

# CONTRAT DE RÉSERVATION 2026

L'OCÉAN ★★★★★

+33 (0)2 99 90 35 09

15 route Maison Rouge - 44490 Le Croisic

Code APE 5530Z - Siret 309 824 993 00013 - Arrêté préfectoral du 19/10/21 - 384 emplacements - 5 étoiles.



L'Océan  
NAE VACANCES

RÉF. CLIENT .....

NOM / Name .....

PRÉNOM / Firstname .....

DATE DE NAISSANCE / Date of birth .....

ADRESSE / Address .....

CODE POSTAL / Postal code .....

VILLE / Town .....

PAYS / Country .....

TÉL. (obligatoire) / Tel. (mandatory) .....

E-MAIL .....

N° IMMATRICULATION VÉHICULES / Car's numbers .....

## PARTICIPANTS (à remplir obligatoirement pour tout séjour) :

NOMS / Surname	PRÉNOMS / Firstname	DATE DE NAISSANCE
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Je réserve un **EMPLACEMENT** avec électricité / I book a pitch with electricity

ARRIVÉE le :  14h00 - DÉPART le :  12h00  
Arrival on Departure on

EN JUILLET ET AOÛT : arrivée possible le DIMANCHE, MERCREDI et VENDREDI uniquement.  
/ IN JULY AND AUGUST: arrival possible on SUNDAY, WEDNESDAY and FRIDAY only.

TENTE  CARAVANE  CAMPING-CAR

Branchement EAU/Évacuation/ÉLECTRICITÉ 10A  
WATER connection / Evacuation / ELECTRICITY 10A

RÉFRIGÉRATEUR / Fridge  Pack EXCLUSIF : barbecue, réfrigérateur, table, chaises / Barbecue, fridge, table, chairs

Dimensions : ..... x ..... m

MONTANT DU SÉJOUR  
Cost for the stay

= ..... € <sup>A</sup>

Je réserve une **LOCATION** / I book an accommodation

ARRIVÉE le :  16h00 - DÉPART le :  10h00  
Arrival on Departure on

ATTENTION : jour d'arrivée et de départ différents selon le type de location. / PLEASE NOTE: arrival and departure days vary depending on the type of rental.

Recopiez l'intitulé complet de LA LOCATION que vous désirez : .....

Pack sélectionné (optionnel) : ..... Tarif /Price : ..... €

MONTANT DU SÉJOUR  
Cost for the stay

= ..... € <sup>B</sup>

**SUPLÉMENTS** / Extra

2<sup>e</sup> VÉHICULE / 2<sup>nd</sup> car : Basse saison : 2,5 € .....  
Haute saison : 5 € .....

KIT BÉBÉ COMPLET / Baby kit : 49 € .....

KIT BÉBÉ JOURNÉE / Day baby kit : 9 € .....

ACCESSOIRE BÉBÉ JOURNÉE / Baby accessory for the day : 3 € .....

ANIMAL / Pet : 7 € .....

WEEK-END PROLONGÉ / Long weekend : 30 € .....

CHOIX D'EMPLACEMENT / Special place choices : 39 €

ASSURANCE ANNULATION (5% du séjour)  
/ Cancellation insurance (5% of total cost)

TAXE DE SÉJOUR (18 ans et +) : 0,66 €/nuit = ..... €

TOTAL SUPPLÉMENTS

= ..... € <sup>C</sup>

## MODE DE PAIEMENT DE L'ACOMPTE

VIREMENT BANCAIRE / Bank transfer :

L'Océan → IBAN : FR76 1470 6001 9722 3155 1400 031 - BIC : AGRI FR PP 847

CARTE BANCAIRE (Visa, Eurocard, Mastercard) / Credit card :

Rendez-vous sur [www.nae-vacances.com](http://www.nae-vacances.com) et munissez-vous de votre numéro de dossier / Go on our website with your file number.

CHÈQUE-VACANCES CONNECT  AVOIR

TOTAL DU SÉJOUR ( A + B + C )  
TOTAL for the stay

= ..... €

ACOMPTE (30% du total du séjour)  
DEPOSIT

= ..... €

Mention "Bon pour accord" et SIGNATURE CLIENT :  
/ Marked "Good for agreement" and SIGNATURE :

Date : ..... / ..... / .....

J'ai pris connaissance des conditions de réservation et déclare les accepter. Le locataire atteste être titulaire auprès de son assureur d'un contrat responsabilité civile privée, couvrant les dommages causés aux biens loués ou confiés. / I have taken note of the booking conditions and here with accept.

**BOOKING TERMS AND CONDITIONS:**

All rentals are personal and may not be transferred or rented under any circumstances. Minors must be accompanied by their parents or legal guardians. Booking can be made by email or phone, but written confirmation (signed contract and deposit payment) must be received within 15 days of the booking request. After this period, the option will be canceled without notice and without appeal from the customer. Upon receipt of the signed contract and deposit payment (including a €20 non-refundable booking fee), we will send you a booking confirmation, subject to availability.

The published rates and information are provided subject to printing errors or omissions that may appear in advertising materials (texts and images are not contractual). Only the prices listed on the booking confirmation are contractual. Prices are in euros and include the VAT rate in effect on the day of payment.

**PITCHES: Check-in 2 pm - Check-out 12 pm.**

Any pitch not vacated by 12 pm will automatically be charged for an additional night. The number of participants is limited to 6 people (including babies). Remember to bring an extension cord and a European plug (rental or purchase on site).

**RENTALS: Check-in: 4 pm - 7 pm (Off-season) / 4 pm - 8 pm (July - August).**

Report to reception with your customer or file number. Any late arrival must be reported before 6 pm so that we can make the necessary arrangements for your arrival on site. Upon taking possession of the rental, you must check the accuracy of inventory (given upon arrival) and report any errors no later than the next day. Departures are between 9:00 and 10:00 (off-season) / 8:30 and 10:00 (July - August). After this time, you will be charged as an additional day. In the event of late arrival or early departure, the booked dates will be due in full, as well for the associated fees. The day before departure, additional stay costs must be paid (all supplements/expenses incurred on-site and not yet settled).

For accommodation rentals, the package includes the number of people (including babies) specified at the time of booking, up to a maximum of 16 places depending on the type of accommodation chosen. If the number of people arriving exceeds the capacity of the selected accommodation, the campsite has the right to refuse them access.

When booking, a security deposit of €500 or more, depending on the rental, and €50 for pitches, will be required by credit card. This deposit will be used to compensate for any damage or deterioration caused during your stay.

Please note that tents and Canadian tents are not permitted on rental pitches.

Remember to bring your own sheets, fitted sheets, and pillowcases.

**BALANCE PAYMENT TERMS:**

The balance of your stay, as indicated on your booking, is due **30 days prior to your arrival date**. Failure to pay within this time limit will automatically result in your reservation being canceled.

The balance should preferably be paid as follows:

- **More than 30 days prior to arrival:** a 30% deposit will be required upon booking, payable by credit card or bank transfer. Campers and tenants may pay the balance by check, credit card, holiday vouchers, or bank transfer.

- **Less than 30 days prior to arrival:** only credit card payments will be accepted, and full payment will be required to confirm your stay.

Please note that cash payments are accepted up to the legal limit. In the event of non-payment within the specified timeframe, the campsite reserves the right to cancel the booking and retain, as compensation, any amounts already paid, which are considered as deposits.

For all holiday vouchers, we strongly recommend sending them with **«declared value.»** Otherwise, the campsite declines all responsibility in the event of loss or theft during transit.

**TRANQUILITY GUARANTEE (OPTIONAL):**

When booking, you can subscribe to the **Tranquility Option** (5% of the stay amount). This allows you to modify or cancel your stay without providing a reason, under the following conditions:

- Up to 30 days before arrival: **full refund** (excluding the cost of the option).
- From 29 to 14 days before arrival: refund with a **€90** deduction.
- Less than 13 days before arrival: **no refund** (except in exceptional cases: death, accident, or serious illness).

Full details of the Peace of Mind Guarantee can be found on the following page.

Without this option, cancellation and modification conditions remain very limited.

**INTERRUPTION OF STAY AND UNUSED SERVICES:**

Any interrupted or shortened stay (late arrival, early departure) will not be eligible for any refund. Despite payment of the balance, if the campsite does not receive any news (by email or registered letter with acknowledgment of receipt) 48 hours after the start of the stay, the host reserves the right to dispose of the accommodation or pitch.

The guest will not be entitled for any compensation. No refund or compensation will be given in the event of non-use of one or more services or in the event of temporary or seasonal closure of one or more services due to a technical, climatic, administrative, or legislative issue.

**CHOICE OF PITCH:**

The **«Choice of Pitch»** option allows you to permanently block one or more specific pitches (€39 supplement). Without subscribing to this option, we cannot guarantee that any specific requests made will be granted. If the request cannot be granted, no complaints will be accepted.

**VISITORS:**

After being authorized by the campsite manager, visitors may be admitted under the responsibility of the campers hosting them. A fee per visitor over the age of 2 and staying more than two hours must be paid. The amount is set according to the current rate and is intended to allow them access to the activities and facilities. Their vehicles are prohibited inside the campsite and must remain in the outdoor parking lot. Any violation will result with an expulsion.

**COMPLAINTS:**

In the event of a complaint, the guest has 15 days after the end of their stay to notify the campsite by registered letter with acknowledgment of receipt. The campsite has 30 days after receipt of the complaint to respond. If the customer considers that they have not received a satisfactory response from the campsite, they may contact a consumer mediator within a maximum of one year from the date of the written complaint sent to the campsite.

If the dispute cannot be resolved amicably, the customer may refer the matter to the competent court.

**IMAGE RIGHTS:**

Photographs of you or your children taken during your stay may be used by the campsite for advertising purposes. By confirming your booking, you expressly consent to this use. However, you retain the right to access, rectify, or delete your personal information, which you can exercise upon request to the campsite.

**INTERNAL RULES (Extracts):**

The internal rules can be provided upon request and are posted at reception.

Wearing the club wristband (applied upon arrival) is **MANDATORY** at all times until the end of your stay. It grants access to activities and the swimming pools and helps to enhance security on the property. Campers are required to comply with the campsite's internal rules and those of the swimming pools.

The campsite implements all necessary surveillance measures. Furthermore, the property manager cannot be held liable for any damage or deterioration that may occur to campers' personal property except in cases of gross negligence.

Swimming trunks are mandatory.

Category 1 and 2 dogs are prohibited.

Dogs must be tattooed or microchipped, have their vaccinations up to date, and be kept on a leash. It is forbidden to leave the animal alone in the rental property. In the event that a resident disrupts the stay of other users or fails to comply with the provisions of the establishment's internal regulations, the manager or their representative may, orally or in writing if they deem it necessary, formally notify the resident to cease the disturbance.

In the event of a serious or repeated violation of the internal regulations, and after formal notice from the manager, the manager may terminate the contract. In the event of a criminal offense, the manager may call the police.

Please note that the establishment is under video surveillance.

The speed limit is 10 km/h. The barriers are closed between 11 p.m. and 7 a.m. All traffic is prohibited during this period.

HAPPY HOLIDAYS

## TRANQUILITY GUARANTEE



### WITH TRANQUILITY OPTION

Book with complete peace of mind: you benefit from flexible conditions for modifying or canceling your stay.

#### CONDITIONS:

- Option to be subscribed only at the time of booking.
- Cost: 5% of the total amount of the stay.
- No proof is required, even in case of a simple change of mind.

#### MODIFICATIONS OF THE STAY:

Concerns the following cases: changing dates, changing accommodation or options, or changing participants :

- From 13 days before arrival: stays can be modified free of charge (changes from the initial date exclusively for other dates in the same season at the same establishment or to another establishment in the Naé Vacances network).
- Any price difference between the old and new stay remains the responsibility of the customer.
- If the new stay is cheaper, no refund will be issued.

#### CANCELLATION & REFUND OF STAY:

- Up to 30 days before arrival: **full refund** of amounts paid (excluding the cost of the option).
- From 29 to 14 days before arrival: refund with a fixed fee of **€90** (excluding the cost of the option).
- Less than 13 days before arrival or after the start of the stay: **no refund**.

*Exception: death, serious accident, or serious illness under the same conditions as for the "No Option" section.*



### WITHOUT TRANQUILITY GUARANTEE

Without this option, the conditions are much more limited.

#### CANCELLATION:

These cases only apply to the people listed on the reservation. Only 1 person can benefit from this option.

- Refund only in case of death (with official proof):
  - You, your spouse, an ascendant, descendant, son-in-law, daughter-in-law, brother, sister, brother-in-law, or sister-in-law.
  - Refund with a €90 administration fee deducted.
- Credit note only in case of serious illness or serious accident characterized by total temporary incapacity of at least 3 months, supported by a medical certificate.
  - Credit note valid for 1 year from the date of issue.

#### CHANGES:

Concerns the following cases: change of dates, change of accommodation or option, or change of participants.

- Up to 14 days before arrival.
  - A maximum of 2 changes are permitted.
  - Postponements must be within the same season, at the same location, and are subject to availability.
  - Any possible price difference is at customer's responsibility.
  - If the new stay is cheaper, no refund will be issued.
- From 13 days before arrival or during the stay: no changes are possible.

### IMPORTANT INFORMATION

- **WITH THE TRANQUILITY GUARANTEE** → refund guaranteed + flexibility without proof.
- **WITHOUT THE GUARANTEE** → limited conditions:
  - Refund only in case of death (with a €90 fee),
  - Credit note available in case of an accident or serious illness,
  - Maximum 2 changes are allowed.