

The Artaudois campsite is open from 30/03 to 13/10/2024

Booking request and payment of the stay

The booking becomes effective upon receipt of our booking confirmation, after payment has been received and the terms and conditions have been accepted. If the request is rejected, the payment, if it has already been deducted, will be refunded. All bookings are nominative and cannot be transferred or sublet. For any booking through our website, the validation of the general terms is equivalent to the signature of the contract. Payments by credit card and bank transfer are accepted.

► **For a booking made more than 30 days before the start date of the stay:** payment of the deposit of 30% of the amount of the stay + booking fees 10€ + optional cancellation insurance*. The deadline for payment of the balance is 30 days before arrival.

If we do not receive the balance of your stay within the deadline, the stay will be cancelled without you being able to take advantage of this cancellation and the deposit will not be refunded by our establishment.

► **For a booking made 30 days or less before the start date of the stay:** the balance of the stay is required upon request.

For all bank transfer requests, payment must be received within 5 working days. Without receipt of the payment or proof of sending within the deadline, the booking request will be automatically rejected.

For bookings made less than 15 days before arrival, payments by bank cheque, bank transfer and ANCV holiday vouchers are not accepted.

All minors must be accompanied by at least one legal guardian (father, mother or guardian).

In order to guarantee an atmosphere conducive to rest and relaxation in a friendly family spirit, the campsite is dedicated to individual stays, it reserves the right to refuse the booking(s) of one or more customers for whom the number of people staying at the campsite for the same period exceeds 12 people or 2 rentals/sites.

A group is considered to be all individuals travelling for the same reasons at the same time. Any request for a GROUP reservation must be made to the campsite on 04.94.21.72.61, the only person allowed to deal with such requests. The campsite reserves the right to study group reservation requests in advance to see if they are compatible with the campsite's occupation during the requested period. A written charter will be sent to you and must be validated by the person in charge of each accommodation/site before acceptance by the campsite.

Rental: the early arrival option (35€) must be taken out when booking. The arrival can then be organised with a handover of the keys before 1pm (according to the reception timetable). The option is free until 15/06 and from 15/09.

In high season, accommodation is rented by week from Saturday or Sunday (depending on availability). **Arrivals are from 3pm to 7pm.**

For all rentals, a security guarantee of 280€ will be required before arrival (pre-authorisation by credit card) corresponding to :
200 € for the rental equipment and the access badge.
80 € for cleaning costs.

The deposits do not exempt you from taking out civil liability and holiday insurance. For a deposit by credit card, please check with your bank that the pre-authorisation is possible.

Pets

Exotic pets and dogs of 1st and 2nd category are not allowed on the campsite. Dogs must be kept on a leash and must not constitute a nuisance for other guests (barking, etc.). Droppings must be picked up and walks outside the campsite.

If your pet (except dog 1st and 2nd category) participates in the stay, it is advisable to bring its health record (vaccinations up to date) and to indicate it at the time of your reservation (see rates).

Renting : one dog -10kg vaccinated is only allowed in some mobile homes (please consult us and see prices). It is forbidden to let it climb on the benches or beds and to leave it alone. A cleaning fee (80€) will be deducted in the event of the presence of hair or traces/odours of urine or faeces plus, if necessary, the replacement of damaged equipment.

Cancellation and modification

Any request for cancellation or modification must be made in writing, the date of sending being taken as proof.

Cancellation or modification by the customer :

Cancellation costs can be covered by the cancellation insurance* offered by the campsite.

- **More than 12 weeks (84 days) before the start of the holiday,** the campsite undertakes to reimburse the Client in full, after deduction of a flat-rate processing fee of 50€, the amount of any cancellation insurance and booking fees (10€).

- **If you cancel less than 12 weeks (83 days) before the start of your stay,** the campsite will not make any refund and will retain the full amount paid.

- **Late arrival:** in the absence of a written message (e-mail or letter) from you indicating a postponement of your arrival date, the accommodation may be available for sale again 24 hours after the arrival date mentioned on the booking confirmation, and you will consequently lose the benefit of your booking and no refund will be possible. Any interrupted or shortened stay (late arrival, early departure) due to your fault will not give rise to a refund from the campsite.

- Requests for modifications are subject to the agreement of the management: dates, size of facilities, length of stay, addition of supplements, number and change of participants. No refunds will be given, and an additional fee and 30€ modification fees may be requested depending on the case. Any additions or changes to the number of participants in the rental accommodation are subject to a supplement if they are not notified before the start day of the stay.

Cancellation on the part of the campsite: in the event of cancellation on the part of the campsite, except in cases of force majeure, the stay will be fully refunded. However, this cancellation cannot give rise to the payment of damages and interest.

***Cancellation/modification insurance Campeze Couvert Gritchen Affinity:** We offer you a paying optional cancellation and interruption insurance in your rental contract.

In the event of cancellation, you must first notify the campsite of your withdrawal in writing as soon as an event preventing your departure occurs. If the claim is covered by the general conditions (www.campez-couvert.com), notify the insurer within 48 hours and provide all the necessary information and supporting documents.

On your arrival

On arrival, please check in at the reception desk (before 7pm). **In case of late arrival, please contact 04.94.21.72.61 before 6pm.** If you do not call, arrivals will not be possible before 9am the next day.

Arrivals will not be accepted after 10pm. The management reserves the right to refuse entry to any person not registered on the booking.

An identification bracelet per person will be given to you on arrival: it must be worn throughout your stay.

If no booking has been made, the full amount of the stay must be paid on arrival. Promotions only apply to bookings.

It is possible to make a payment with ANCV holiday vouchers (nominative) on arrival or during your stay, to convert part of the sums paid by another method of payment for a fee of 10€. The amount of the reimbursement will be made within two weeks to the account you will have indicated (please provide a bank account number).

With the exception of bare pitches, it is the Client's responsibility to make an inventory of the accommodation (inventory of equipment, state of equipment and state of cleanliness) within 24 hours of arrival. Any complaint must be presented to a representative of the campsite. The latter will do his or her best to remedy the situation promptly. No complaint will be accepted after this period. Similarly, any incident that occurs during the stay must be reported to the representative of the campsite who will do his best to remedy it. **No rental will be authorised to a client who has not brought or rented sheets.**

During your stay

Water and electricity (and gas in our rentals) are included in the price.

It is up to the client to take out insurance. The camper is responsible for the surveillance of his personal objects (bicycles, etc...). The campsite declines all responsibility in case of accidents for which the camper is liable.

Access to the swimming pool: children must be accompanied by a responsible adult. In the pool, only one-piece or two-piece swimming suits are allowed, as well as briefs and boxer shorts. All other clothing is forbidden.

Any additional activity, whether free or paying, mentioned on our commercial material may, in certain circumstances beyond our control, be modified or cancelled during your stay without being able to engage our responsibility. All guests must comply with the internal regulations. Each tenant is responsible for any disturbance or nuisance caused by persons staying with or visiting him/her.

For insurance and security reasons, it is forbidden to exceed the number of occupants on each pitch or rental (depending on the accommodation). Only one vehicle per pitch is allowed on the campsite. Any additional vehicle must be reported and parked in the visitor's car park at the current rate. For insurance reasons, it is forbidden to recharge electric vehicles at the sockets of the pitches and accommodation. In the event of recharging, you will be charged 90€.

Renting: people not registered on the rental contract before the start of their stay are subject to the following additional charges.

People/night	30/03 to 5/07 01/09 to 13/10	6/07 to 31/08
People over 4-year-old	6 €	8 €
Kid 0/3-year-old	4 €	6 €

Swimming area

Only bathing suits are admitted at the swimming-pool (speedos or boxer shorts for men, one or two piece swimsuit for ladies). Every other outfit will be refused (topless, thongs, bermuda shorts, burkini, wet suits...) unless medical issues with certificate.

Kids under 10 and those unable to swim properly must come with a responsible adult.

Pets are not admitted on the aquatic area following the law.

Visitors are not admitted on the aquatic area.

On your departure

Pitch: The departure must be effective at 11 am at the latest and the pitch must be left clean. For any late departure, you may be charged an additional fee corresponding to the nightly rate in force. If you rent a fridge, it must be left defrosted, clean and in good condition. The locker key should be left to a staff member designated by the Direction (front desk staff or technician). In case of problem, whole or part of the guarantee may be cashed.

Rental: A few days before your departure, remember to make an appointment at the reception for the final check of your accommodation. The final check is carried out at the time of your departure. For guests who have subscribed to the cleaning option, they are asked to wash the dishes, put them away, empty and clean the fridge and throw away the rubbish. No complaint will be accepted from the client if the client has not expressed any reservations to a representative of the campsite or if he/she has left the campsite without carrying out a final check by the campsite representative. In case of departure outside normal hours, the campsite staff will be the sole judge of the general state and cleanliness of the accommodation, which the client accepts. If the accommodation is returned in good condition, the deposit will be closed or returned by post, at the expense of the client (stamped envelope with your name and address), as soon as possible.

After the final check, the deposit will be returned to you at the end of your stay, after deduction of the indemnities retained for any damage, cleaning not or partially carried out (cleaning costs 80€) or defects noted by the final check on departure. The withholding of the deposit does not exclude additional compensation in the event that the costs exceed the amount of the deposit.

All our accommodation is non-smoking. In the event of non-compliance with this ban (cigarette butts/ashes/odours in the accommodation), a fixed fee of 80€ will automatically be charged.

The departure must be effective at 10 am at the latest. For any delayed departure from the accommodation, you may be charged an additional day at the current nightly rate.

After returning the keys/badge, leaving the vehicle: possibility of access to the campsite's services until 7 p.m. the same day for 4€ per person. .

Violation of the terms

In the event that a resident disturbs the stay of other users or does not respect the provisions of the general conditions or the attached internal regulations, the manager or his representative may give the resident oral or written notice to cease the disturbance. In the event of serious or repeated infringement and after formal notice by the manager to comply, the latter may terminate the contract.

Moderation of reviews

The Client is informed and accepts that the reviews submitted concerning the stays may be used in promotional material. In this case, the wording of the latter may be modified for the good understanding of all. However, the positive or negative meaning will never be modified.

Image

You authorise Camping l'Artaudois, as well as any person appointed by Camping l'Artaudois, to photograph, record or film you during your stay and to use the said images, sounds, videos and recordings on all media (in particular on websites or pages - including Facebook and Instagram - on presentation and promotional media and in travel or tourist guides). This authorisation applies both to you and to the persons staying with you. Its sole purpose is to ensure the promotion and animation of the establishment and may not in any way damage your reputation. This authorisation is granted free of charge, for all countries and for a period of 5 years.

Right to withdraw from the contract

Pursuant to the provisions of Article L 221-28 12° of the French Consumer Code, the Company informs the Client 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.

On the other hand, Law n°2014-344 of 17 March 2014 gives the Client the possibility of cancelling the cancellation insurance taken out within 14 days of subscription, only if the insurance taken out covers a risk for which the Client is already insured and if he can prove this prior cover. Cancellation is only possible, however, if no cover has been taken out at the time of the cancellation request.

Information and freedom

The information you provide during your stay will not be passed on to any third party. This information will be considered by Camping l'Artaudois as confidential. It will only be used by the internal services of Camping l'Artaudois. In accordance with the French law on information technology and civil liberties of 6 January 1978, you have the right to access, rectify and oppose any personal data concerning you. To do so, simply send us a request by mail, indicating your name, first name and address:

Camping L'Artaudois
Chemin de l'Artaude
83220 LE PRADET

In accordance with Article L 612-1 of the Consumer Code, you can have free recourse to the AME Conso mediation service to which we belong by electronic means on www.mediationconso-ame.com or by post: AME Conso – 11 place Dauphine 75001 PARIS.

INTERNAL REGULATIONS FOR CAMPSITES

These rules have been drawn up under the aegis of the Ministry of Tourism, with the partnership of the Direction de la Concurrence et la Répression des Fraudes, the FFCC, representing the users and the FNHPA, representing the profession.

1°) Conditions of admission :

To be admitted to enter, settle and stay on a campsite, you must be authorised by the manager or his representative. The manager is obliged to ensure that the campsite is kept in good order and that the present internal regulations are respected. The fact of staying on the campsite implies the acceptance of the provisions of these rules and the commitment to comply with them. No one may take up residence there.

2°) Police formalities :

Minors not accompanied by a legal guardian (father/mother or guardian) are not admitted. In application of article R. 611-35 of the Code de l'Entrée et du Séjour des Etrangers et du Droit d'Asile (Code on the Entry and Stay of Foreigners and the Right to Asylum), the manager is required to have the foreign client fill in and sign an individual police form on arrival. It must mention in particular: the surname and first names; the date and place of birth; the nationality; the usual residence.

Children under 15 years of age may appear on the card of one of the parents.

3°) Installation :

The outdoor accommodation and related equipment must be installed in the location indicated in accordance with the instructions given by the manager or his representative.

4°) Reception office: Open from 9am to 12pm and from 2pm to 7pm. At the reception desk you will find all the information on the services of the campsite, information on the possibilities of refreshment, sports facilities, tourist attractions in the area and various addresses that may be useful. A system for collecting and handling complaints is available to customers.

5°) Fees :

Fees are paid at the reception desk. Their amount is displayed at the entrance to the campsite and at the reception desk. They are due according to the number of nights spent on the campsite. Camp site users are requested to inform the reception office of their departure the day before.

6°) Noise and silence :

Users of the campsite are urged to avoid any noise and discussions that might disturb their neighbours. Sound equipment must be adjusted accordingly. Doors and trunks must be closed as quietly as possible. Dogs and other animals should never be left unattended. They must not be left on the campsite, even locked up in the absence of their owners who are civilly responsible for them. There must be complete silence between 11pm and 7am.

7°) Visitors :

After having been authorised by the manager or his representative, visitors may be admitted to the campsite under the responsibility of the campers who receive them. The camper may receive one or more visitors at the reception. If these visitors are allowed to enter the campsite, the camper who receives them may be required to pay a fee, insofar as the visitor has access to the services and/or facilities of the campsite (excluding swimming pools). This fee is displayed at the entrance to the campsite and at the reception desk. Visitors' cars are not allowed on the campsite.

8°) Vehicle traffic and parking :

Inside the campsite, vehicles must drive at a speed limit of 10 km/h. Traffic is forbidden between 23.00 and 7.00. Only vehicles belonging to campers staying on the campsite may circulate on the campsite. Parking is strictly forbidden on the pitches usually occupied by the accommodation unless a parking space has been provided for this purpose. Parking must not impede traffic or prevent the installation of new arrivals.

9°) Behaviour and appearance of the installations :

Everyone is required to refrain from any action that could harm the cleanliness, hygiene and appearance of the campsite and its facilities, particularly the sanitary facilities. It is forbidden to throw waste water on the ground or into the gutters. Caravanners must empty their waste water into the facilities provided for this purpose. Household refuse, waste of any kind, papers, must be deposited in the bins. Everyone is required to refrain from any action that could harm the cleanliness, hygiene and appearance of the

campsite and its facilities, particularly the sanitary facilities. Washing is strictly forbidden outside the bins provided for this purpose. However, the hanging of laundry is tolerated until 10 a.m. on your respective pitches, provided that it is very discreet and does not disturb the neighbours. It should never be done from the trees. Plantations and floral decorations must be respected. The camper is not allowed to put nails in the trees, cut branches or make plantations. It is also forbidden to mark out the location of an installation by personal means, or to dig up the ground. Any damage to the vegetation, fences, grounds or facilities of the campsite will be charged to the person responsible. Car washing is not allowed on the campsite. The pitch used during the stay must be maintained in the same condition as the camper found it on arrival.

10°) Security

a) Fire: Open fires (wood, coal, etc.) are strictly forbidden. Stoves must be kept in good working order and not be used in dangerous conditions. In the event of fire, please notify the management immediately. Fire extinguishers can be used if necessary. A first aid kit is available at the reception desk.

b) Theft: The management is responsible for the objects deposited at the office and has a general obligation to monitor the campsite. Campers are responsible for their own facilities and must report any suspicious persons to the manager. Although security is provided, users of the campsite are advised to take the usual precautions to safeguard their equipment.

11°) Games :

No violent or disturbing games may be played in the vicinity of the facilities. The meeting room may not be used for lively games. Children must always be under the supervision of their parents.

12°) Dead garage :

Unoccupied equipment may only be left on the pitch with the agreement of the management and only in the designated area.

13°) Posting :

The present rules and regulations are displayed at the entrance to the campsite and at the reception desk. It is given to the client on request. For classified campsites, the classification category with the mention tourism or leisure and the number of tourism or leisure pitches are displayed.

14°) Infringement of the internal regulations :

In the event that a resident disturbs the stay of other users or does not respect the provisions of these rules and regulations, the manager or his representative may orally or in writing if he deems it necessary, give notice to the latter to cease the disturbance. In the event of serious or repeated infringement of the internal regulations and after formal notice from the manager to comply with them, the latter may terminate the contract. In the event of a criminal offence, the manager may call in the police.

15°) Swimming pool :

The swimming pool is not supervised. Children must be under the constant supervision of their parents and/or a responsible adult.