

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 acceptance by the campsite. We offer family-oriented stays and our accommodation is designed for this purpose in order to ensure peace and quiet for families. Groups are not accepted. The campsite reserves the right to refuse any booking that contravenes these principles or seeks to circumvent them, as well as any booking from a customer with whom there is a previous dispute.

The person making the booking must be at least 18 years of age, 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 unaccompanied by their legal guardian are not admitted.** Our campsite is not authorised, within the meaning of 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 stays outside 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 guidelines.

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

These terms and conditions are deemed to have been accepted by their approval when you make your booking online or by their dated and signed return, which validates the booking request made by telephone.

Booking request and payment for your stay

The booking becomes effective upon receipt of the booking confirmation from SARL l'Artaudois, after receipt of payment and acceptance of the general terms and conditions. If the request is rejected, the payment, if already debited, will be refunded. All bookings are nominative and cannot be transferred. We do not accept cheques.

The price is that agreed on the day the option or booking 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, booking fees, eco-participation and tourist tax (this may change depending on decisions made by the authorities).

For all booking requests made by bank transfer, payment must be received within 72 hours. For all ANCV or bank transfer payments, proof of deposit by registered post or an email confirming the transfer from the bank must be sent by email to toinfo@artaudois.fr within 48 hours. If payment or proof of payment is not received within the specified time frame, the booking request will be automatically refused.

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

If the balance for your stay is not paid by the deadline, the stay will be cancelled without you being able to claim for this cancellation and the deposit will not be refunded by our establishment.

► **For bookings made 30 days or less before the start of the stay:** the balance of the stay is required at the time of booking.

For bookings made less than 15 days before arrival, only payments by credit card or bank transfer are accepted. Less than 7 days before arrival, only payments by credit card, instant bank transfer and ANCV Connect are accepted.

"Small tent" pitches are limited to a selection of pitches in limited numbers. If unavailable, they cannot be substituted for tent or caravan pitches.

All bookings are valid for one family and one single unit (tent or caravan + awning or motorhome) with the option of a single supplement for a second 3m x 3m tent (except for small tent pitches, which are limited to a maximum tent size of 2m x 2m). 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 facility on the pitch. Only a motorbike, a car not exceeding 5m or a trailer will be allowed.

Rental: the early arrival option (£35) must be purchased at the time of booking. Arrival can then be arranged with keys handed over before 1 p.m.

(depending on reception opening hours, closed in low season from 12 p.m. to 2 p.m.).

In high season, accommodation is rented on a weekly basis from Saturday or Sunday (subject to availability). **Arrivals are from 3pm to 7pm.**

For all rentals, a security deposit of €300 will be required **before arrival** (uncashed cheque or remote credit card pre-authorisation) corresponding to:

- €200 for rental equipment and access badge.
- €100 for cleaning costs.

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

Promotional offers

Offers are valid subject to availability.

In the event of a modification or partial cancellation of the stay resulting in non-compliance with the specific conditions of the offer (minimum duration, dates, or other conditions), the discount will no longer be applicable and the amount of the benefit initially granted will be reintegrated into the price of the stay.

Offers are non-retroactive, non-refundable and cannot be combined with other current promotions, discounts or discount codes.

Animals

Exotic pets and certain categories of dogs are not allowed on the campsite. Dogs must be kept on a leash and must not cause a nuisance to other guests. If your pet is staying with you, you must bring its up-to-date health record and indicate this when making your booking (see prices).

Rental: Two dogs weighing less than 10 kg and vaccinated are only allowed in certain mobile homes (please consult us and see prices). They are not allowed on the benches or beds and must not be left alone. A cleaning fee (ranging from €50 to €120) will be deducted in the event of hair or traces/smells of urine or faeces, plus the cost of replacing any damaged equipment, if applicable.

Cancellation and modification

All requests for cancellation or modification must be made in writing, dated and sent to the campsite. It is possible to take out cancellation or interruption of stay insurance with an independent insurance company (Neat Camping) that is a partner of the campsite by paying the premium indicated on the rental contract (2.9% of the total cost of the stay). 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 fees may be covered by the cancellation insurance* offered by the campsite.

- More than 12 weeks (84 days) before the start of the stay, the campsite undertakes to refund the Customer the full amount paid, less a flat-rate processing fee of £50, any insurance costs and any administrative fees (£15).
- Less than 12 weeks (83 days) before the start of the stay, no refund will be made by the campsite, which will retain all sums paid.
- Late arrival: in the absence of a written message (email or letter) from you indicating a delay in your arrival, the accommodation may be made 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. No refund will be given by the campsite for any interrupted or shortened stay (late arrival, early departure) on your part.
- Requests for changes are subject to management approval: dates (current year), size of facilities, length of stay, addition of extras, number and change of participants. No refund will be granted in the event of a reduction in the length of stay or a change to a lower price category; an additional charge may be applied, as well as a £30 amendment fee. Additions or changes to the number of participants in rental accommodation are subject to a surcharge if they are not notified before the first day of the stay.

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

On arrival

On arrival, please report to reception (before 7pm) to check in. **In the event of late arrival, please call 04.94.21.72.61 before 6pm.** If you do not call, you will not be able to arrive before 9am the following morning and will not be entitled to a refund.

Date + Approved + Signature:

Arrivals will not be accepted after 10 p.m. Management reserves the right to refuse entry to anyone not listed on the reservation.

An identification wristband will be provided to each person upon arrival: it must be worn throughout your stay.

If you do not have a reservation, the entire stay must be paid for upon arrival. Promotions only apply to reservations.

It is possible to pay by ANCV holiday vouchers (in your name) on arrival or during your stay at the latest, to convert part of the amount paid by another method of payment, subject to a £10 fee. The refund will be made within a fortnight to the account you have specified (please provide your bank details).

With the exception of bare pitches, it is the Customer's responsibility to carry out an inventory (inventory of equipment, condition of equipment and cleanliness) of the Accommodation within 24 hours of arrival. Any complaints must be made to a representative of the Operating Company. The latter will do its best to remedy the situation quickly. No complaints will be accepted after this period. Similarly, any incident that occurs during the stay must be reported to the representative of the operating company, who will do their best to remedy it. **No rental will be authorised for a customer who has not brought or rented sheets.**

During your stay

Water and electricity consumption (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 accepts no responsibility for accidents falling under the civil liability of the camper.

Any additional activities, whether free or paid for, mentioned in our marketing materials may, in certain circumstances beyond our control, be modified or cancelled during your stay without us being held liable.

All customers must comply with the rules and regulations. Each tenant is responsible for any disturbances or nuisances caused by people staying with them or visiting them.

For insurance and safety reasons, it is forbidden to exceed the specified number of occupants (including babies) on each pitch or in each rental accommodation. Any excess occupancy will result in the refusal of the booking request or immediate expulsion from the campsite.

Our technical teams are authorised to enter your rental accommodation in your absence if intervention is required.

Only one vehicle per pitch is permitted on the campsite. Any additional vehicles must be reported and parked in the visitor car park at the current rate. For insurance and fire safety reasons, **it is forbidden to charge electric vehicles using the sockets on the pitches and in the accommodation.** If you are found to be charging your vehicle, you will be charged £90.

The use of charcoal barbecues is prohibited. It is forbidden to install a spa/swimming pool or inflatable jacuzzi on the pitch.

Rental: persons not listed on the rental agreement before the start date of the stay are subject to the additional charge below.

Person/night	01/04 to 04/07 31/08 to 30/09	5/07 to 30/08
Person aged 4 or over	€7	€10
Children aged 0-3	€4.5	€7.5

Visitors are admitted on condition that they are welcomed by their host at the reception office and registered in the visitors' register. They will be given a visitor's wristband and a ticket to display on the windscreen of their vehicle.

Any visit lasting more than 2 hours is subject to the current visitor rate. Their vehicle must be parked in the visitor car park or outside the campsite. Visiting hours are between 9 a.m. and 11 p.m. at the latest. Any visitor who enters the campsite without authorisation, is not wearing their wristband or has not registered at reception will be asked to leave the campsite. Visitors are not allowed in the aquatic area. Visitors' pets must be kept on a leash, their waste must be collected, and they must not enter the rental accommodation or cause a nuisance to other campsite guests. To ensure the peace and comfort of all residents, gatherings on a pitch (regardless of the type of accommodation) are limited to a maximum of 10 people, including visitors.

If this number is exceeded, guests are invited to use the communal areas provided for this purpose, such as the picnic area or the restaurant, in accordance with the rules of these areas.

The household linen provided (sheets, towels) must be used in a normal and respectful manner.

In the event of stains requiring special treatment (in particular those caused by food, drinks, soil, cosmetics, bodily fluids or other abnormal soiling) or damage to the linen, the item concerned may be charged at the current rate of our partner laundry service.

The towels provided must not be used at the swimming pool.

For stays of more than 7 nights, linen must either be replaced each week (weekly kit available at reception, at an additional cost) or washed and maintained directly by the tenant, in accordance with the care instructions.

Visitors' pets must be kept on a leash, their waste must be collected, and they must not be allowed inside the rental properties or cause a nuisance to other campsite guests.

Water park

Open from 1 May to 30 September. Opening hours vary according to the season.

Children of all ages must be accompanied by a responsible adult and are under their sole responsibility. Children who cannot swim must wear a safety device (life jacket/armbands).

Animals are not allowed in the aquatic area, in accordance with the law.

The aquatic area is reserved for campsite guests only. Wristbands must be worn at all times. Anyone found in breach of this rule will be asked to leave.

In accordance with legislation and hygiene rules, **swimwear must be worn within the water park.** Only boxer shorts, swimming trunks, one-piece swimsuits and two-piece swimsuits are permitted. **All other clothing is prohibited (swimming shorts, full-length swimsuits, swim dresses, tankinis, etc.).**

Appropriate swim nappies are compulsory for children under 3 years of age.

Food, cigarettes and e-cigarettes are prohibited.

Visitors are not permitted in the pool area or around the pools.

The pool rules are displayed within the aquatic area.

Failure to comply will result in suspension of access to the aquatic area.

Restaurant

Open from 1 May to 30 September.

Outside July/August, the restaurant is closed one day per week. Opening hours may be adjusted by the management depending on visitor numbers.

On departure

Pitch: Departure must be no later than 11 a.m. 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 you have rented a fridge, it must be defrosted, clean and in good condition. The key to the padlock must be returned to a person designated by the Management (reception or technical staff). In the event of failure to do so, all or part of the security deposit may be forfeited.

Rental: **A few days before your departure, remember to make an appointment at reception for the inventory and inspection of the premises.** The exit inspection is carried out at the time of your departure. For guests who have opted for the cleaning service, please wash and put away the dishes, empty and clean the fridge and take out the rubbish. No complaints will be accepted from guests who have not made any reservations to a representative of the operating company or who have left the campsite without having the exit inventory checked by a campsite representative. In the event of departure outside normal hours, the campsite staff shall be the sole judge of the general condition and cleanliness of the accommodation, which the customer accepts. If the rental is returned in good condition, the deposit will be refunded by post, at the customer's expense (stamped envelope with your name and address), as soon as possible.

After the inventory has been carried out, the deposit will be returned to you at the end of your stay, less any compensation retained for any damage, cleaning not carried out or only partially carried out (cleaning costs can range from €50 to €120) or defects noted in the exit inventory. The retention of the deposit does not exclude additional compensation in the event that the costs exceed the amount of the deposit.

All our rentals are non-smoking. In the event of non-compliance with this prohibition (cigarette butts/ashes/smell in the rental), a flat fee of £50 will be automatically charged.

Departure must be by 10 a.m. For any late departure from the accommodation, you will be charged an additional day at the current nightly rate.

After returning the keys/badge and leaving the vehicle, you may access the campsite's facilities until 7pm on the same day for £5 per person.

Failure to comply with the general terms and conditions of sale

In the event that a resident disturbs the stay of other users or does not comply with the provisions of the general terms and conditions or the attached internal regulations, the manager or his representative may, if he deems it necessary, give verbal or written notice to the resident to cease the disturbance. In the event of a serious or repeated infringement and after the manager has given notice to comply, the manager may terminate the contract.

Moderation of reviews

The Customer is informed and accepts that reviews posted about stays may be used in promotional materials. In this case, the wording of these reviews may be modified for the sake of clarity. However, the positive or negative meaning will never be changed.

Image

Date + Approved + Signature:

You authorise Camping l'Artaudois, as well as any person designated by Camping l'Artaudois, to photograph, record or film you during your stay and to use said images, sounds, videos and recordings on any media (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 to both you and the people staying with you. Its sole purpose is to promote and publicise the establishment and shall 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 placed in the appropriate containers. Waste sorting is available. Everyone is required to refrain from any action that could harm the cleanliness, hygiene and appearance of the campsite and its facilities, in particular the sanitary facilities.

Dogs must be walked outside the campsite and their waste must be collected. Insects and other animals are part of camping life. The Management cannot be held responsible for their presence on the campsite.

Right of withdrawal

Pursuant to the provisions of Article L 221-28 12° of the French Consumer Code, the Company informs the Customer that the sale of accommodation services provided on a specific date or at specific intervals is not subject to the provisions relating to the 14-day withdrawal period.

However, Law No. 2014-344 of 17 March 2014 gives the Customer the option to cancel the cancellation insurance taken out within 14 days of taking it out, only if the insurance taken out covers a risk for which the Customer is already insured and if they can provide proof of this previous cover. However, cancellation is only possible if no cover has been implemented on the date of the cancellation request.

Data protection

The information you provide us with during your stay will not be passed on to any third parties. This information is considered confidential. It will only be used by the services of the Artaudois campsite. In accordance with the Data Protection Act of 6 January 1978, you have the right to access, rectify and oppose your personal data. To do so, simply send us a request by post or email, indicating your surname, first name and address:

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 report in writing (registered letter with acknowledgement of receipt) to the campsite's customer service department. To do so, you must submit a claim online at the following website: www.mediationconso-ame.com or by post: AME Conso – 11 place Dauphine 75001 PARIS.

Date + Approved + Signature:



CAMPING SITE RULES AND REGULATIONS

These rules have been established under the aegis of the Ministry of Tourism, in partnership with the Directorate of Competition and Fraud Control, the FFCC, representing users, and the FNHPA, representing the profession.

1°) Conditions of admission:

To be admitted to enter, set up and stay on a campsite, you must have been authorised to do so by the manager or their representative. The manager is responsible for ensuring the good maintenance and order of the campsite and for enforcing these internal regulations. 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 there.

2°) Police formalities:

Minors unaccompanied by a legal guardian (father, mother or guardian) are not admitted. In accordance with Article R. 611-35 of the Code on the Entry and Stay of Foreigners and the Right of Asylum, the manager is required to have foreign customers complete and sign an individual police form upon arrival. This form 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 be included on the form of one of their parents.

3°) Installation:

Outdoor accommodation and related equipment must be set up in the location indicated in accordance with the instructions given by the manager or their representative.

4°) Reception office: Open from 9 a.m. to 12 p.m. and from 2 p.m. to 7 p.m. The reception desk provides all information on the campsite's services, details of where to buy food and drink, sports facilities, tourist attractions in the surrounding area and various addresses that may be useful. A system for collecting and processing complaints is available to customers.

5°) Fees:

Fees are paid at the reception desk. The amounts 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 site. Campsite users are requested to notify the reception desk of their departure the day before.

6°) Noise and silence:

Campsite users are urged to avoid any noise or discussions that may disturb their neighbours. Sound devices must be adjusted accordingly. Car doors and boots must be closed as quietly as possible. Dogs and other animals must never be left to roam freely. They must not be left on the campsite, even if locked up, in the absence of their owners, who are civilly liable for them. There must be complete silence between 11 p.m. and 7 a.m.

7°) Visitors:

After being authorised by the manager or their representative, visitors may be admitted to the campsite (excluding the aquatic area) under the responsibility of the campers who are 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 office. Visitors' cars are not permitted on the campsite.

8°) Vehicle traffic and parking:

Within the campsite, vehicles must drive at a **maximum speed of 10 km/h**. Traffic is prohibited between 11 p.m. and 7 a.m. Only vehicles belonging to campers staying at the campsite are allowed to drive on 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 obstruct traffic or prevent new arrivals from setting up.

9°) Maintenance and appearance of facilities:

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 pour waste water on the ground or into the gutters. Caravan owners must empty their waste water in the facilities provided for this purpose. Household waste, rubbish of any kind and paper must be disposed of in the bins provided. 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 prohibited outside the bins provided for this purpose. However, hanging laundry is permitted until 10

a.m. on your respective pitches, provided that it is very discreet and does not disturb your neighbours. It must never be hung from trees. Plants and floral decorations must be respected. Campers are not permitted to hammer nails into trees, cut branches or plant anything. It is also forbidden to mark out the boundaries of a pitch using personal means or to dig up the ground. Any damage caused to vegetation, fences, the ground or the campsite's facilities will be charged to the person responsible. Car washing is not permitted on the campsite. The pitch used during the stay must be left in the same condition as it was found by the camper on arrival.

10°) Safety

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

b) Theft: Management is responsible for items left at the office and has a general obligation to supervise the campsite. Campers are responsible for their own belongings and must report any suspicious persons to the manager. Although security is provided, campsite users are advised to take the usual precautions to safeguard their belongings.

11°) Games:

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

12°) Storage:

Unoccupied equipment may only be left on the site with the management's permission and only in the designated area.

13°) Notice board:

These rules and regulations are displayed at the entrance to the campsite and at the reception desk. They are provided to guests upon request. For classified campsites, the classification category with the mention of tourism or leisure and the number of tourism or leisure pitches are displayed.

14°) Breach of the internal regulations:

In the event that a resident disturbs the stay of other users or does not comply with the provisions of these internal regulations, the manager or his representative may, if he deems it necessary, give verbal or written notice to the resident to cease the disturbance. In the event of a serious or repeated breach of the internal regulations and after formal notice by the manager to comply, the manager may terminate the contract. In the event of a criminal offence, the manager may call on the police.

15°) Swimming pool:

Swimming is unsupervised. Children must be under the constant supervision of their parents and/or a responsible adult when swimming.

Date + Approved + Signature: