

## **General terms and conditions of sale :**

### **Article 1 - Scope of application**

These general terms and conditions govern by operation of law **all sales of holidays at camping la Prade**. They form an integral part of any contract concluded between camping la Prade and its customers.

Each customer acknowledges having read these terms and conditions prior to booking a holiday, for themselves and any person taking part in the holiday.

In accordance with the law in force, these general conditions are made available to all customers for information purposes prior to the conclusion of any contract for the sale of holidays. They may also be obtained on written request sent to the establishment's head office.

### **Article 2 - Booking and payment conditions**

In accordance with article 2 of the decree of 11/01/1993. The campsite is reserved for tourists. Admission is subject to proof of residence, by presentation of an identity card for the occupation of a bare pitch or a rental.

#### **2.1 Prices**

The price of stays is indicated in euros, including VAT.

The customer's attention is drawn to the fact that tourist tax is not included in the price.

#### **a) Bare pitches :**

All pitches are rented by name and may not be transferred under any circumstances.

This is a bare pitch for your tent, caravan or camper van. Your stay is calculated on the basis of a basic package that includes the pitch, 2 people included in the package, your vehicle and access to the reception facilities, toilets, play area and swimming pool.

Additional costs (extra person, extra tents, extra vehicle, pets, etc.) are not included in the package and are added to it.

We accept up to two pets per pitch.

Electric vehicles may not be recharged on the pitch, under penalty of expulsion.

We cannot be held responsible for lack of space on the pitch.

The number of people on a pitch is limited to 6.

Pitches may be reserved from 2 p.m. and departures must be made before 12 noon.

Arrivals must be before 7pm.

At the time of booking, the deposit to be paid is 30% of the price of the stay + administration costs. Your pitch reservation becomes effective once your deposit has been accepted by the Management. Full payment must be made on arrival for all bookings.

## **b) Rental accommodation.**

All rentals are by name only and may not be transferred under any circumstances.

The rental package includes water, gas, electricity and access to reception facilities, sanitary facilities, play area and swimming pool.

Pets are allowed under certain conditions, to be agreed with the management.

Electric vehicles may not be recharged on the pitch, failing which the campsite will be evicted.

Any damaged or deteriorated object or accommodation must be reported to reception.

Accommodation is available from 4pm and must be vacated by 10am.

Arrivals must be before 7pm.

At the time of booking, the deposit to be paid is 30% of the price of the stay + administration costs.

The booking becomes effective once the Management has accepted your deposit.

Full payment must be made on arrival for all bookings.

## **2.2 Terms of payment**

Payments accepted are cash, cheque, holiday vouchers, Carte Bleu and bank transfer.

All bookings\* made less than 30 days before the arrival date must be paid in **full by credit card only**. The balance of the rental amount must be paid 30 days before the arrival date stated on the booking.

\* In agreement with the customer and the management, payment methods may differ.

## **2.3 Booking changes, cancellation and interruption of stay**

In the event of cancellation :

- up to 90 days before the date of arrival: deposit refunded, excluding administration costs.
- 90 days to 30 days before the date of arrival: deposit not refunded.
- Less than 30 days before the date of arrival: no refund.

No reduction will be made for late arrivals or early departures. Cancellation insurance is optional but recommended.

**If you take out insurance, the general terms and conditions of sale above do not apply.** You must contact Neat Assurance by e-mail at [sinistre@neat.eu](mailto:sinistre@neat.eu) to make your claim. No refund will be made by the campsite.

## **Article 3 - Course of your stay**

### **3.1 Arrivals and Departures**

Rented accommodation: arrivals from 4 p.m., departures before 10 a.m.

Pitches: arrivals from 2 p.m., departures before 12 p.m.

In the absence of a written message from the customer stating that he/she has had to postpone the date of arrival, the rental will become available 24 hours after the date stated on the rental contract and full payment for services will still be required.

### 3.2 Security deposit

For rental accommodation, a **deposit of €300** will be required when the keys are handed over and will be returned on the day of your departure, less any costs incurred in restoring the property and the value of any missing or damaged equipment (except in the case of a dispute relating to the inventory of fixtures, in which case the deposit will only be returned after a minimum period of 10 days).

Cleaning must be carried out according to the option chosen, in accordance with the cleaning sheet for the accommodation. **The cleaning option does not exclude certain tasks:** Washing and tidying the dishes, emptying the bins, emptying and defrosting the fridge, sweeping the floor, emptying the barbecue and tidying the terrace. The accommodation must be left in a clean and tidy condition.

**A charge of €100** will be levied if the accommodation is left in an unsatisfactory state of cleanliness.

You have 24 hours in which to report any shortcomings, anomalies or malfunctions to reception.

### 3.3 Departure

If you return the key to a rental accommodation after 10am or leave the pitch after 12pm, you will be charged for an additional night's stay.

The day before your departure, we ask you to inform reception of your departure time so that we can make an appointment to inspect your accommodation.

Payment for unreserved pitches must be made the day before departure.

Any request to extend your stay must be made at least 24 hours before the planned departure date.

### 3.4 Animals

Category 1 and 2 dogs are not permitted on the campsite.

### 3.5 Rules and regulations

As required by law, you must adhere to our house rules, which have been filed with the prefecture, are displayed at our reception and a copy will be given to you on request.

#### Article 4 - Liability

The campsite declines all responsibility for damage to camper-caravanners' equipment caused by their own actions. Civil liability insurance for your equipment is compulsory (FFCC, ANWB, ADAC, etc.).

The management declines all responsibility in the event of theft, fire, bad weather, etc.

#### Article 5 - Applicable law

These general terms and conditions are governed by French law and any dispute relating to their application will fall within the jurisdiction of the Tribunal de Grande Instance or the Tribunal de Commerce d'Albi.