

Camping Pradelongue * * * *

GENERAL CONDITIONS OF SALE AND RESERVATION

+33 5 61 79 86 44 - www.camping-pradelongue.com - contact@camping-pradelongue.com

SAS with a capital of 60 000 € - SIRET 335 002 127 00017 - MOUSTAJON 31110
LUCHON



The present general terms and conditions automatically regulate reservations for stays made at the Camping PRADELONGUE. They form an integral part of any contract concluded between the campsite and its clients. Each customer acknowledges having read these general conditions prior to any reservation of a holiday, for himself or herself and any person taking part in the holiday.

The reservation becomes effective only with the agreement of the campsite, after receipt of the deposit and after receipt either of the reservation contract duly completed and signed, or after acceptance of the general terms and conditions of sale when booking online.

The campsite is free to accept or refuse the reservation request depending on availability and any circumstances that may affect the execution of the reservation made. The management reserves the right to change the number allocated for the pitch or Mobile Home.

The reservation of a campsite pitch or Mobile Home is made on a strictly personal basis. Under no circumstances may you sublet or transfer your reservation without the prior consent of the campsite.

Minors must be accompanied by their parents or legal guardians.

Campsite pitch

The basic package includes a pitch for a tent, caravan or motor home for 1 or 2 people, access to the sanitary facilities and equipment. The pitches can accommodate a maximum of 6 people regardless of age. For large equipment (caravan, camper van) it is imperative to inform us.

Rental

The rental accommodation is fully equipped. The basic package is for 2 to 6 people, depending on the type of rental, water, gas and electricity are included. Sheets and linen are not provided (you can reserve it with supplement).

The campsite reserves the right to refuse access to families arriving with a number of participants greater than the capacity of the rented accommodation. Additional tents are not allowed on the rental pitch. All rentals are non-smoking.

RESERVATION FEES

The reservation fee is 13.00€.

RATES AND TOURIST TAX

The prices indicated are valid for the season mentioned. They correspond to one night. They are in euros and VAT included.

The amount of the tourist tax is indicated but is subject to change by the community of communes.

TERMS OF PAYMENT

Campsite pitch

For pitch reservations, the sum of 45.00€ is required (13.00€ reservation fee and 32.00€ deposit).

The balance of the stay will be paid the day before your departure according to the actual length of your stay.

Rental

For bookings made more than 30 days before the start of the stay, a deposit of 25% of the amount of the services booked must be paid at the time of booking. The balance must be paid no later than 30 days before the start of the stay.

For bookings made less than 30 days before the start of the stay, full payment must be made at the time of booking.

In the event of non-payment of the balance by the customer at the latest 30 days before the start of the stay, the campsite reserves the right to cancel the reservation and to offer the accommodation for rent again and the deposits paid will be retained by the campsite.

CANCELLATION AND MODIFICATION FOR STAYS IN PITCHES

1. Booking modification

The Customer may request the modification of his/her stay in writing to the campsite (letter or e-mail), subject to availability and possibilities.

Any request for an increase in the length of your stay will be made according to availability and according to the rates in force.

Any request for a reduction in the length of your stay is possible at no charge, only the actual nights will be invoiced.

No postponement will be accepted to the following season. Any request to postpone your stay to the following season is considered as a cancellation subject to the cancellation policy.

If no change is possible, the Client must complete his/her stay under the initial booking conditions or cancel it in accordance with the cancellation terms and conditions.

Postponement of the arrival date:

In the absence of a written message from you indicating a postponement of your arrival date, the pitch may be available for sale again 24 hours after the arrival date mentioned on the contract, and you will consequently lose the benefit of your reservation.

2. Cancellation due to the campsite

In case of cancellation due to the campsite, except in case of absolute necessity, the sums paid for the reservation will be fully refunded. However, this cancellation will not give right to the payment of any compensation.

3. Cancellation by the client

For one of the following reasons and until the date of arrival:

- COVID or contact cases
- Border closures
- Administrative closure of the campsite
- Limitation of travel to a number of kilometres that does not allow the customer to come to the campsite

A voucher corresponding to the total amount paid, valid for one year, will be issued by the campsite. If the customer refuses this voucher, the corresponding amount will be refunded on request.

For all other reasons:

If your cancellation reaches us 30 days before the scheduled date of your stay, your deposit will be fully refunded (only the booking fees will be kept by the campsite). If we receive your cancellation less than 30 days before the date of your stay, your deposit will be kept by the campsite in addition to the booking fees as compensation.

CANCELLATION AND MODIFICATION FOR RENTAL STAYS

1. Booking modification

The Customer may request a change to his/her stay (dates and/or type of accommodation) on written request to the campsite (letter or e-mail) at least 30 days before the date of arrival, subject to availability and possibilities.

Any request to increase the length of your stay will be made according to availability and according to the rates in force.

Any request to reduce the length of your stay is considered as a partial cancellation and will be subject to the terms of cancellation and interruption of stay.

Any request to postpone your stay is considered as a cancellation subject to the cancellation terms and conditions.

No postponement will be accepted for the following season.

Failing any modification, the Client will have to carry out his/her stay under the initial booking conditions or cancel it according to the conditions of the cancellation insurance.

Postponement of the date of arrival:

In the absence of a written message from you indicating a postponement of your arrival date, the rental may again be available for sale 24 hours after the arrival date mentioned on the contract, and you will consequently lose the benefit of your reservation.

2. Interrupted stay

In case of an interrupted stay for one of the following reasons:

- Closure of borders
- Administrative closure of the campsite
- Limitation of travel to a number of kilometres that does not allow the customer to come to the campsite

A voucher corresponding to the unused nights, valid for one year, will be issued by the campsite. If the customer refuses this voucher, he will be refunded, on request, the corresponding amount less the cost of the cancellation insurance if it has been taken out.

Apart from the reasons mentioned above, any interrupted or shortened stay (late arrival, early departure) due to the customer's fault cannot give rise to a refund or a voucher.

3. Cancellation due to the campsite

In case of cancellation due to the campsite, except in case of absolute necessity, the sums paid for the reservation will be fully refunded. However, this cancellation will not give rise to the payment of any compensation.

4. Cancellation by the client

Any request for cancellation of the stay must be made in writing and at this moment the campsite has the right to offer the accommodation for rent again.

a. If you have not taken out cancellation insurance:

For one of the following reasons and this until the date of arrival:

- Border closure
- Administrative closure of the campsite
- Limitation of travel to a number of kilometres that does not allow the customer to come to the campsite

A voucher corresponding to the total amount paid, valid for one year, will be issued by the campsite. If the customer refuses this credit note, he will be reimbursed, on request, for the corresponding amount.

For all other reasons:

For cancellations up to 16 days before the start of the stay: the deposit of 25% of the amount of the stay will be retained by the campsite as a cancellation fee. The balance will be refunded.

For cancellations between 15 and 6 days before your arrival: the deposit of 25% of the amount of the stay will be kept by the campsite as a cancellation fee. A voucher corresponding to the balance (sum paid deducted from the deposit) will be issued by the campsite. This voucher will be non-refundable, non-transferable and valid for one year.

For cancellations between 6 and 0 days before beginning of the stay the entire sum paid is due is kept by the campsite. If the customer doesn't arrive at the campsite within 2 days of the date of the stay (after notification by mail at the campsite) the campsite has the right to offer accommodation for rent again.

b. If you have taken out cancellation insurance:

The sums paid are covered by the guarantee according to the general conditions of cancellation. If the reason is not covered by the cancellation insurance or if the file is rejected by the cancellation insurance, the general terms and conditions of paragraph 4.a. apply and the cost of the cancellation insurance will be deducted from the sums paid in the event of cancellation.

NO RIGHT OF WITHDRAWAL

In accordance with article L.221-28 of the Consumer Code, The Campsite informs its customers that the sale of accommodation services provided on a given date, or according to a given periodicity, is not subject to the provisions relating to the 14-day withdrawal period.

HOW THE STAY WILL BE PROCEEDED

1. Arrival

Reception is open from 8.30 am to 8 pm. If the obligation of a health pass is required by government for the dates of the stay booked, all persons subject to this obligation must present a valid health pass to be able to enter the campsite.

The campsite pitch can be occupied from 12 noon, arrivals are possible until 10 pm.

The rental accommodation can be occupied from 4 pm, arrivals are possible until 10 pm. On the day of your arrival, a deposit by cheque, cash or credit card will be required. An inventory form to be checked within 24 hours will be given to you on request, any claim made after this time will not be taken into account. Guests or visitors must be notified to the reception desk at the latest at the time of their arrival.

2. Stay

It is the responsibility of the customer to take out insurance: the campsite declines all responsibility in the event of theft, fire, bad weather and any incident falling under the customer's civil liability.

All clients must comply with the provisions of the internal regulations.

Each tenant in title is responsible for any disturbances and nuisances caused by persons staying with him or visiting him.

3. Departure

The day of departure indicated on your contract:

The pitch must be vacated before 12 noon.

The pitch must be vacated before 10 am.

The rental you are leaving is subject to a check of the premises between 8 am and 10 am. If it is vacated in a perfectly clean state, and without missing or damaged equipment, the deposit will be returned to you.

The retention of the deposit does not exclude additional compensation in the event that the costs are higher than the amount of the deposit.

If the rental has not been cleaned before your departure, a cleaning fee will be charged according to the type of mobile home.

For any delayed departure, an extra day may be charged at the current nightly rate.

ANIMALS: 3 Maximum

Animals are not allowed in the rental accommodation, around the swimming pool and in the buildings. They must be kept on a leash at all times. 1st and 2nd category dogs are forbidden. Vaccination records must be up to date.

LITIGATION and MEDIATION

Any possible complaint must be reported by post or e-mail to the manager of the campsite concerned within 30 days of the end of the stay. In the event of a dispute, you must send us a letter by registered letter with acknowledgement of receipt.

If you are not satisfied with our response, you have the possibility of referring the matter to the CM2C Mediation Centre, after a period of one month following the sending of these letters/emails. You must then submit a file online at cm2c@cm2c.net or by post: CM2C 14 rue Saint Jean 75017 PARIS.

RESPONSIBILITY OF THE CAMPSITE

The customer expressly acknowledges that the campsite cannot be held responsible for the communication by its partners or by any third party of false information mentioned in their brochure or their website, in particular presentation photos, leisure activities, services and dates of operation.

All photos and texts used in the brochure or on the websites are non-contractual. They are for information purposes only.

INFORMATION TECHNOLOGY AND FREEDOM

The information you provide us with when you place your order will not be passed on to any third party. This information will be considered by the campsite as confidential. It will only be used by the campsite's services to process your order and to strengthen and personalise communication.

In accordance with the French Data Protection Act of 6 January 1978, you have the right to access, rectify and oppose any personal data concerning you. To do so, simply send a request by post to the campsite, mentioning your name and address.