

## **GENERAL TERMS AND CONDITIONS OF SALE**

*In order to benefit from our services, we ask you to read carefully the following general conditions. These conditions regulate the sale of stays and are valid at the time the booking is made. The fact of booking a stay implies full acceptance of the general conditions. All sums paid to the campsite are retained.*

### **Booking conditions:**

The booking becomes effective only after reception of the duly signed booking contract, accompanied by the payment of the deposit (30% of the stay) as well as the booking fee (15 €) and possibly the cancellation insurance fee and acceptance of the general terms and conditions of sale. The booking is made on a strictly personal basis. Under no circumstances may you sublet or transfer your booking without the prior consent of the campsite. Minors must be accompanied by their parents or legal tutors. The direction reserves the right to change an allocated pitch number. Preferences are not guaranteed.

### **Terms of payment:**

**All sums paid to the campsite will be retained.**

The balance of the stay (excluding tourist tax and eco-participation) must be paid 30 days before the date of arrival for mobile home rentals and on the day of arrival for camping pitches.

If the balance is not paid within the time limit, the campsite reserves the right to cancel your reservation and to retain the deposit previously paid.

### **Cancellation guarantee :**

We strongly advise you to take out cancellation insurance. This is payable at the time of booking and is optional. This insurance will allow you to be reimbursed (according to the conditions of the insurance contract)

### **Pets :**

They must be declared on arrival.

Animals are tolerated with their up-to-date vaccination booklet. They must be kept on a leash, even on the pitch, and the owner must leave the pitch for their needs and pick them up. Animals are strictly forbidden in the sanitary facilities.

### **Cancellation and modification of stay without cancellation insurance**

#### **By the campsite :**

In case of cancellation by the campsite, except in case of force majeure, the stay will be fully refunded. However, this cancellation cannot give rise to the payment of damages.

#### **On the part of the client:**

Any cancellation of a reservation must be made in writing.

The campsite will retain :

More than 30 days before the planned date of arrival an amount equal to 30% of the total cost + the booking fee + the cancellation fee  
Less than 30 days before the expected date of arrival an amount equal to the total cost of the stay + file fees + cancellation fees.

#### **Unused services :**

In the absence of a written message from you indicating the postponement of your arrival date, the pitch or the accommodation will be available for sale again the day after the date mentioned on the contract from 12 noon. Consequently, you will lose the benefit of your reservation, without refund or postponement.

Interruption of the stay: any stay interrupted or shortened (late arrival, early departure) due to your fault will not give rise to **ANY**

**REFUND** (see general conditions of the holiday cancellation insurance, if subscribed).

#### **Arrival :**

Pitch from 2 pm

Rental from 4pm

The reception is open from 9am to 11am and from 4pm to 7pm in low season and from 9am to 12pm and from 2pm to 7pm in high season.

#### **Departures:**

Pitch until 12 noon

Rented accommodation no later than 10 am

### **DEPOSIT - MOBILE HOME RENTAL**

On your arrival, you will be asked for a deposit of 250€. This will be returned to you within 7 to 10 days after your departure, after deduction of the costs incurred by any damage. A fixed sum of 70€ will be retained if the accommodation is not returned in a perfectly clean state on the day of departure. An inventory form and an inventory of fixtures is given to you on your arrival. It must be returned to us duly signed within 12 hours. Any complaints made after this time will not be taken into account.

#### **During your stay :**

All guests must comply with the internal rules. Each tenant is responsible for any disturbance or nuisance caused by all those who stay with him or visit him. If the rules are not respected, the campsite reserves the right to expel the tenant without refund. You can receive visitors, their presence must be reported to the reception and their vehicle must be parked outside the campsite.

#### **Responsibility of the campsite :**

The client expressly acknowledges that the campsite cannot be held liable for the communication by its partners or by any third party of false information mentioned in their brochure or website, and in particular the

presentation photos, descriptions, activities, leisure activities and services. All photos and texts used in the brochure or on the websites are non-contractual. They are for information purposes only. It may happen that some of the activities and facilities offered and indicated in the descriptions in the brochure are cancelled, particularly for climatic reasons or in the event of force majeure, as defined by the French courts.

#### **Data processing and freedom:**

The information you provide when making your request will not be passed on to any third party. This information will be considered by the campsite as confidential. In accordance with the French Data Protection Act of 6 January 1978, you have the right to access, rectify and oppose any personal data concerning you. To do this, simply send a letter to the campsite indicating your name, first name and address.

#### **Insurance :**

It is the client's responsibility to take out insurance, as the campsite declines all responsibility in the event of theft, fire, natural disasters, as well as in the event of accidents for which the client is responsible. The client accepts the pitch as is (trees, plantations, vegetation...), in case of dispute or contestation, the Commercial Court of Carcassonne will be the only competent court.

#### **No right of withdrawal:**

In accordance with article L.121-19 of the Consumer Code, La Commanderie campsite informs its customers that the sale of accommodation services provided on a specific date or according to a specific period is not subject to the provisions relating to the 14-day withdrawal period.