

# TERMS OF SALES

## **Booking conditions:**

The reservation only becomes final with our agreement and after receipt of payment of a deposit (30% of the amount of the stay), reservation fees (15 €), cancellation insurance costs (4% of the amount of the stay ) and acceptance of the general conditions of sale. The reservation is made on a strictly personal basis. Under no circumstances may you sublet or transfer your reservation without the prior consent of the campsite. Minors must be accompanied by their parents or legal guardians. Management reserves the right to change an assigned pitch number. Preferences are not guaranteed.

## **Payment conditions :**

All sums paid to the campsite will remain acquired. The balance of the stay must be paid 30 days before the date of arrival for mobile home rentals and the day of arrival for camping pitches. Without payment of the balance on time, the campsite reserves the right to cancel your reservation and keep the deposit previously paid.

## **Cancellation guarantee:**

We strongly advise you to take out cancellation insurance. It is payable when booking and remains optional. This insurance will allow you to be reimbursed (according to the conditions provided for in the insurance contract)

## **Animals (except 1st and 2nd category dogs):**

They must be declared upon arrival. Animals are tolerated with their up-to-date vaccination record. They must be kept on a leash, even on the site and the owner must leave the land for their needs and pick them up. Pets are strictly prohibited in the sanitary facilities.

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

Any cancellation of a reservation must be made in writing.

The campsite will retain:

→ cancellation more than 30 days before the scheduled arrival date: deposit + administration fees + cancellation fees

→ cancellation less than 30 days before the scheduled arrival date: the entire stay + administrative costs + cancellation costs.

Any change to your reservation must be reported immediately (number of people, vehicles, animals, etc.).

In the event of a cancellation due to the campsite, all sums paid will be refunded. This cancellation cannot in any case give rise to the payment of damages.

## **Cancellation insurance (recommended)**

If he wishes, the customer can take out cancellation insurance, the amount of which (4%) is calculated on the entire booked stay. All the conditions are available on the CAMPEZ COUVERT website: <https://www.campez-couvert.com/pour-les-particuliers/prendre-connaissance-des-cga/>

## **Services not used:**

In the absence of a written message from you indicating the postponement of your arrival date, the pitch or accommodation will be available for sale again the day after the date mentioned on the contract from 12 noon. You will therefore lose the benefit of your reservation, without refund or postponement. Interruption of stay: any stay interrupted or shortened (late arrival, early departure) by you will not give rise to ANY REFUND (See general conditions of stay cancellation insurance, if subscription).

## **Arrivals:**

→ Pitch from 2 p.m. → Rental from 4 p.m.

The reception is open in low season from 9 a.m. to 11 a.m. and from 4 p.m. to 7 p.m. and in high season from 9 a.m. to 12 p.m. and from 2 p.m. to 7 p.m.

## **Departures:**

→Pitch until 12 p.m. →Rental no later than 10 a.m.

## **DEPOSIT – CAMPING ACCESS BADGE**

A deposit of €20 will be required to obtain an access badge allowing the opening of the barrier (between 7:30 a.m. and 10:30 p.m.). This deposit will be returned to you on your departure after return of the badge.

## **DEPOSIT – MOBILE HOME RENTAL**

On arrival, you will be asked for two deposits (€250 for mobile homes or €400 for the chalet and €70 for cleaning). These will be returned to you on your departure, minus the costs incurred by any possible damage. A lump sum of 70€ will be retained in the event that the accommodation is not returned in a perfect state of cleanliness on the day of departure. An inventory and inventory sheet will be given to you on your arrival. It must be returned to us duly signed within 12 hours. Any complaints made after this deadline will not be taken into account.

## **During your stay :**

All customers must comply with the provisions of the internal regulations. Each tenant in title is responsible for the disturbances and nuisances caused by all those who stay with him or visit him. Without respecting this, the campsite reserves the right to expel without reimbursement. You have the possibility of receiving visitors, their presence must be announced at the reception and their vehicle must imperatively be parked outside the campsite.

## **Responsibility of the campsite:**

The customer expressly acknowledges that the campsite cannot be held liable for the communication by its partners or any third party of false information which may be mentioned in their brochure or their website, and in particular the presentation photos, qualifiers, activities, leisure, services. All photos and texts used in the brochure or on the websites are non-contractual. They have only an indicative title. It may happen that certain activities and facilities offered and indicated in the descriptions in the brochure are cancelled, in particular for climatic reasons or in the event of force majeure, as defined by the French courts.

## **Complaints:**

All complaints relating to the conditions of the stay must be made on site to the Management to enable it to find an immediate solution. If you are not satisfied with the answer, you can contact the CM2C Mediation Center by filing a file online on the following website [www.cm2c.net](http://www.cm2c.net) or by mail: CM2C, 14 rue Saint Jean, 75017 Paris

## **Computers and freedom:**

The information that you communicate to us at the time of your request will not be transmitted to any third party. This information will be considered by the campsite as confidential. In accordance with the Data Protection Act of January 6, 1978, you have a right of access, rectification, and opposition to personal data concerning you. To do this, simply make a request by courier to the campsite indicating your surnames, first names and address.

## **Assurance :**

It is up to the customer to take out insurance, the campsite declining all liability in the event of theft, fire, bad weather, natural disasters, as well as in the event of an accident relating to the customer's civil liability. The customer accepts the location as it is (trees, plants, vegetation, etc.), in the event of a dispute or dispute, the Commercial Court of Carcassonne will have sole jurisdiction.

## **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 frequency, is not subject to the provisions relating to the 14-day withdrawal period.

- I have taken note of the cancellation insurance and wish to subscribe to it
- I declare that I have read the general conditions as well as the prices of the campsite and that I am in perfect agreement.

Done at:..... On: ...../...../..... Signature