

General terms and conditions of sale 2025

L'Artaudois campsite is open from 01/04 to 30/09.

Booking a stay on a pitch or in a mobile home implies acceptance of the general terms and conditions of sale by the contracting parties and is subject to approval by the campsite. We offer family-oriented holidays and our accommodation are designed for this purpose to ensure the peace and quiet of families. Groups are not accepted. The campsite reserves the right to refuse any booking which is contrary to these principles, or which seeks to circumvent them, and any booking from a customer with whom there is a previous dispute.

The person making the booking must be at least 18 years old, be legally capable of entering into a contract in accordance with these terms and conditions and guarantee the truthfulness and accuracy of the information provided. For obvious safety reasons, **minors who are not accompanied by their legal guardian are not admitted.** Our campsite is not authorised under decree no. 2000 2-883 of 3 May 2002 on the protection of minors during school holidays and leisure activities to provide group or individual holidays away from the family home for minors under the age of 18 who are not accompanied by their legal guardians.

In the event of a pandemic, special measures may be adopted in accordance with government directives.

Double-axle caravans or trailers, boats or boat trailers are strictly forbidden on the campsite. If not specified when booking, they will be refused on arrival.

These terms and conditions are deemed to have been accepted by their approval when you make your reservation via the Internet or by their signed and dated return, which validates the reservation request by phone.

Booking request and payment

The booking becomes effective on receipt of the booking confirmation from SARL L'Artaudois, after payment has been received and the general terms and conditions have been accepted. If the request is rejected, the payment, if it has already been debited, will be refunded. All bookings are non-transferable. We do not accept cheques.

The price is that fixed on the day the option or reservation is made, taking into account the VAT in force. Any change in the legal rate will be reflected in the price to be paid;

Stays will be invoiced on the basis of the rates in force on the day of booking, subject to availability. Offers and promotions are non-retroactive and cannot be combined. Our prices do not include: additional vehicles or persons, pets, trailers, cancellation insurance, administration fees, eco participation and tourist tax (which may be subject to change depending on the authorities' decisions).

For any booking request by bank transfer, payment must be received within 72 hours. For all ANCV or bank transfers, proof of deposit by recorded delivery or an email confirming the bank transfer must be sent by email to info@artaudois.fr within 48 hours. Without receipt of payment or proof of dispatch within the time limit, the booking request will be automatically refused.

► **For bookings made more than 30 days before the start date of the holiday:** payment of the deposit of 30% of the cost of the holiday + booking fees €15 + optional cancellation insurance. The deadline for payment of the balance is 30 days before arrival.

If you fail to pay 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 reimbursed by our establishment.

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

For bookings made less than 15 days before arrival, only payments by credit card or bank transfer are accepted. For bookings made within 7 days of arrival, only credit card payments are accepted.

The "small tent" tariff pitches are limited to a selection of pitches in limited quantities. In the event of unavailability, they cannot be replaced by tent or caravan pitches.

All bookings are valid for one family and one pitch only (tent or caravan + awning or camper van) with the possibility of a single supplement for a 2nd tent of 3mx3m (except for small tent pitches limited to a maximum of one tent of 2x2m). We cannot accept caravans longer than 7m or motorhomes or tents longer than 7.5m. It is forbidden to install a swimming pool, jacuzzi, boat or any other installation on the pitch. Only a motorbike, a car not exceeding 5m or a trailer will be permitted.

Rental: the early arrival option (€35) must be taken out when booking. Arrival can then be arranged with keys handed over before 1pm (depending on reception opening hours, closed in low season from 12pm to 2pm).

In high season, accommodation is rented for a minimum of one week on Saturday or Sunday (subject to availability). **Arrivals from 3pm to 7pm.**

For all rentals, a guarantee deposit of €300 will be required **prior to arrival** (un-cashed cheque or pre-authorised remote credit card payment):

- 200 for rental equipment and access badge.
- 100 cleaning fee.

The deposit does not exempt you from taking out civil liability and holiday insurance. For pre-authorisation by credit card, please check with your bank that pre-authorisation is accepted and the terms and conditions (mention of a debit on the accounts, deferred credit for 30 days, etc.).

Animals

NAC and category dogs are not permitted on the campsite. Dogs must be kept on a leash and must not constitute a nuisance for other guests.

If your pet is taking part in the holiday, you will need to bring an up-to-date pet health record with you and indicate this when you make your booking (see prices).

Rental: Two dogs (under 10kg and vaccinated) are only allowed in certain mobile homes (please contact us for prices). It is forbidden to let them climb on the benches or beds and to leave them alone. A cleaning charge (ranging from €50 to €120) will be deducted in the event of the presence of hair or traces/odours of urine or faeces, plus, where applicable, the replacement of damaged equipment.

Cancellations and amendments

Any request for cancellation or modification must be made in writing, the date of sending being taken as proof, addressed to the campsite. It is possible to take out holiday cancellation or interruption insurance with an independent insurance company (Neat camping), a partner of the campsite, by paying the premium indicated on the rental contract (2.9% of the total cost of the holiday). This insurance must be taken out at the same time as the booking. It is non-refundable in the event of cancellation.

Cancellation or modification by the customer : Cancellation costs may be covered by the cancellation insurance* offered by the campsite.

- More than 12 weeks (84 days) before the start date of the holiday, the campsite undertakes to reimburse the Customer all sums paid, less a flat-rate processing fee of €50, the amount of any insurance and any administration costs (€15).
- Less than 12 weeks (83 days) before the start of the holiday, no refund will be made by the campsite, which will retain all sums paid.
- Late arrival: in the absence of a written message (e-mail or letter) from you indicating a postponement of your arrival, the accommodation may become available for sale again 24 hours after the arrival date mentioned on the booking confirmation, and

Date + Approval + signature :

you will consequently lose the benefit of your booking and no refund will be possible. Any stay interrupted or shortened (late arrival, early departure) due to your fault will not give rise to a refund from the campsite.

- Requests for changes subject to Management approval: dates (current year), size of facilities, length of stay, addition of supplements, number and change of participants. No refund will be given for a shorter stay or a change of category at a lower rate. A supplement may be requested as well as a €30 change fee. Any additions or changes to the number of participants in rental accommodation will be subject to a supplement if they are not notified before the first day of the holiday.

Cancellation by the campsite: In the event of cancellation by the campsite, except in cases of force majeure, the stay will be refunded in full. This cancellation cannot give rise to the payment of damages.

When you arrive

On arrival, check in at reception (before 7pm). **If you are arriving late, please call +33 (0)4.94.21.72.61 before 6pm.** If you do not call, arrivals will not be possible before 9am the following day, and you will not be entitled to a refund. Arrivals will not be accepted after 10pm. The management reserves the right to refuse entry to anyone not registered on the booking. One identification bracelet per person will be given to you on arrival: it is compulsory for the duration of your stay. If no reservation has been made, the full cost of the stay must be paid on arrival. Promotions are subject to reservation. It is possible to make a payment in ANCV holiday vouchers (nominative) on arrival or during your stay at the latest, to convert part of the sums paid by another method of payment for a fee of €10. The amount will be refunded within two weeks to the account you provide (please provide a bank details form). With the exception of bare pitches, it is the Customer'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 operating Company. The latter will do his or her best to remedy the situation as quickly as possible. No complaint will be accepted after this deadline. Similarly, any incident occurring during the stay must be reported to the representative of the operating company, who will do his or her best to remedy the situation. **No hire will be authorised to a customer who has not brought or hired sheets.**

During your stay

Water and electricity (and gas in our rentals) are included in the price. It is the customer's responsibility to take out insurance. Campers are responsible for looking after their personal belongings. The campsite declines all responsibility in the event of accidents for which the camper is liable. Any ancillary activities, whether free or chargeable, mentioned in our marketing material may, in certain circumstances beyond our control, be modified or cancelled during your stay without our liability. All guests must comply with the house rules. Each tenant is responsible for any disturbance or nuisance caused by persons staying with him or visiting him. **For insurance and safety reasons, it is forbidden to exceed the number of occupants (even babies) on each pitch or rental accommodation.** Any overcrowding will lead to refusal of the booking request or immediate expulsion from the campsite. Our technical teams are authorised to enter your rental property in your absence if any work is required. Only one vehicle per pitch is permitted on the campsite. Any additional vehicle must be reported and parked in the visitor car park at the current rate. **It is forbidden to recharge electric vehicles at the sockets on pitches and accommodation** for insurance and fire risk reasons. A charge of €90 will be made for any recharging. The use of charcoal barbecues is prohibited.

Rentals: people who have not signed the rental contract before the start of their stay are subject to a supplement below.

Person/night	01/04 to 04/07 31/08 to 30/09	5/07 to 30/08
People aged 4 and over	7 €	10 €
Children 0/3 years	4,5 €	7,5 €

Visitors are admitted on condition that they are welcomed by their host at the reception desk and entered in the visitors' register. They will be given a visitor's wristband and a ticket to affix to the vehicle windscreen. Visits of more than 2 hours are subject to the current visitor tariff. Their vehicle must be parked in the visitor car park or outside the campsite. Visiting hours are between 9am and 11pm maximum. Any visitor who enters the campsite illegally, is not wearing their wristband or has not made themselves known at reception will be excluded from the campsite. Visitors are not allowed in the aquatic area. Visitors' pets must be kept on a leash, their faeces collected and they must not get into the accommodation or cause a nuisance to campsite guests.

Aquatic area

Open from 1 May to 30 September. Opening times vary according to the season. Children of all ages must be accompanied by a responsible adult and are under their sole responsibility. Children who do not know how to swim must be equipped with a safety device (life jacket/flotation devices). Animals are not allowed in the aquatic area, in accordance with legislation. The pool area is reserved for campsite guests only. Wristbands are compulsory. All offenders will be expelled. In accordance with legislation and hygiene regulations, **swimwear must be worn inside the water park.** Only boxer shorts, swimming trunks, one-piece and two-piece swimming costumes are permitted. **All other clothing is forbidden (swimming shorts, covering swimwear, swimming dresses, tankinis, etc.).** **Appropriate nappies are compulsory for children under 3.** Food, cigarettes and vaporisers are prohibited. Visitors are not allowed in or around the pools. The pool's house rules are displayed in the pool area. Failure to comply will result in suspension of access to the aquatic area.

Restaurant

Open from 1 May to 30 September. Outside July and August, the restaurant is closed one day a week. Operating hours may be adjusted by the Management according to the number of customers.

When you leave

Pitches: Departure must be by 11am at the latest and the pitch must be left clean. For any late departure, you may be charged an additional fee corresponding to the current nightly rate. If a fridge is hired, it must be left defrosted, clean and in good condition. The padlock key must be returned to a person designated by the management (reception or technical staff). In the event of default, all or part of the security deposit may be cashed. **Rental:** **A few days before your departure, remember to make an appointment at reception for the inventory of fixtures and fittings.** The inventory of fixtures at the end of your stay is carried out at the time of your departure. Guests who have taken out the housekeeping option are asked to wash and put away the dishes, empty and clean the fridge and dispose of the rubbish. No complaint will be accepted from the customer if the customer has not expressed any reservations to a representative of the operating company or if the customer has left the campsite without carrying out an inventory of fixtures checked by the campsite representative. In the event of departure outside normal hours, the campsite staff will be the sole judge of the general state and cleanliness of the accommodation, which the customer accepts. If the accommodation is returned in good condition, the deposit will be refunded as soon as possible by

Date + Approval + signature :

post, at the Customer's expense (stamped envelope with your name and address).

After an inventory of fixtures, the deposit will be returned to you at the end of your stay, less any compensation deducted for any damage, cleaning that has not been carried out or has been only partially carried out (cleaning costs may range from €50 to €120) or defects noted in the inventory of fixtures at the end of your stay. The withholding of the deposit does not preclude additional compensation if 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/odour in the accommodation), a fee of €50 will automatically be charged.

Check-out time is 10 a.m. If you leave your accommodation late, you will be charged for an extra day at the current nightly rate.

After returning the keys/badge and parking the vehicle on the entrance car park: you can use the campsite services until 7pm on the same day for €5 per person.

Non-compliance with general terms and conditions of sale

In the event of a customer disrupting the stay of other users or failing to comply with the provisions of the general terms and conditions or the attached house rules, the manager or his representative may give the customer formal notice, orally or in writing if he deems it necessary, to cease the disturbance. In the event of a serious or repeated breach, and after the manager has served formal notice to comply, the contract may be terminated.

Opinion moderation

The Customer is hereby informed and accepts that the reviews submitted concerning the holidays may be used for promotional purposes. 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, and 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 any medium (in particular on websites or web pages - including Facebook and Instagram - on presentation and promotional media and in travel or tourist guides). This authorisation applies both to you and to persons staying with you. Its sole purpose is to promote and animate the establishment and may in no way damage your reputation. This authorisation is granted free of charge, for all countries and for a period of 5 years.

Hygiene

Household waste must be deposited in the appropriate containers. Sorting is proposed. Everyone is required to refrain from any action that could damage the cleanliness, hygiene and appearance of the campsite and its facilities, particularly the sanitary facilities.

Dogs must be walked outside the campsite premises and their faeces must be collected.

Insects and other animals are part of life on the campsite. The Management cannot be held responsible for their movements around the campsite.

Right of withdrawal

Pursuant to the provisions of article L 221-28 12° of the French Consumer Code, the Company hereby informs the Customer 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 cooling-off period.

On the other hand, Law no. 2014-344 of 17 March 2014 allows the Customer to cancel the cancellation insurance taken out within 14 days of taking out the policy, only if the insurance taken out covers a risk for which the Customer is already insured and if the Customer can provide proof of this prior cover. Cancellation is only possible, however, if no cover has been taken out by the date of the cancellation request.

Information technology and freedom

The information you give us during your stay will not be passed on to any third party. This information is considered confidential. It will only be used by the services of Camping l'Artaudois. In accordance with the French Data Protection Act of 6 January 1978, you have the right to access, rectify and object to your personal data. To do so, simply send us a request by post or email, stating your full name and address:

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

In the event of a dispute with our establishment and if you are not satisfied with the response, you may refer the matter to the AME CONSO Mediation Centre, after a period of one month following the sending of this notice in writing (registered letter) to the campsite's customer service department. To do this, you must file a complaint online at the following website: www.mediationconso-ame.com or by post: AME Conso - 11 place Dauphine 75001 PARIS.

Date + Approval + signature :

RULES OF PROCEDURE FOR CAMPSITES

These regulations 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 and the FFCC, representing users, and the FNHPA, representing the profession.

1°) Admission requirements :

To be allowed to enter, set up and stay on a campsite, you must have been authorised to do so by the manager or his representative. It is the manager's duty to ensure that the campsite is kept in good order and that these internal regulations are complied with. Staying on the campsite implies acceptance of the provisions of these rules and a commitment to comply with them. No-one may take up residence on the campsite.

2°) Police formalities :

Minors who are not accompanied by a legal guardian (father, mother or tutor) are not admitted. Pursuant to 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 Residence of Foreigners and the Right of Asylum), the manager is required to have foreign customers complete and sign an individual police form on arrival. This must include the following information: surname and first names; date and place of birth; nationality; usual place of residence.

Children under the age of 15 may appear on the registration form of one of the parents.

3°) Installation :

The outdoor accommodation and associated equipment must be installed on the specified site in accordance with the instructions given by the manager or his representative.

4°) Reception desk: Open from 9am to 12pm and from 2pm to 7pm.

At the reception desk you will find all the information you need about the campsite's services, refreshment facilities, sports facilities, tourist attractions in the surrounding area and other useful addresses. A system for collecting and dealing with complaints is available to customers.

5°) Royalties:

Fees are paid at the reception desk. Charges are displayed at the entrance to the campsite and at the reception desk. They are payable according to the number of nights spent on the campsite. Campsite users are asked 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 or discussion that might disturb their neighbours. Sound equipment should be adjusted accordingly. Door and boot locks must be as discreet as possible. Dogs and other animals must never be allowed to run at large. 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 11 p.m. and 7 a.m.

7°) Visitors :

After having been authorised by the manager or his representative, visitors may be admitted to the campsite (excluding the aquatic area) under the responsibility of the campers receiving them. Campers may receive one or more visitors at 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 travel at **a speed limit of 10 km/h**. Traffic is prohibited between 11 p.m. and 7 a.m. Only vehicles belonging to campers staying at the campsite may circulate within the campsite. Parking is strictly prohibited on pitches usually occupied by accommodation unless a parking space has been provided for this purpose. Parking must not impede traffic or prevent new arrivals from settling in.

9°) Maintenance and appearance of facilities :

Everyone is required to refrain from any action that could damage the cleanliness, hygiene and appearance of the campsite and its facilities, particularly the sanitary facilities.

It is forbidden to dispose of waste water on the ground or in the gutters. Caravanners must empty their waste water into the facilities provided for this purpose. Household waste, rubbish of any kind and paper must be placed in the rubbish bins. Everyone is required to refrain from any action that could damage the cleanliness, hygiene and appearance of the campsite and its facilities, particularly sanitary facilities. Washing is strictly forbidden outside

the bins provided for this purpose. However, the hanging out of washing is tolerated until 10 a.m. on your respective pitches, provided that it is very discreet and does not disturb the neighbours. It must never be hung from trees. Plantations and floral decorations must be respected. Campers are not permitted to drive nails into trees, cut branches or plant trees. Nor is it permitted to demarcate the site of an installation by personal means, or to dig up the ground. Any damage to vegetation, fences, the campsite grounds or facilities will be charged to the person responsible. Car washing is prohibited on the campsite. The pitch used during the stay must be maintained in the same condition as the camper found it on arrival.

10°) Safety

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

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

11°) Games :

No violent or disruptive games may be played in the vicinity of the facilities. The meeting room may not be used for boisterous games. Children must always be supervised by their parents.

12°) Dead garage :

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

13°) Display:

These rules and regulations are displayed at the entrance to the campsite and at the reception desk. They will be given to customers on request. For classified campsites, the classification category and the number of tourism or leisure pitches are displayed.

14°) Infringement of the internal rules :

In the event of a resident disrupting the stay of other users or failing to comply with the provisions of these house rules, the manager or his representative may, orally or in writing if he deems it necessary, give the resident formal notice to cease the disturbance. In the event of a serious or repeated breach of the internal rules, and after formal notice has been given by the manager to comply, the latter may terminate the contract. In the event of a criminal offence, the manager may call in the police.

15°) Swimming pool :

Swimming is unsupervised. Children must be supervised at all times by their parents and/or a responsible adult.

Date + Approval + signature :