etc.) and that they do not cause any noise, smell or material nuisance.

**Maximum 2 cats and/or NACs per rental unit.**

#### **Common provisions**

For the comfort and hygiene of all guests, animals are not permitted in certain communal areas such as swimming pools and water parks, playgrounds, kids' clubs, and indoor dining areas.

The owner remains fully responsible for their pet and any damage or disturbance it may cause to people, property, or other animals. Any breach of these rules may result in the exclusion of the guest and their pet owner, without refund.

### 20.13 - Visitors

Admitted after approval from reception and payment of the entry fee. Visitors must leave the campsite before 9 pm. Aloa Vacances prohibits all persons not staying at the campsite from using the aquatic areas, children's and teens' clubs, including visitors.

### 20.14 - Aquatic Area

The aquatic area is open: from 10am to 7pm every day from April 4, 2026 to June 28, 2026 and from August 31, 2026 to September 13, 2026 from 10am to 8pm every day from June 29, 2026 to August 30, 2026 The water slides are open every day from 10am to 12:30pm and from 2:30pm until the aquatic area closes.

Only the following swimsuits are allowed in the swimming pools:

- One-piece swimsuit
- Bikini
- Swim briefs
- Swim trunks

Wearing a UV-protective T-shirt is permitted for children up to the age of 6. For children over 6 and adults, a medical certificate must be presented to wear a UV-protective T-shirt in swimming pools.

In the event of swimming with a swimsuit that does not comply with this list, the campsite staff reserves the right to ask the people concerned to leave the pools immediately.

#### 20.14.1 - Use of swimming diapers

For hygiene and safety reasons, the wearing of swim diapers is mandatory for all children under 3 years old in the aquatic area.

This measure aims to ensure the cleanliness and comfort of all pool users. For hygiene and safety reasons, swimming diapers are mandatory for all children under 3 years old in the aquatic area. Failure to comply with this rule may result in the campsite staff immediately removing the child and their accompanying adults from the aquatic area.

Campsite wristbands are mandatory and must be worn throughout the season to access the aquatic area.

#### 20.14.2 - Hygiene and safety rules

It is also forbidden to drink, eat, smoke, or vape within the aquatic area. Please follow the safety instructions posted near the pools to ensure the safety of all users.

#### 20.14.3 - Relaxation areas (depending on the campsite\*)

The relaxation areas at Aloa Vacances campsite (sauna, hammam, and hot tub) are reserved exclusively for adults and are free of charge. Please respect the safety instructions posted near the pools to ensure the safety of all users.

#### 20.14.4 - Evacuation of swimming pools in case of a storm

For safety reasons, in the event of a storm or dangerous weather conditions (water being an excellent conductor of electricity), the campsite reserves the right to immediately evacuate the outdoor swimming pools. Access to the pools will remain suspended until conditions are deemed safe enough to allow their reopening.

#### 20.14.5 - Monitoring of aquatic areas

Access to the campsite's aquatic area is entirely at the users' own risk. It is important to note that children remain under the supervision and sole responsibility of their parents or a responsible adult for the entire duration of their presence in the aquatic area. Parents or guardians must remain close to the children and ensure their safety at all times.

#### 20.14.6 - Use of water slides (depending on campsite\*)

The water slides in the aquatic area are subject to strict rules of use, which are posted near the facilities. All users are required to comply with these safety instructions. This includes, but is not limited to, age and height restrictions, as well as permitted behavior on the slides (correct sliding position, maintaining distance between users, etc.).

Aloa Vacances accepts no responsibility for any incident or accident resulting from failure to comply with these rules. In the event of non-compliance with these safety instructions, campsite staff reserve the right to immediately

exclude the individuals concerned from the aquatic area in order to protect their safety and that of other users.

#### 20.14.7 - Objects prohibited in water

The use of buoys, balls, and other floating objects in swimming pools is prohibited, except for swimming aids for children.

#### 20.14.8 - Health conditions

People suffering from skin infections or contagious diseases are not allowed to access the aquatic area, in order to guarantee the health and safety of all holidaymakers.

### 21 - DURING YOUR STAY

Responsibility for Personal Belongings

It is the vacationer's responsibility to ensure the safety of their personal belongings, such as bicycles and personal effects. The campsite cannot be held responsible for any loss, theft, or damage to these items.

#### 21.1 - Liability in case of accidents or incidents on the campsite

Each camper remains responsible for themselves, their companions, and their personal belongings.

The campsite accepts no liability for personal injury or property damage occurring on the premises, particularly during the use of infrastructure, equipment, paths, or natural areas (pebbles, roots, trees, bollards, etc.). Under no circumstances may a camper claim compensation, damages, or invoke the campsite's insurance for an accident or incident resulting from normal use of the premises or a lack of personal vigilance.

Parents or accompanying adults remain fully responsible for supervising minor children and their actions throughout the site.

Parenting in activities, entertainment, or The use of recreational facilities provided by the campsite is entirely at the campers' own risk when they are freely accessible. When these facilities are supervised by a paid staff member or an individual authorized by the campsite, the campsite will only be held liable in the event of proven negligence on the part of its staff.

The campsite will only be held liable in the event of proven negligence on its part.

#### 21.2 - Campsite life/miscellaneous

It is forbidden to pitch a tent on the site of accommodation or any other place not intended for this purpose, as well as to use personal equipment (examples: barbecues, griddles, etc.) which exceeds 2000W.

It is strictly forbidden to plug an electric vehicle

into any electrical outlet in the campsite that is not suitable for this purpose.

#### 21.3 - Incivilities and inappropriate behavior

The campsite accepts no responsibility for any incivility, disruptive behavior, or nuisance caused by guests. Each guest is required to respect the rules of good conduct and remains responsible for their own actions as well as those of anyone staying with them. Inappropriate behavior includes, but is not limited to: incivility, failure to comply with the campsite rules, intoxication, the use or presence under the influence of narcotics, any physical or verbal aggression, any intentional damage to campsite facilities or equipment, and any behavior likely to disturb the peace, safety, or smooth running of the stay. The guest will be held responsible for any damage or injury caused to persons, property, or campsite infrastructure. In the event of dangerous or illegal behavior, management reserves the right to immediately alert the appropriate authorities. In the event of a breach of these obligations, management reserves the right to take any appropriate action, including the immediate and permanent exclusion of the guest and their group, without prior notice or refund.

#### 21.4 - Gym

Depending on the campsite, the gyms are reserved exclusively for adults and are free of charge. To use the facilities, you must present identification at the campsite reception. In exchange, you will receive a key to access the gym.

##### Instructions :

- 1.Reservation and Access:** Keys to access the gyms are available at reception. You must provide identification in exchange for the key.
- 2.Schedules:** The gyms are open according to the schedule posted at reception. Please consult this schedule to plan your workouts.
- 3.Exclusivity:** The gyms are reserved exclusively for adults. Minors are not allowed to use these facilities.
- 4.Capacity:** We reserve the right to refuse access to the gym if its capacity is exceeded, in order to guarantee the safety and comfort of all users.

#### 21.5 - Interruption of stay

In case of an interruption of stay, it is imperative to inform the campsite reception immediately. An interruption of stay may occur for various reasons, such as personal emergencies, health problems or other unforeseen circumstances.

##### 21.5.1 - Notification

Holidaymakers must notify the campsite by email, using the campsite's email address, providing details of the interruption. This notification will allow our team to manage the situation appropriately and minimize any inconvenience.

#### 21.5.2 - Reimbursement

No refunds will be issued for unused days if the stay is interrupted by the guest. Payments made remain the property of the campsite. If the guest has purchased cancellation insurance, they can request a refund directly from the insurer, provided the insurance conditions are met. The campsite cannot be held responsible if the insurer refuses to reimburse. The only refunds issued by the campsite concern the tourist tax and the environmental fee, if applicable.

##### 21.5.3 - Conditions of stay

It is also important to respect the terms of your stay and the regulations in force at our establishment. Interruptions to your stay cannot be used to circumvent your booking commitments.

We encourage you to contact our team with any questions or for clarification regarding your stay. Your satisfaction is our priority, and we are committed to assisting you in the best way possible.

### 22 - DEPARTURE

#### 22.1 - Departure time

Accommodations must be vacated by 10am at the latest. However, for guests

For guests staying in Premium rental accommodations, check-out is permitted until 11:00 AM unless they have opted for the end-of-stay cleaning service, in which case they must vacate the premises by 10:00 AM. For camping pitches, check-out is by noon.

Fixed charges in case of delayed departure:

- Less than 30 minutes: €30
- More than 30 minutes: €50/hour

#### 22.2 - End-of-stay cleaning

On the day of your departure, you are asked to return the rental property empty of all personal belongings. Depending on the services purchased (end-of-stay cleaning, bed linen rental, etc.), the cleaning instructions, detailing the tasks to be carried out, must be followed. These instructions are available in the digital welcome booklet or at the campsite reception.

#### 22.3 - Exit inventory

The check-out inspection is carried out exclusively by the campsite staff after the guest's departure and return of the keys.

The guest is required to return their accommodation in a perfectly clean and well-maintained condition, in accordance with the instructions provided in the digital welcome booklet or the printed version available at reception.



If the cleaning is deemed insufficient, the cleaning deposit will be automatically applied and retained. Any intentional damage, abnormal use, or missing equipment may result in additional charges, independent of the amount of the security deposit.

The security deposit will be returned, less any justified deductions, within a maximum of 48 hours after the guest's departure.

No subsequent claims will be considered after departure and the inspection carried out by the campsite staff.

## 22.4 - Security Deposit

Following the inventory check carried out by our team, if these instructions are not followed, the campsite reserves the right to deduct the €200 cleaning deposit. Similarly, in the event of any damage, the €200 security deposit for the accommodation will be forfeited. The credit card authorization for the security deposit will be automatically released within 48 hours of the inspection by our team, and only if no damage is found.

## 22.5 - Early departure

For early departures, our team will also conduct the inventory and the above-mentioned rules will apply if necessary. It is important to note that no refund will be issued for early departures due to the guest's own decision.

## 23 - MISCELLANEOUS

### 23.1 - Mobile Network

Aloa Vacances cannot be held responsible for the quality of the mobile network on our campsite. Due to various factors, including geographical location and weather conditions, mobile reception may be inconsistent or limited. Guests are advised to take this information into account during their stay.

### 23.2 - Wi-Fi

Aloa Vacances cannot be held responsible for the unavailability of the Wi-Fi service. This may result from various situations, such as power outages, telecommunications network interruptions, or a loss of internet connection due to the relevant service providers. If the Wi-Fi network is completely inoperative during the stay, Aloa Vacances will refund the cost of the Wi-Fi option purchased by the client, except in establishments where this option is offered free of charge.

### 23.3 - Weather

The weather can play a role in the success of your stay, and we encourage you to stay informed about the forecast throughout your visit. While we cannot control the weather, we do everything we can to ensure you have a pleasant experience, whatever the conditions. Please note that our campsite cannot be held responsible for weather-related incidents, and no refunds will be given in the event of bad weather. Feel free to plan your activities

accordingly, and make the most of your stay, even under unpredictable skies!

### 23.4 - Sanitary facilities

The campsite's sanitary facilities are reserved exclusively for guests staying on bare pitches or in rental accommodations without private bathrooms. We thank you for respecting this rule to ensure the comfort and cleanliness of the facilities for everyone. We encourage you to take all necessary precautions regarding your hygiene needs during your stay.

### 23.5 - Orders issued by the competent authorities

Holidaymakers are required to comply with all orders issued by the State, prefectures, town halls, and other competent authorities concerning the safety and proper operation of the campsite. These orders may include temporary restrictions, health recommendations, or specific regulations regarding the use of facilities. We encourage you to regularly check for any changes and follow the instructions provided by our staff to ensure a safe and enjoyable stay.

### 23.6 - Charcoal Barbecues

For safety reasons, charcoal barbecues are strictly prohibited on all our campsites, except those with a designated communal barbecue area. This area is designed to ensure the safety of all our guests while allowing you to enjoy convivial moments around a good meal. We thank you for your understanding and cooperation in ensuring a pleasant and safe stay for everyone.

### 23.7 - Payment methods on site

Please note that all on-site expenses must be paid using accepted payment methods, with the exception of bank checks. We encourage you to bring alternative payment methods, such as credit cards or cash, to ensure a smooth and efficient payment experience during your stay.

### 23.8 - Video Surveillance

To guarantee the safety of our guests, staff, and facilities, our establishments are equipped with a video surveillance system. Cameras are placed in specific areas, such as entrances, parking lots, and common areas, to ensure monitoring while respecting everyone's privacy. These systems comply with current regulations, and the captured images are used exclusively for security purposes. Aloa Vacances is committed to protecting your personal data and respecting the principles of the GDPR regarding the collection and management of video surveillance images.

## 24 - THEFT, LOSS AND FORGETTING

The campsite declines all responsibility in case of forgetting, loss, damage or theft of personal belongings, whether they occur in

accommodations, on pitches, in common areas or in the campsite's private parking lots. It is the responsibility of each guest to take all necessary precautions to protect their personal belongings.

The campsite cannot be held responsible for valuables left in accommodations, vehicles, or on the grounds. Similarly, it declines all responsibility in the event of theft or damage to vehicles parked within the campsite, as well as their contents.

No refund or compensation will be given for these incidents.

In the event of lost or found items, they may, exceptionally and subject to feasibility, be returned to the guest, with all packaging and shipping costs borne by the guest. The campsite cannot be held responsible for any loss or damage during transit.

Found items are kept for a maximum of 7 days after the guest's departure. After this period, they will be considered abandoned, and the campsite may dispose of them freely, without any recourse.

## 25 - RIGHT TO ONE'S IMAGE

You expressly authorize ALOA VACANCES, without compensation, to use, in any medium, photos and videos of you, other participants in your stay, or your children taken during your stay, for advertising purposes for all campsites operated by ALOA VACANCES. If you do not wish to grant this authorization, you must inform ALOA VACANCES by registered mail.

Signing this contract implies that the renter has read and understood these terms and conditions, waives any right to interpret them personally, and accepts them without reservation. Disputes that cannot be resolved amicably will be submitted to the competent courts within the jurisdiction of the campsite concerned.

## 26 - MODERATION OF REVIEWS

The Client is informed and agrees that reviews submitted regarding their stay may be used in promotional materials. In this case, the wording of the reviews may be modified for clarity. However, the positive or negative content will never be changed.

## 27 - COMPLAINT AND MEDIATION

### 27.1 - Complaint

If, despite our best efforts to ensure your complete satisfaction, you have a complaint during your stay at one of our campsites, we ask that you immediately inform the person in charge of reception on site who will do their best to provide you with an answer.

For any dispute that cannot be resolved on site, please contact our customer service department at this email address: [relationclient@aloea-vacances.com](mailto:relationclient@aloea-vacances.com). Our agents will then process your complaint as quickly as possible.

## 27.2 - Médiation

In accordance with article L. 612-1 of the French Consumer Code, the consumer, subject to article L.612.2 of the French Consumer Code, has the right to submit a request for amicable resolution by mediation, within a period of less than one year from the date of his/her written complaint to the professional.

We invite the holidaymaker to consult the legal notices of the ALOA VACANCES campsite in which he has stayed, in order to find the information necessary for mediation.

- [La Riviera 4 stars](#)
- [Océan 4 stars](#)
- [Orée du Bois 4 stars](#)
- [Le Clos Virgile 4 stars](#)
- [Maïre 3 stars](#)
- [Beauséjour 4 stars](#)
- [Ker Yaoulet 4 stars](#)
- [Oléron Loisirs 4 stars](#)
- [Le Nid d'Eté 4 stars](#)
- [Les Ajoncs d'Or 4 stars](#)
- [Les Flots Bleus 4 stars](#)
- [Les Pirons 5 stars](#)
- [Riez à la Vie 4 stars](#)

## 28 - MODIFICATION OF THE GENERAL TERMS AND CONDITIONS OF SALE

Any occasional derogation from the present General Terms and Conditions of Sale does not constitute an acquired right for the future.

ALOA VACANCES reserves the right to modify these conditions at any time. The new provisions will come into force as soon as they are published and will be enforceable against customers from that date.

## 29 - LEGAL INFORMATION

### 29.1 - Aloa Vacances Group

Aloa Vacances  
SAS Plein Air and Co  
27 rue des Marchais 85180 Les Sables d'Olonne  
Vendée – Pays de la Loire  
Phone : +332 51 23 02 30  
Email : [info@aloea-vacances.com](mailto:info@aloea-vacances.com)  
APE : Activities of head offices (7010Z)  
SIRET : 517 541 926 000 13

# Privacy policy - Aloa Vacances

In accordance with the RGPD (General Data Protection Regulation) of 25 May 2018, Aloa Vacances ensures compliance with the protective provisions relating to privacy and the processing of personal data. We attach great importance to the protection of your personal data.

## 1. Collection of your personal data

Aloa Vacances collects your personal data strictly for the purposes of processing your reservation, subscribing to newsletters, creating your 'My Account' space, taking part in a competition, completing a questionnaire, etc. This information may include: your name, address and telephone number. This information may include :

- Surname and first name, and those of persons accompanying you
- Postal address, telephone number, e-mail address
- Date of birth, number plate, means of payment

You may choose not to provide us with certain information, but this could deprive you of certain services offered by Aloa Vacances. Essential information is marked with an asterisk.

## 2. Processing of your personal data

Your details are used to manage your booking, process your requests and communicate with you as part of our customer relationship. It also enables us to send you information and payments. We may also collect data via third parties, in particular social networks, when you register or connect to our services.

If you have agreed to receive our news and offers via the newsletter or your 'My Account' area, we may communicate with you by SMS, e-mail, telephone or post.

## 3. How long we keep your personal data

Your data is kept for as long as is necessary for the proper performance of the operations for which it was collected, and to meet our legal, accounting and tax obligations.

## 4. Deleting your personal data

In accordance with the RGPD, you can request the correction, updating or deletion of your data by sending us an e-mail to [relationclient@aloea-vacances.com](mailto:relationclient@aloea-vacances.com). You also have the right to object to or limit the processing of your data and the right to portability. In the event of your death, you may define directives concerning the conservation, deletion and communication of your data.

## 5. Legal basis for data processing

Personal data is collected on the basis of contract performance, consent, legal obligation or legitimate interest. Aloa Vacances processes your data to ensure the proper management of your bookings and to provide you with quality services.

## 6. Security of personal data

We implement appropriate technical and organisational measures to guarantee the security of your data, in particular to protect it against unauthorised access or accidental disclosure.

## 7. Transfer of data outside the European Union

Some data may be transferred to service providers located outside the European Union. In this case, we ensure that these transfers comply with the GDPR, with adequate safeguards.

## 8. Use of cookies

We use cookies to improve the user experience on our site, personalise content and analyse traffic. You can manage your cookie preferences at any time via our cookie manager.

## 9. Right to complain to the CNIL

If you feel that your rights have been infringed, you can submit a complaint to the CNIL (Commission Nationale de l'Informatique et des Libertés) via their website: [www.cnil.fr](http://www.cnil.fr).





2025

PALMARÈS FRANCE **Capital**  
**MEILLEURES ENSEIGNES**  
QUALITÉ DE SERVICE  
\* Campings \*\*

avec statista

2024

PALMARÈS FRANCE **Capital**  
**MEILLEURE ENSEIGNE**  
QUALITÉ DE SERVICE  
\* Campings \*\*

avec statista

## 10. Contacts and personal data complaints

To exercise your rights, you can contact us by e-mail at [relationclient@aloe-vacances.com](mailto:relationclient@aloe-vacances.com) or by post at the following address

Aloa Vacances - Customer Service  
27 rue des Marchais  
85180 Les Sables d'Olonne

Your request will be processed as soon as possible. To prove your identity, you must enclose a copy of your official identity document.