

# CAMPING LE CAMARGUAIS

Route de Palavas

34970 LATTES

Tél : 04.67.15.10.07

Fax : 04.67.15.10.19

Site : [www.campinglecamarquais.com](http://www.campinglecamarquais.com)

@ : [campinglecamarquais@gmail.com](mailto:campinglecamarquais@gmail.com)

RCS 349 825 455

N°TVA FR 09 349825455

SARL au capital de 38112,25 €



## NEW TERMS OF SALES 2023

Any request for booking Camping Le Camarguais implies the unconditional acceptance of all the provisions of these general conditions of sale which prevail over any other document, unless otherwise agreed in writing by the Camarguais. Any other document than the present conditions (and in particular the catalogs, prospectuses, advertising, etc.) have only informative and indicative value. If you disagree with all or part of the present general conditions of sale, you are not authorized to make a reservation request for a stay with Camping Le Camarguais.

### 1. ACCEPTANCE OF THE TERMS OF THE CONTRACT

The contract with Le Camarguais will be validly concluded only after final acceptance of the reservation made by the customer. The proforma invoice sent at the time of payment of the deposit will serve as acceptance.

However, the campsite reserves the right to refuse any booking request that does not comply with the offers in the brochure or on the website and for people who have broke the camping rules before. Once the booking has been accepted, the customer acknowledges having fully read these "general conditions of sale" on the website [www.campinglecamarquais.com](http://www.campinglecamarquais.com), and have accepted the terms and conditions.

### 2. BOOKING TERMS

#### 2.1 - Booking terms

The request for reservation of a rental accommodation or the rental of a single location must be made by a person of legal age and with legal capacity. This reservation request can be made:

- on the website [www.campinglecamarquais.com](http://www.campinglecamarquais.com),
- with our reservation teams by phone or on site,

For reservations made remotely (internet, telephone) the customer does not benefit from any withdrawal period (art L. 121-20-4 code of consumption).

#### 2.2 - Required information

The number of people occupying a mobile home that can not exceed the maximum capacity allowed (variable depending on accommodation and possibly according to the rules of the campsite Le Camarguais). As for natural persons, legal entities who wish to make a reservation request for accommodation or location must communicate to Camarguais the following information, among others: name, first name and age of the persons accommodated. In any event, the campsite will not accept requests for bookings made by minors, or bookings that do not include during the entire stay at least the presence of an adult exercising parental authority over minors under accommodation.

#### 2.3 - Reservation made more than 30 days before the beginning of the stay

All reservations must be accompanied by a payment, as a deposit, of € 200 (per week and per rental booked) or equivalent to half of the total amount of the stay for stays of less than € 200 per week. The balance must be paid no later than 30 days before the start of the stay. Please note that stays of 100 € or less must be paid in full at the time of booking. These deposits are cashed by the Camping and makes case of acceptance of the reservation request. In the absence of acceptance, the deposit will be returned in full to the customer in the best conditions.

#### 2.4 - Booking intervening less than 30 days before the beginning of the stay

Any request for reservation of a stay intervening less than 30 days before the beginning of the stay entails the immediate exigibility of the whole price of the reservation.

#### 2.5 - Reservation made during the stay for the following year

Any reservation made during the season during a stay within the campsite for the following year must be accompanied by a first payment (see the Booking Conditions), as a deposit, for the purpose of confirming this reservation. For any reservation that has not been confirmed by a deposit payment, before the end of the current season (at the latest), Le Camarguais reserves the right to consider that the booking has been canceled because of the customer and resulting the application of the rules defined in paragraph 7 below ("Cancellation by the customer").

#### 2.6 - Online booking – No right of withdrawal

Legislation relating to distance selling provides for a withdrawal period of 14 days except in certain cases provided for in Article L.221-28 of the Consumer Code. The provision of hosting services provided at a specific date or time is one of those exceptions.

#### 2.7 - Resale - Exchange

A reservation is not likely to be exchanged or resold to a third party in any form whatsoever. The knowledge by the Campsite of a practice of this nature is likely to expose its author, as well as any participant to its realization, to all appropriate legal proceedings.

#### 2.8 - Special requests

When booking, special requests may be made by the customer (ex. accommodation proximity). However, even if the Camarguais undertakes to pay particular attention to these requests, it can not guarantee to satisfy them.

#### 2.9 - Information and prices

Updated information on prices is available on the website [www.campinglecamarquais.com](http://www.campinglecamarquais.com) or by calling 04 67 15 10 07. The Camarguais can not be held responsible for information not confirmed in writing when sending the invoice final.

#### 2.10 - Publication of tariffs

The minimum price per night, after application of any discounts, discounts or rebates, can not be lower than the minimum price set by the Camarguais. The campsite reserves the right to refuse to grant or accumulate certain discounts or special offers to the customer if the total price of the stay is lower than the minimum price. The prices of services are inclusive of VAT and correspond to the rates in force on the day of booking by the client subject to their acceptance by the campsite. Rates are subject to change even during the season without notice. In addition, any new tax or similar duty related to the booking of the stay, including a rate increase, will be borne by the customer, even if the Camarguais is the legal obligor.

## 2.11 - Composition of the Tariff

### 2.11.1 The rate set when booking includes exclusively:

- rental of accommodation,
- consumption of water, gas and electricity,
- access to aquatic complexes, entertainment and sports activities etc. without supplements offered by the campsite (excluding activities carried out by external service providers),
- registration for children's clubs, if applicable,
- any options when booking,
- the tourist taxes
- booking fees
- For pet owners a supplement will be required

### 2.11.2 - The rate set when booking does not include:

- services or services other than those described in paragraph 2.10.1. above,
- supplements linked to optional paid activities,
- cleaning in progress and end of stay,
- bed linen
- adventures (washing machine tokens, tumble dryers, etc.)
- baby equipment,
- meals and drinks
- the different rental services (bike rental, fan ...)

## **3. TERMS OF PAYMENT**

### 3.1 Rental of an accommodation

Upon the final acceptance by the Camarguais campsite of the customer's reservation request, a document dated the acceptance is immediately sent to the customer by e-mail or by post on request. The payment will be cashed only after acceptance of the reservation by Le Camarguais. All payments must be made in euros (€). Invoices are printed in French only.

### 3.2 Default of payment

In the absence of full payment of the remaining balance under the conditions set out above (paragraphs 2.3, 2.4, and 2.5), the campsite reserves the right to consider that the booking has been canceled due to the client, thus resulting in the application of the rules. defined in paragraph 7 below ("Cancellation by the customer").

### 3.3 Accepted payment methods

- For reservations made more than 30 days before the client's stay, the payment of a reservation can be made according to the following means:
  - Bank Card: Visa, Eurocard / Mastercard, American Express
  - Bank check payable to "Camping Le Camarguais",
  - Bank transfer thanks to our RIB: IBAN : FR76 1660 7004 4140 0000 6669 758 BIC : CCBPFRPPPPG
  - Chèques Vacances: The campsite strongly advises the customer to send them by registered mail with his file number. Checks not sent registered and not received by the campsite are the responsibility of the customer. They are valid for their nominal value up to the amounts due in payment of the stay, at the latest at the time of the payment of the balance.
- For reservations made less than 30 days before the client's stay, the payment of a reservation can be made only by credit card (Visa, Eurocard / Mastercard / American Express).

## **4. DURATION OF STAYS**

Accommodation reservations must cover a minimum of 7 (seven) nights in high season and 2 (two) nights in low season (excluding special or promotional offers).

## **5. CANCELLATION - INTERRUPTION OF STAY**

For any cancellation more than 30 days before the date of the beginning of the stay, the deposit will not be refunded. For any cancellation less than 30 days before the beginning of the stay, the management reserves the right to claim 100% of the amount of the stay.

## **6. MODIFICATION OF THE RESERVATION**

The modification of a reservation is accepted only if the request is possible and if the Camarguais accepts.

## **7. CANCELLATION BY CUSTOMER**

Any stay started is due in full. Thus, a premature departure of residents during the rental period can not give rise to any refund for whatever reason. Any request for cancellation of reservation must be notified in writing by registered letter with acknowledgment of receipt sent to the following address: Camping Le Camarguais, Route de Palavas 34970 Lattes - France, and be received no later than 30 days before the scheduled start date. The postmark will prevail to determine when the cancellation request is effective. Except in the case expressly mentioned above (cancellation during the rental period), refunds following a cancellation of the reservation of accommodation or location rental are made according to the following conditions.

### 7.1 - cancellation of reservation of a rental accommodation

- Cancellation before the 30th day before the beginning of the stay: The campsite keeps the deposit.
- Cancellation between the 30th and the day of the beginning of the stay: The campsite reserves the right to keep a sum equivalent to 100% of the total price of the reservation.

The Camarguais reserves the right to refund the customer by check or bank transfer.

## **8. CANCELLATION OF THE CAMPING LE CAMARGUAIS**

The campsite reserves the right to cancel a stay. Any breach of the campsite and swimming pool internal regulations will result in expulsion from the campsite after oral or written notification from the management, without refund of the costs incurred.

In additions, it will no longer be possible to book at "Le Camarguais campsite" for participants of a stay who have breached the various internal regulations.

## **9. GUARANTEE DEPOSITS - DEPOSIT**

Will be requested upon arrival of the client for delivery of keys:

- the global deposit of 300 € (three hundred euros) corresponding to :
  - a deposit of 200 € for the materials
  - a deposit of 100 € for the final cleaning of the rental as a result of an inventory carried out together

The deposits will be returned at the end of the stay after checking the correct condition of the accommodation and the services returned. In the absence of verification at the time of your departure (ex. - departure very early / late in the day), The Camping reserves the right to keep deposits and return them within one week, in full or with fees deducted according to conditions of return of the accommodation (in which case it will be justified expenses incurred).

## 10. RESPONSIBILITY OF CONTRACTUAL CUSTOMER FOR DAMAGE OR HARM CAUSED DURING OCCUPANCY

The client agrees to respect the rules of the campsite where he stays, which he recognizes to have read, and to enforce it by those who accompany or visit him. The Camarguais have a rule posted and available at the reception as well as with the team present on the site. In particular access to swimming pools is subject to the internal regulations on the safety of the pools. The wearing of a bracelet (obligatory) may be requested from the client and his companions at the entrance. It can also be requested at the entrance of the campsite by our security agents. The client agrees to occupy and use reasonably the accommodation that is rented to him as common parts and facilities and also to leave his accommodation in good condition when leaving at the end of his stay. In case of non-compliance by the customer with his essential obligations as occupant (such as nuisance to other residents, damage to the integrity of common facilities, or abusive occupation of his accommodation due to a number of occupants greater than the authorized capacity), the Camarguais reserves the right to terminate, immediately and by operation of law, the contract concluded (and therefore the stay) this without payment of any compensation.

## 11. ARRIVALS - DEPARTURES

### 11.1 - arrival and departure times

**Accommodation is available from 4 pm on the arrival day and must be vacated by 10 am the departure day.**

At your departure, the rental must be left in perfect state of cleanliness (as well as the external surroundings). If this is not the case, 100 € cleaning fees will be charged. For the deposit, see paragraph 9 above.

### 11.2 - Arrival and departure times - Tolerances

The campsite accepts the arrivals provided in paragraph 12.1 until the day after the arrival date in the booking form at 10:00. If the customer wish to arrive beyond this time, he is asked to inform the reception of the campsite and to have provided to the before all the requested parts and settled the totality of his balance. After this time, and without notifying the reception, the booking will be considered canceled by the customer and can not therefore give rise to any refund (see article 7).

### 11.3 - Opening hours of the campsite and motorized vehicular access

Access to the mobile home in a motorized vehicle is allowed between **8 am and 11 pm**. After this time, access may be limited, obliging the client to park his vehicle outside the campsite or on the "visitor" parking at the entrance if it exists. Only one car is allowed per location.

The barriers are open automatically from 8 am to 11 pm.

## 12. RESPONSIBILITY CAMPING THE CAMARGUAIS

If one or more independent circumstance (s) due to the camping Camarguais and / or linked to an event of force majeure within the meaning of article 1148 of the Civil Code resulted in the closure of one of his villages, the cancellation of the client's stay or the unavailability of his location, the campsite will in no way be held liable for any reason whatsoever.

In no case Camarguais assumes the obligation of custody effects and personal items in the walls of his campsite. The responsibility of the campsite, beyond its legal responsibility, can not be engaged in case of:

- Theft, loss, damage or deterioration of personal effects of any kind during or after a stay;
- Breakdown or decommissioning of technical equipment;
- Breakdown or closure of certain facilities of the campsite when these are beyond our control and related to cases of force majeure;
- Specific measures, taken by the management of the campsite, restricting access to certain facilities, including changing rooms and swimming pool, when they are made necessary by compliance with safety standards or periodic maintenance work;
- Damage caused or suffered by the vehicles of residents stationing and circulating within the campsite, even if they have been expressly authorized to enter the site. The customer is particularly aware of the hazards related to the environment and natural events;
- Modification of the animation program or proposed activities, temporary closure of the facilities for reasons beyond the control of the campsite Le Camarguais;
- The Camarguais can not be held responsible for services offered and carried out by employees in their personal capacity: swimming lessons, babysitting service, etc. ;
- The Camarguais can not be held responsible for third-party services sold through the campsite and which are operated or exercised outside the campsite by the beneficiaries (example: ticketing);
- The Camarguais can not be held responsible either for the unpredictable and insurmountable event of a foreign third party to the provision of the services provided that led to their non-performance or poor execution.
- The campsite cannot be held responsible for altercations between persons within the campsite.

## 13. LOW SEASON

Outside the months of July and August and for reasons related to attendance, the campsite reserves the right to modify or even remove certain facilities, amenities, services or events provided. For reservations in low season, the campsite advises to inquire on this point with its receptionists at the time of booking.

## 14. MOBIL HOMES ADAPTED

The Camarguais campsite offers a mobile home suitable for people disabled person. But some people will still need the assistance of a person without disability in housing. It is important for the client to contact the campsite reception service before booking.

## 15. PROTESTS

### 15.1 - In case of problem or anomaly during the course of the stay.

The campsite invites the customer to address, without delay, to the village manager concerned who will make every effort to best meet his expectations. The Camarguais also provides a document called "Satisfaction Questionnaire" which allows to communicate the possible reasons for the disappointment of the customer. The Camarguais invites the customer to fill in this document and to give it to the reception of the campsite, so that the management can take into account the remarks and improve his services or benefits for the following season, if he can do it.

### 15.2 - Customer Relations Department

If despite the efforts of the employees on site, the customer is disappointed after his stay and wishes to make a complaint, the campsite invites the customer to send him a letter as soon as possible to the following address: Camping le Camarguais, Route de Palavas 34970 Lattes - France. The Camarguais thanks the customer to specify in his mail, the name of the person who booked the rental accommodation or location, the number of the reservation, and dates of stay and the type of mobile home or the location number to facilitate quick processing of your file. In the same way, the campsite thanks the customer to join to his mail all justifying allowing to limit the time of treatment of the claim: personal documents (certificate, bulletin of hospitalization, invoices, etc). The campsite agrees to respond within 60 days of receipt of the claim.

## 16. COMPUTING AND FREEDOM

The information that the client communicates to the campsite Camarguais on the occasion of his order will be considered as confidential. They will be used only by the internal services of the campsite, for the processing of the order and to reinforce and personalize the communication and the offer of services reserved to the customers according to their centers of interests and in accordance with the law, and in particular Article L.121-34 of the Consumer Code. In accordance with the Data Protection Act of 6 January 1978, as amended by the law of 6 August 2004, the customer has the right to access, rectify and oppose personal data concerning him. For this it is enough to make the request by mail to the following address by indicating your surname, first name and postal address and email address to which the customer receives e-mails from the campsite: Camping le Camarguais, Route de Palavas 34970 Lattes - La France.

According to the law n°95-73 from 21/01/1995 and n°96-926 from 17/10/1996, the camping is under video surveillance.

## VARIOUS INFORMATION

However, we allow ourselves to draw your attention to the following points.

- Bracelets: for your safety, wearing a bracelet is required within the camping

- Swimming pools: wearing a bracelet is required. Wearing T-shirts is prohibited in our swimming pools zone, as are buoys or water games. For babies, bath nappies are compulsory. Wearing boxer shorts, t-shirts, wetsuits of all kinds is prohibited for reasons of hygiene.

- Domestic animals: The dogs from the 1<sup>st</sup> and the second category are FORBIDDEN on our camp site.

tenants of location accompanied by their animals have to show us the current vaccination record (leave required).

- All of our locations are **non-smoking**

- Children's clubs: Children's clubs are not daycares. The children remain under the responsibility of the parents: they must remain on the camp site and be reachable at any time.

Those rules are posted at the entrance of the campsite and in the toilets. It is also available at the reception.

## VACAF AIDS

The presence of at least 1 adult and 1 child entitled is required to receive assistance, as well as the presentation of the identity document. After agreement of the family allowance fund, the aid allocated will be deducted from the total amount of the stay

## MAGE RIGHTS:

You may be required to appear in photo or video plans and therefore, you expressly and without compensation, authorize "Camping le Camarguais" to use photographs and/or films that may be taken during your stay for the purposes of communication. Likewise, you authorize their distribution, publication and marketing on any type of media likely to be used.

Any holidaymaker refusing to be photographed or filmed during their stay must notify the campsite in advance and in writing.

## BEHAVIOUR :

Any malicious, insulting, aggressive behavior, as well as any act of discrimination or harassment, towards other customers or towards the employees of the campsite is strictly prohibited.

Establishments under video surveillance for your safety and ours.