

# GENERAL CONDITIONS OF SALE – CAMPING LA COMMANDERIE

In order to benefit from our services, we ask you to carefully read the following general conditions. These conditions govern sales of stays and are valid at the time the booking is made. Booking a stay implies full acceptance of the general conditions.

**Booking conditions** : The booking only becomes final with our agreement and after receipt of payment of a deposit (30% of the amount of the stay), booking fees (€15), cancellation insurance fees (4, 50% of the amount of the stay) and acceptance of the general conditions of sale. The booking is made on a strictly personal basis. The dates are fixed and definitive, the postponement of a stay does not justify any reimbursement. You cannot under any circumstances sublet or transfer your booking 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. The campsite reserves the right to refuse access to families arriving with a number of participants greater than the capacity of the rented accommodation. Smoking is prohibited in rentals. In the event of technical intervention, we give ourselves the right to enter the rental, even in your absence. All customers must comply with the provisions of the internal regulations. Each registered camper is responsible for any disturbances and nuisances caused by all those who stay with him or visit him. Without respecting this, the campsite reserves the right to evict, without reimbursement of the stay. All fires are prohibited on the campsite.

**Payment conditions** : All amounts paid to the campsite will remain forfeited.

The balance of the stay must be paid 30 days before the arrival date for the rental of a mobile home (or chalet) and on the day of arrival for the campsites. If the balance is not paid on time, the campsite reserves the right to cancel your booking and keep the deposit previously paid.

**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 pitch and the owner must leave the land for their needs and pick them up. No unaccompanied animals must remain on the campsite. Animals are strictly prohibited in the toilets and in the swimming pool.

**Cancellation insurance (recommended)** : We strongly advise you to take out cancellation insurance. It is payable only when booking and remains optional. Cancellation insurance is calculated on the entire booked stay (4.50%). Our partner Gritchen Affinity undertakes to reimburse all or part of the stay to our vacationers. In the event of cancellation, notify the campsite of your withdrawal as soon as an event occurs preventing your departure by post or email. If the loss is provided for in the general conditions (available on the website [www.campez-couvert.com](http://www.campez-couvert.com) or from the campsite), notify the insurer within 48 hours and provide all the necessary information and supporting documents.

**Cancellation and modification of stay without cancellation insurance** : Any cancellation of a booking must be made in writing. No sum paid will be refunded, except in the case of cancellation due to the campsite, except in cases of force majeure (all sums paid will be refunded, except administration fees). This cancellation cannot under any circumstances give rise to payment of damages.

**Unused services** : 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 p.m. You will therefore lose the benefit of your booking, without refund or postponement.

Interruption of the stay: any interrupted or shortened stay (late arrival, early departure) by you will not give rise to any reimbursement (See general conditions of the stay cancellation insurance, if subscription).

**Arrivals** :           → Pitch from 2 p.m.           → Rental from 4 p.m.  
**Departures** :       → Pitch until 12 p.m.       → Rental no later than 10 a.m.

**Deposit - Access badge to the campsite** : A deposit of €20 will be required to obtain an access badge allowing the gate to be opened (between 7:30 a.m. and 11:30 p.m.). This deposit will be returned to you on your departure after returning the badge.

**Deposits - Mobile Home (or Chalet) Rental** : Upon arrival, you will be asked for two deposits (250€ for mobile homes or 400€ for the chalet and 70€ for cleaning). These deposits will not be returned to you upon your departure. A full check will be done a few hours later. The inventory and cleaning assistance sheet given to you upon your arrival will be binding. This form must be returned to us duly signed within 12 hours of your arrival. Any complaints made after this deadline will not be taken into account. The "cleaning" deposit 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. The "rental" deposit of €250 or €400 will be returned within 8 days maximum after your departure. In the event of breakage, damage, or possible deterioration, a corresponding sum will be retained, we will notify you by email or postal mail. This guarantee does not constitute a limit of liability.

**Games** : Throughout the campsite, children are under the responsibility and supervision of their parents.

**Swimming pool** : Swimming briefs or swimming boxers (without pockets) obligatory. SWIM SHORTS (WITH POCKETS) ARE PROHIBITED. The management reserves the right to exclude any person who does not respect the instructions given on the signs around and at the entrance to the pool. The swimming pool is not supervised, children must be accompanied.

**Visitors** : Each visitor is an additional person and must pay their entry into the campsite (or the receiving camper). Visitors are only authorized after approval from management, their visit and their identity must be reported during reception opening hours, and their vehicle must be parked outside the campsite. They are the responsibility of the campers who receive them.

**Electric terminals** : Charging hybrid and electric cars is not authorized in the campsite, the electrical power of the campsite does not allow it.

**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 evict without reimbursement.

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

**Important Note** : Our prices are subject to change depending on economic and commercial conditions. Only the rental contract confirming the booking is a contractual document.

**Complaints** : For any dispute or dissatisfaction with the commercial services of the campsite before, during or after their stay, the customer is invited to write their suggestions and/or their complaint in writing: either on dated paper, signed and deposited at the reception of the camping, in the box located outside reception or by post; or by email. This letter will be forwarded to the campsite's Quality department. In order to be processed effectively, the document must include the name, address and contact details of the client, as well as the dates of stay and all details allowing the context to be correctly identified.

**Mediation** : The Consumer Code (art.L612-1 et seq., and associated regulatory parts) establishes the framework for mediation for consumer disputes. Before any legal procedure, the client is asked to respect the procedure by contacting the assigned mediator. In accordance with the law, Camping LA COMMANDERIE has signed an agreement with the following approved center:

CM2C – Justice Conciliator Consumer Mediation Center – 14, rue St Jean – 75017 Paris. Web: [www.cm2m.net](http://www.cm2m.net)

If booking online only, see also the official European website: [ec.europa.eu/consumers/odr](http://ec.europa.eu/consumers/odr)

Jurisdiction: As a last resort, these general conditions are subject to French law and the commercial court of CARCASSONNE (France) has sole jurisdiction. Only the French versions of our conditions and contracts represent the value of our commitments. Any ambiguities in the translation of foreign versions cannot be intentional.

**Information technology and freedom** : The information you provide to us during your request will not be transmitted to any third party. This information will be considered confidential by the campsite. In accordance with the Data Protection Act of January 6, 1978, you have the right to access, rectify, and oppose personal data concerning you. To do this, simply make a request by courier to the campsite indicating your first and last name and address.

**Insurance** : The customer must check with his insurance that he has a resort extension as part of his Home Insurance contract and its guarantee conditions. If this is not the case, the client is required to insure against the risks inherent to his occupation. Namely: accident, theft, loss, fire, bad weather, natural disasters, damage to personal effects (suitcases, objects, furniture, valuables, vehicles, bicycles, etc.). He must also take out insurance for any damage he may cause to the rental accommodation or campsite, either by himself or by those accompanying him. Customers must provide proof of their insurance at the first request. The customer accepts the location as is (trees, plantations, vegetation, etc.), in the event of a dispute or dispute, the Carcassonne Commercial Court will have sole jurisdiction.

**No right of withdrawal** : In accordance with article L.121-19 of the Consumer Code, the La Commanderie campsite informs its customers that the sale of accommodation services provided on a specific date or at 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