

**\*\*Camping Pradelongue \*\*\*\*\***

## GENERAL TERMS AND CONDITIONS OF SALE AND RESERVATION

+33 5 61 79 86 44 - [www.camping-pradelongue.com](http://www.camping-pradelongue.com) - [contact@camping-padelongue.com](mailto:contact@camping-padelongue.com)  
SAS with a capital of €60,000 - SIRET 335 002 127 00017 – MOUSTAJON 31110 LUCHON

The present general conditions automatically govern the reservations of stays made at PRADELONGUE campsite. They are an integral part of any contract concluded between the campsite and its clients. Each client acknowledges having read these general conditions prior to any reservation of a stay, for themselves and any person participating in the stay. The reservation becomes effective only with the agreement of the campsite, after receipt of the deposit and after receipt either of the completed and signed reservation contract, or after acceptance of the general terms and conditions of sale during the online reservation. The campsite is free to accept or refuse the reservation request depending on availability and any circumstances that may harm the execution of the reservation made. The management reserves the right to change the number assigned for the pitch or the Mobile Home.

The reservation of a camping pitch or rental is made on a strictly personal basis. You may not sub-let or transfer your reservation without the prior consent of the campsite. Minors must be accompanied by their parents or legal guardians.

### Camping pitch

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

### Rental

Rental accommodations are equipped. The basic package is for 2 to 6 places, depending on the type of rental, water, gas, and electricity are included. Sheets and linen are not provided (they can be added with a supplement and by reservation).

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

### BOOKING FEES

The booking fees are €6.00 for pitches and €25.00 for rental accommodations.

### RATES AND TOURIST TAX

The prices indicated are valid for the mentioned season. They correspond to one or more nights depending on the length of stay. They are in euros and include VAT.

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

### PAYMENT CONDITIONS

Camping pitch and rental accommodations

For reservations made more than 30 days before the start of the stay, a deposit of 30% of the amount of the reserved services must be paid at the time of reservation. The balance must be paid no later than 30 days before the start date of the stay.

For reservations made less than 30 days before the start date of the stay, full payment must be made at the time of reservation.

In case of non-payment of the balance by the client at the latest 30 days before the start date of the stay, the campsite reserves the right to cancel the reservation and to re-offer the accommodation for rent and the deposits paid will be kept by the campsite.

## CANCELLATION AND MODIFICATION FOR PITCH STAYS

### Modification of reservation

The Client may request a modification of their stay in writing to the campsite (letter or email) subject to availability and possibilities.

Any request to increase the duration of your stay will be carried out according to availability and according to current rates.

Any request to decrease the duration of your stay is possible without fees and only the actual nights will be charged.

No postponement will be accepted for the following season. Any request to postpone a stay for the following season is considered a cancellation subject to the cancellation conditions.

In the absence of possible modification, the Client must make their stay under the initial reservation conditions or cancel it according to the cancellation 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 in the contract, and you will consequently lose the benefit of your reservation.

### Cancellation by the campsite

In the event of cancellation by the campsite, except in cases of force majeure, the sums paid for the reservation will be fully refunded. However, this cancellation cannot give rise to the payment of damages and interest.

### Cancellation by the client

For one of the following reasons and up to the date of arrival:

Closure of borders by administrative decision

### Administrative closure of the campsite

Limitation of travel to a number of kilometers preventing the client from coming to the campsite.

A credit note, for an amount corresponding to the full sums paid, valid for one year, will be issued by the campsite. In the event of refusal by the client of this credit note, he will be refunded, on request, the corresponding amount.

### For all other reasons:

If your cancellation reaches us 30 days before the planned date of stay, your deposit will be fully refunded (the reservation fees will be kept by the campsite).

If your cancellation reaches us less than 30 days before the planned date of stay, your deposit will be kept by the campsite in addition to the reservation fees as compensation.

## CANCELLATION AND MODIFICATION FOR RENTAL STAYS

### Modification of reservation

The Client may request a modification of their stay (dates and/or type of accommodation) in writing to the campsite (letter or email) at least 30 days before their arrival date, subject to availability and possibilities.

Any request to increase the duration of your stay will be carried out according to availability and according to current rates.

Any request to decrease the duration of your stay is considered a partial cancellation and will be subject to the cancellation and interruption of stay conditions.

Any request to postpone a stay is considered a cancellation subject to the cancellation conditions. No postponement will be accepted for the following season. In the absence of modification, the Client must make their stay under the initial reservation conditions or cancel it according to the cancellation insurance conditions.

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

### Interrupted stay

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

#### Closure of borders by administrative decision

#### Administrative closure of the campsite

Limitation of travel to a number of kilometers preventing the client from coming to the campsite.

A credit note for an amount corresponding to the nights not consumed, valid for one year, will be issued by the campsite. In the event of refusal by the client of this credit note, he will be refunded, on request, the corresponding amount less the cost of the cancellation insurance if it has been subscribed.

Apart from the reasons mentioned above, any interrupted or shortened stay (late arrival, early departure) by the client cannot give rise to a refund or a credit note.

### Cancellation by the campsite

In the event of cancellation by the campsite, except in cases of force majeure, the sums paid for the reservation will be fully refunded. However, this cancellation cannot give rise to the payment of damages and interest.

### Cancellation by the client

Any request to cancel a stay must be made in writing. Any cancellation leads to the termination of the reservation and the campsite reserves the right to re-offer the accommodation for rent.

a. If you have not subscribed to the cancellation insurance:

For one of the following reasons and up to the date of arrival:

Closure of borders by administrative decision

#### Administrative closure of the campsite

Limitation of travel to a number of kilometers preventing the client from coming to the campsite.

A credit note, for an amount corresponding to the full sums paid, valid for one year, will be issued by the campsite. In the event of refusal by the client of this credit note, he will be refunded, on request, the corresponding amount.

For all other reasons:

For cancellations less than 30 days before the start of the stay: the 30% deposit and the balance of the amount of the stay will be kept by the campsite as cancellation fees.

If the client does not arrive at the campsite within 24 hours following the scheduled date for their stay (after having notified the campsite by letter) the campsite reserves the right to re-offer the accommodation for rent.

b. If you have subscribed to the 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 refused by it, the general sales 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 clients that the sale of accommodation services provided on a specific date, or according to a specific periodicity, is not subject to the provisions relating to the 14-day withdrawal period.

#### STAY DETAILS

##### Arrival

The reception is open from 8:30 AM to 8:00 PM.

If a health pass is required by the government for the reserved stay dates, all participants subject to this requirement must present a valid health pass to enter the campground.

Campsites can be occupied starting from 12:00 PM, and arrivals are possible until 8:00 PM.

Rental accommodations can be occupied starting from 4:00 PM, and arrivals are possible until 8:00 PM. On the day of your arrival, a security deposit will be requested via check, cash, or credit card. An inventory checklist to be verified within 24 hours will be provided upon request; any claims made after this period will not be considered.

Guests or visitors must be registered at the reception no later than upon their arrival.

##### Stay

It is the responsibility of the customer to ensure that the campground is not liable for theft, fire, weather-related incidents, and incidents falling under the customer's civil liability.

All customers must comply with the rules and regulations of the campground.

Each registered tenant is responsible for any disturbances and nuisances caused by the people staying with them or visiting them.

##### Departure

On the departure day specified in your contract:

Campsites must be vacated by 12:00 PM.

Rental accommodations must be vacated by 10:00 AM.

The rental unit you are leaving will be checked between 8:00 AM and 10:00 AM. If it is left in a perfectly clean condition and without any missing or damaged items, the security deposit will be refunded to you.

The withholding of the security deposit does not exclude additional compensation in case the expenses exceed its amount.

In the event the rental unit has not been cleaned before your departure, a cleaning fee will be charged based on the type of Mobile Home.

For any delayed departure, an additional day may be billed at the current nightly rate.

PETS: Maximum of 3

Pets are not allowed for any rental reservations, around the pool, and inside the buildings.

They must be kept on a leash at all times. Dogs of the 1st and 2nd categories are prohibited.

Vaccination records must be up to date.

#### DISPUTE AND MEDIATION

Any potential complaints must be reported by mail or email to the relevant campground manager within 30 days of the end of the stay. In the event of a dispute, you must send us a registered letter with acknowledgment of receipt.

If our response is unsatisfactory, you have the option to contact the CM2C Mediation Center (Center for Consumer Mediation of Justice Conciliators) one month after sending these letters/emails. You must then submit a dossier online at [cm2c@cm2c.net](mailto:cm2c@cm2c.net) or by mail to: CM2C, 14 rue Saint Jean, 75017 PARIS.

#### CAMPING LIABILITY

The customer expressly acknowledges that the campground cannot be held responsible for any false information communicated by its partners or any third parties in their brochure or website, including presentation photos, activities, services, and operating dates.

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

#### DATA PROTECTION

The information you provide us with when placing your order will not be shared with any third parties. This information will be treated as confidential by the campground and will only be used by the campground's services for order processing and to enhance and personalize communication.

In accordance with the Data Protection Act of January 6, 1978, you have the right to access, rectify, and oppose the personal data concerning you. To exercise this right, simply make a request by mail to the campground, specifying your name and address.