

Sales and reservation conditions

Booking or renting accommodation at the Lot et Bastides campsite involves the acceptance of these sales conditions by the contracting parties.

The contractor guarantees the accuracy of the information on services offered in the campsite and defined on the website.

The price of the services have been established on the basis of current economic conditions and in particular on the basis of the VAT rate.

If these conditions change (e.g. increase in VAT rate or any other tax linked to the business, unexpected new tax conditions etc.), the contractor reserves the right to modify the prices and to pass on all or part of these new economic conditions which the client shall not oppose.

1. OUR SERVICES

1.1. OUTDOOR PITCH

This is a place for your tent or caravan. Your stay is priced on a basic package which includes the pitch rental, the number of people occupying it, your camping/caravan installation, your vehicle on the pitch or in the car park and entry to our facilities, entertainment, toilet blocks. Additional costs (extra person, adult or child, 10 amp electricity if required) are not included in the package and are added to the latter. Children under two years of age stay for free.

Clients decide their arrival date to the camping pitch. Tents, caravans or camper vans can arrive from 1 pm and must leave before 12.00 am

1.2. RENTAL ACCOMMODATION

This must be reserved from Saturday to Saturday from 4 pm (arrival time) to 10 am (departure time) from 22/06 to 31/08. After these dates, overnight stays must be a minimum of 2 nights. Our prices include people (depending on the capacity of the accommodation), water, electricity at 15 kW per day, vehicle rental and use of our facilities, entertainment and toilet blocks. Fully equipped, only sheets and towels are not provided but these can be rented on-site. Your accommodation must be left as it was found upon arrival. (cf. Deposit). The number of people must not exceed the capacity of the accommodation.

The detailed description of accommodation is available from the campsite reception and on the website www.camping-lot-et-bastides.fr.

1.3. ADDITIONAL ACTIVITIES and FACILITIES

All activities, free or not, mentioned on the website can, in certain circumstances, beyond our making and/or linked to a case of force majeure, be cancelled or modified upon arrival at the campsite. As such we cannot be held responsible.

1.4. SUPPLEMENTS

Whichever package you opt for, outdoor camping or rental accommodation, you will be charged a fee for extra vehicles (car, trailer, motorcycle, boat etc.), extra tents and pets. All these fees are found in the price list.

Our prices, inclusive of tax, do not include visitor's tax which is €0.55 per person over 13 years of age. The tax is charged simultaneously with your accommodation. It is payable no later than departure time. It cannot be modified.

2. PAYING FOR YOUR STAY

2.1. ACCEPTED PAYMENT METHODS

By means of an advance payment you can secure your reservation or your stay using the following payment methods: French bank cheque, postal or cash order, bank card or bank transfer.

To pay the full amount, the same payment methods are accepted apart from bank transfer.

2.2. TERMS OF PAYMENT

All reservation requests for rental accommodation must be made in writing and accompanied by a deposit of 25% of the total amount. This reservation has no contractual value until the customer receives a confirmation from the campsite. The full bill for your stay must be paid no later than your arrival day before entering the accommodation.

If your bill is not paid on your arrival date, it is considered cancelled and our cancellation policy described below applies.

3. LAST-MINUTE RESERVATIONS

All reservations made within 30 days before your arrival date must be paid by bank card only.

Any reservation paid by any other payment method will only be confirmed upon receipt thereof when the stay is still available.

4. CHANGING YOUR STAY

You have the possibility, in the same season, to change the dates of your stay depending upon our availability at no extra charge. The campsite must be notified by mail of this change. All amounts already charged to your current file will be transferred to your new reservation.

5. LATE ARRIVAL, EARLY DEPARTURE

In case of late arrival or early departure from the dates stated on your voucher, the entire booked stay will remain payable. You will not be entitled to any refund for the part of the stay not made due to late arrival or early departure.

6. NO-SHOW AT THE CAMPSITE

In case of no-show to the campsite within a 48 hour period from the beginning of your stay and without reason and/or news of your arrival, we will make your accommodation option available to others. We will retain the costs under our cancellation policy.

7. CANCELLATION

7.1. From the customer:

All cancellations must be notified by mail, which will take effect from the date of receipt of the mail. This mail must be sent directly to the campsite.

To cancel an outside space, no charge will be applied.

To cancel rental accommodation:

- a) Over 30 days before your arrival, the amount of the deposit will be retained by the Lot et Bastides campsite.
- b) Less than 30 days before your arrival, the total amount of the rental, reservation fees and, if necessary, the insurance contribution will be due.

For possible compensation, we invite you to take out cancellation/travel interruption insurance.

7.2. By the service provider:

a) Before departure:

When a cancellation is made by the contractor, when the stay is the subject of a firm reservation and/or to a stay confirmation for reasons of force majeure, climate, events leading to partial or total destruction, partial or total administrative closure, any essential facilities being out of service, security risks, exogenous events, the customer will be notified by letter or mail if available, then fully reimbursed any payments already made.

We will propose alternative solutions according to our availability whenever possible.

If there are any solutions proposed and taken up by the customer, any price differences between the previous offer and the new offer will be settled. When the difference relates to a lower price, we will reimburse the difference and when

it relates to a higher price, our campsite will cover the costs.
All other charges are excluded.

b) During your stay

When your stay is interrupted by the service provider due to force majeure, climatic events, storms, total or partial administrative closure, any essential facilities being out of service, security risks, exogenous events, the campsite management will draw up a letter that will be submitted to the customer stating that his stay was cut short. The customer will receive a pro rate payment for the amount of time already used.

We will propose alternative solutions according to our availability whenever possible.

If there are any solutions are proposed and taken up by the customer, any price differences between the previous offer and the new offer will be settled. When the difference relates to a lower price, we will reimburse the difference and when it relates to a higher price, our campsite will cover the costs.

All other charges are excluded.

8. SAFETY DEPOSIT

For rental accommodation, a safety deposit of 300 euro is requested upon your arrival and will be returned to you at the end of your stay by mail no later than one week after your departure. This sum may be forfeited in full or in whole by the campsite in case of damage to the accommodation and its contents and/or equipment on the site found during the inventory inspection on departure.

You will also be asked to pay a safety deposit of 55 euro on your arrival which will be reimbursed to you at the end of your stay. The campsite will be able to retain this amount for housekeeping fees if it discovers that housekeeping has not been carried out at the end of the stay

9. INSURANCE

Campers can benefit during their stay from liability coverage for any injury or material damage for which the campsite was responsible. Upon arrival at the campsite, campers must present valid insurance for their caravan, tent and/or equipment, particularly in guaranteeing civil liability. We disclaim any responsibility in case of theft and damage to personal items. Our liability does not cover theft or damage of tents, caravans and their contents. In addition, the campsite will not be held responsible in case of theft or damage of campers' personal items. We also remind you that the car parks are not guarded so parking is at the driver's risk.

10. MINORS

Minors unaccompanied by their parents are allowed on the campsite only if they have a valid parental consent letter and valid identity card for all minors concerned.

11. PETS

Dogs and cats. Dogs are allowed on the campsite, apart from first category dogs. We advise you to confirm this when you make your reservation.

A maximum of two animals per registration is permitted. We require dogs to be kept on a leash in the grounds and that they are in good standing with the law from a health point of view. Please respect the hygiene and the environment of the site.

12. COMPLAINTS

Any complaints following a stay at our campsite must be sent in writing and sent by registered letter with acknowledgement of receipt within 20 days of your stay at the following address: Camping Lot et Bastides, rue de Malbentre, 47300 PUJOLS.

13. RESERVATIONS CANCELLATION INSURANCE WITH INTERRUPTION OF STAY

We suggest you double insurance with SART ASSURANCES (documents available on demand)

Reimbursements:

13.1. Cancellation more than 30 days before the start of the rental: 25% of the rental amount

13.2. Cancellation 30 days or less before the start of the rental: 100% of the rental amount

13.3. In case of withdrawal: the sum that the assured would be contractually obliged to pay to the claimant within the limits indicated above.

CANCELLATION INSURANCE TERMS: Please see SART document.

To benefit from cover under this insurance policy, you must without fail notify the insurer within 48 hours of becoming aware of the circumstances that give rise to your claim. If you have to leave the camping site earlier than planned, you must notify the person in charge of the camping site. This summary of the cover provided by your insurance policy is purely indicative and is not contractually binding. The complete terms and conditions regarding the extent, procedures, terms and conditions and limitations applicable to the guarantee provided may be obtained from the insurer on request.

This insurance policy is sold by:

SART ASSURANCES, 61 rue du Port, BP 80063, F33260 LA TESTE

Phone: 33 (0)811 88 55 60

www.sart-assurance.com