

Camping l'Artaudois is open from 26/03 to 9/10.

Booking request and payment

Every booking request is made by Internet or form (leaflet + stamped envelop with your name and address). Your booking will be accepted as soon as you have received our booking confirmation after your payment. In case no pitch or accommodation is available, your payment will not be taken. The booking is in your name and cannot be given or subleased. Our campsite accepts payment by bank cards, bank transfer or cash.

If you book more than 30 days before you arrive: part payment of the stay (we will contact you if you can't book online for a bank transfer or bank card payment), including 30% of the amount of the stay and the booking fees (see our prices) and cancellation insurance* (optional).

► **30 days before you arrive:** full payment of the balance.

Failing receipt of the balance in respect of the period prior to arrival and without Cancellation Insurance, the full payment is required and the reservation will be canceled and the deposit will not be refunded by us.

If you book less than 30 days before you arrive: full payment of the stay is required. Without payment, the camping will automatically cancel the booking with no refund.

No bank transfer is allowed under 15 days before arrival.

Minors must come along with their parents or guardian. Campsite l'Artaudois allows itself to deny bookings for groups (is consider by group booking, any booking for more than 1 pitch).

In order to guarantee an atmosphere conducive to rest and relaxation in the family and friendly spirit, the campsite reserves the possibility to refuse the: - bookings of a Client for which the number of people accommodated on accommodations for the same period would be more than 12 (twelve) people.

- Booking by one or more Customers over 2 Mobilhomes or Accommodations for the same period.

Is considered a group, every people moving for the same motivations on the same dates of stay. Any booking request for a GROUP must be made at the campsite on +334.94.21.72.61, the only one authorized to process these requests. The campsite reserves the right to pre-study group booking requests in order to see how compatible they are with the occupancy of the campsite over the requested period. A written charter will be communicated to you and must be validated by the person in charge of each accommodation/pitch before acceptance by the campsite.

Rental: subscription to the option « early arrival » (35€) must be made upon booking. The keys will then be handed before 1PM. This option is offered until 18/06 and from 1/09.

Pets

Unusual pets and dogs of the 1st and 2nd categories are prohibited on the campsite. Dogs must be kept on a leash and should not be a nuisance to other guests (barking...). Feces must be picked up.

Pitch: Please send us your pet's rabies vaccination certificate (up to date) if you bring it. No classified 1st and 2nd category dogs.

Rental: Dogs (1 under 10kgs) are only admitted in certain rentals (consult us or see pricelist). **Not admitted in any other accommodation.** Dogs are forbidden on the benches and beds. Any degradation noted will lead to the payment of the full cleaning deposit (80€).

Cancellation and modification

Any request for cancellation must be made in writing, date of shipment as a proof. The application fee as well as cancellation insurance cannot be refunded.

Changes of participants must be reported to us prior to arrival.

Changes on your booking may be made, these are subject to availability. An extra price may be required corresponding to new period, changes in the number of people, etc...

Cancellation due to camping: In case of cancellation due to the campsite, except in case of force majeure, the stay will be fully refunded. However, this cancellation will not result in the payment of damages.

Cancellation or modification due to the customer: Cancellation fees may be covered by the cancellation insurance proposed by the campsite. **More than 12 weeks (84 days)** before the start date of the stay, the campsite agrees to reimburse the Customer the full amount paid, net of

the flat rate processing fee of 50 euros, the amount of cancellation insurance if subscribed and administrative fees (10 euros).

Less than 12 weeks (83 days) before the start date of the stay, no refund will be made by the campsite who will keep the full amount paid.

In case of cancellation before the start of the stay on the part of the camper for one of **the following reasons (preventing the stay):**

- Closing borders
- Administrative closure of the campsite
- Quarantine on the customer's arrival or return to his country
- Limited travel to a number of kilometres that does not allow you to come to the campsite
- Contamination by Covid-19 of one of the declared participants of the stay (medical proof)

A voucher, corresponding to the full amount paid, valid for two years, will be issued by the campsite. If the customer refuses this voucher, he will be reimbursed, upon written request, of the corresponding amount.

In the absence of a written message (email or Post mail) 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 therefore lose the benefit of your booking and no refund will be possible.. Any stay interrupted, or abbreviated (late arrival, early departure) of your fact will not give right to a refund.

Gritchen Affinity Campeze Couvert Cancellation Insurance: we propose optional Cancellation and Interruption insurance in your rental agreement.

In case of cancellation, **notify the campsite of your cancellation as soon as an event occurs preventing your departure** in writing. If the loss is provided under the general terms (www.campez-couvert.com) notify the insurer within 48 hours and provide all necessary information and supporting documents.

When you arrive

Please, the check in has to be made at the reception during the opening hours until 7 P.M. **In case you arrive late, please contact the reception on +33 (0)4.94.21.72.71. before 6PM.** If no contact is made, arrival won't be possible before the following day at 9 AM.

Arrivals are impossible past 10PM. The reception may not accept people if they were not mentioned at the reservation.

One mandatory wristband by person will be given, please wear it during your whole stay. If you didn't book, full payment will be asked upon arrival.

Rental: During season and high season, the mobile home and tent rental week is from Saturday to Saturday or Sunday to Sunday (if available). During low and mid-season, a minimum rental of 2 nights is possible. **Regular arrivals are from 3PM.**

If you subscribed "early arrival" option, you are guaranteed the key will be handed over before 1PM.

A guarantee of 280 will be requested (bank card or cash) before keys are given corresponding to :

- €200 for the material and access card.
- € 80 cleaning fees.

Please check beforehand your bank card can be used for pre-authorisation (Visa/Mastercard). No key will be given without deposit. A liability and holiday insurance (covering damages to the accommodation) is mandatory.

With the exception of pitches, it is up to the Customer to take inventory of the premises (inventory of equipment, condition of equipment and state of cleanliness) of the Accommodation within 24 hours of its arrival. Any complaint must be submitted to a campground representative. The latter will do its best to remedy it quickly. No claims will be admitted after this period. Similarly, any incident that occurs during the stay should be reported to the representative of the Camping who will do its best to

remedy them. **No rental will be allowed to a customer who has not brought sheets.**

During your stay

Water and electricity (and gas for rental) are included. A liability insurance is required.

Swimming-pool : kids must come with a responsible grownup. For women, a one-piece or two-piece swimsuit is required. For men, a briefsuit or boxer is required. No other cloth will be accepted : shorts, bermuda shorts or burkinis are forbidden.

Every activity, free or paying, mentioned on our commercial medium can, under circumstances beyond our control, be modified or cancelled during your stay. Our responsibility may not be engaged in such cases.

In case deteriorations should be noticed, it would be at your charge with instant payment, it can exceed the deposit in case of big damages. Every holidaymaker has the obligation to respect and to have the campsite code respected by his other people.

The whole of facilities and tranquility after 11 P.M. should be respected. Every violation to these dispositions will lead to an earlier departure with full payment of the stay.

Every visitor must be registered to the reception and pay for the corresponding price and wear their visitor wristband. The campsite could not be held responsible for loss and theft of personal goods, wounds and injuries which could happen to holidaymakers or their goods. **For insurance and security reasons, it is forbidden to exceed the**

allowed number of occupants on each pitch or rental (see accommodation). Each extra vehicle must be signaled at the arrival later for giving out a parking spot in exchange for payment (see prices). Visitors are not admitted to the swimming-pool and must leave the campsite before 11PM. **People not mentioned on the contract before arrival date will be charged with the current extra price** (3€ by people over 7 and 2€ for kids 2/6 in low season, 5€ by people over 7 and 3€ for kids 2/6 during season).

When you leave

Pitch: Leaving must be before 11AM and the pitch should be left clean with no garbage or personal items on it. For each delayed departure, extra fees will be charged, following the current pricelist for one night. For fridge rental: fridge must be stopped, cleaned and unfrozen.

Rental: Few days before you leave, please make an appointment at the reception for the outgoing inventory. The exit inventory is carried out at the time of your departure. For guests with the cleaning option, it is required to clean and put the dishes in order and to take out the trash. No dispute will be allowed on the part of the Customer if the Customer has not expressed reservations to a representative of the Campsite or if he has left the campsite without carrying out an exit inventory verified by the representative of the campsite. In case of departure outside normal hours, the camping staff will be the sole judge of the general condition and cleanliness of the Mobil-home which the Customer accepts. If the rental is returned in good condition, the deposit will be returned if necessary by Post, at the customer's expense (envelope stamped with your names and addresses), as soon as possible.

After the inventory, the deposit will be returned to you net of the allowances withheld for any damage, non-or partial cleaning (cleaning costs 80 euros) or defects found by the exit inventory. The withholding of the deposit does not exclude additional compensation in the event that the costs exceed the amount of the deposit.

Smoking is prohibited in rentals. In case of disrespect of this prohibition (smell/butt/ash in the rental), additional costs of 80€ will be automatically taken.

The departure must be effective at 10 a.m. at the latest. For any delayed departure, you may be charged an additional day at the prevailing overnight price.

After the car exit, the key and access card are given back : possibility of using the pool the same day from 10 till 6PM for 15€.

Use of reviews

The Customer is informed and accepts that reviews filed regarding stays can be used on promotional materials. In this case, the drafting of these can be modified for the proper understanding of all. On the other hand, the positive or negative meaning will never be changed.

Image

You allow the Artaudois campsite, as well as anyone designated by the Artaudois campsite, to photograph you, register or film you during your stay and to exploit the so-called images, sounds, videos and recordings on all media (especially on websites or web pages - including Facebook and Instagram - on presentation and promotional materials and on travel or tourist guides). This permission applies to you as well as to the people

staying with you. Its sole purpose is to promote and facilitate the Camping and will not in any way damage your reputation. This authorization is granted free of charge, for all countries and for a period of 5 years.

Right of retraction

Under the provisions of Article L 221-28 12, the Company informs the Customer that the sale of accommodation services provided on a specified date, or on a specified periodicity, is not subject to the provisions relating to the 14-day withdrawal period.

On the other hand, Law No. 2014-344 of March 17, 2014 gives the Customer the option to terminate the cancellation insurance taken out within 14 days of underwriting, only if the insurance taken out covers a risk for which the Customer is already insured and if he justifies this previous guarantee. However, termination is only possible if no guarantee has been implemented on the day of the termination request.

Freedom of information act

Information referring to you will only be used by Camping L'Artaudois. It is confidential and will not be transmitted to other people. Under articles 38 to 40 of the French freedom of information act of January 6th 1978, you are entitled to access any information referring to you. If you want to modify, edit or delete it, you can contact us at:

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

In the event of a dispute between the professional and the consumer, the latter will endeavor to find an amicable solution.

In the absence of an amicable agreement, the consumer has the possibility to refer free of charge to the consumer mediator to which the professional belongs, namely the Association of European Mediators (AME CONSO), within one year of the complaint. written to the professional. Referral to the consumer mediator must be made: - either by completing the form provided for this purpose on the AME CONSO website: www.mediationconso-ame.com; - or by letter addressed to AME CONSO, 11 Place Dauphine - 75001 PARIS.

RULES OF PROCEDURE OF THE CAMPSITE

This regulation was established under the Ministry of Tourism, with the partnership of the Department of Competition and Repression of Fraud, the FFCC, representing users, FNHPA and representing the professionals

1°) Admission requirements:

To be eligible to enter, settle and stay in a campground, there must have been authorized by the Manager or his representative. It has an obligation to ensure the proper conduct and good order of the campground and the respect of the application of these rules. The fact of staying on the campsite implies acceptance of these rules and the commitment to comply

2°) Police formalities:

Any person wishing to stay at least one night in the campground must first submit to the Manager or his representative his identity documents and complete the formalities required by the police. Unaccompanied minors with their parents will be allowed with written permission from them and under the parents' responsibility.

3°) Equipment:

Tent or caravan and its equipment must be installed at the pitch indicated in accordance with the instructions given by the manager or his representative.

4°) Front Desk: Open from 9am to 12pm and from 2pm to 7pm.

At the reception desk, you will find all information on services campground, information on opportunities supplies, sporting facilities, tourist attractions in the area and various addresses that may be useful. A complaints book or a special box to receive claims is made available to users. Claims will be considered only if they are signed, dated, and as accurate as possible relating to relatively recent

5°) The bill payment:

Bills are paid at the reception desk. The amount is subject to a display at the entrance to the campground and desk. They are due to the number of nights spent in the field. The users of the campground are requested to inform the reception desk of their departure from the day one. Campers intending to leave before the opening reception desk must perform before paying their bills.

6°) Noise and silence:

The users of the campground are urged to avoid any noise that might disturb their neighbors. Sound equipment must be adjusted accordingly. Car doors and car trunk should be as unobtrusive as possible. Dogs and other animals should never be left at liberty. They should not be left at the campsite, even locked in the absence of their owners who are civilly liable. Silence must be total between 10pm and 7am.

7°) Visitors :

After have been authorized by the Manager or his representative, visitors may be admitted to the campground under the responsibility of the campers who receive them. Campers may receive one or visitors at the reception. If these visitors are allowed to enter the campground, the camper who receives may be required to pay a fee, to the extent that the visitor has access to services and / or facilities of the campsite. This fee is subject to a display at the entrance to the campground and desk. The cars of visitors are not allowed in the campsite.

8°) Traffic and parking:

Within the campground, the vehicles must travel at a speed limit of 10 km / h. Traffic is prohibited between 11pm and 7am. May circulate in the campsite that vehicles belonging to campers staying. The parking prohibited on sites usually occupied by camping shelters should not further impede the flow or prevent installation of newcomers.

9°) Appearance and maintenance of Equipment:

Everyone is obliged to refrain from any action that might affect the cleanliness, hygiene and appearance of the campground. It is forbidden to throw waste on the ground or in the gutters. The "Caravan" must empty their wastewater facilities provided for this purpose. Garbage, waste of any nature, papers must be filed in the trash. Everyone is obliged to refrain from any action that might affect the cleanliness, hygiene and appearance of the campground and its facilities, including health. Washing is strictly forbidden outside bins provided for this purpose. However, the spreading of the machine is not allowed up to 10 am on our pitch, but has to be inconspicuous and does not disturb the neighbors. It should never be made from trees. Plantations and flowers must be respected. It is forbidden to camper nails into trees, cut branches, to plantations. It is not permissible to define the pitch of a facility by means of personal or digging. Any damage to the vegetation,

fences, land or facilities of the campsite will be borne by the author. Car washing is not allowed on the campground. The site that has been used during the stay must be maintained in the state in which the camper found his entry into the premises.

10°) Safety

a) Fire: Open fires (wood, coal, etc.) Are strictly prohibited. Stoves must be maintained in good condition and not be used in hazardous conditions. In case of fire immediately notify management.

Extinguishers can be used if necessary. A kit first aid is at the front desk.

b) Robberies: Management is responsible for objects left at the office and a general obligation to monitor the campground. The camper is responsible for its own facility must notify the responsible and the presence of any suspicious persons. While guarding is provided, users campground are invited to take the usual precautions to safeguard their equipment.

11°) Games :

No play violent or disturbing can be arranged near the facilities. The meeting room cannot be used for physical games. Children should always be supervised by their parents.

12°) Winter gardening:

It cannot be left unoccupied equipment on the ground, after management approval and only to the specified location.

13 °) Breach of Rules:

In cases where a resident disturbs the stay of other users or does not comply with the provisions of these rules, the manager or his representative may orally or in writing, if deemed necessary, to instruct it to stop the unrest. In case of serious or repeated breach of the rules of procedure and after notice by the Manager to comply, it may terminate the contract. If a criminal offense, the manager may call the police.

14 °) Pool

Swimming is unsupervised. Swimming children must be under the constant supervision of parents and / or a responsible adult.

15°) Display :

The present rules are posted at the entrance to the campground and desk. It is given to the customer upon request.