

GENERAL TERMS AND CONDITIONS OF SALE

Reservation of accommodation or pitch "tourism"

1 - SCOPE

These General Terms and Conditions of Sale apply, without restriction or reservation, to any rental of accommodation or pitch on "Le Pinada" campsite, operated by SAS Le Pinada represented by Stéphane Hacque, to non-professional customers, on its www.lepinada.com website or by telephone, post or email, or in a place where the Service Provider markets the Services. They do not apply to rentals of pitches intended for the reception of mobile homes for leisure (mobile homes) which are the subject of a "leisure" contract.

The main characteristics of the Services are presented on the website www.lepinada.com or in writing - paper or electronic - in case of booking by a means other than a remote order.

The Customer is required to read it before placing an order. The choice and purchase of a Service is the sole responsibility of the Customer.

These General Terms and Conditions of Sale apply to the exclusion of all other conditions of the Service Provider, and in particular those applicable to other marketing channels of the Services.

These General Terms and Conditions of Sale are accessible at any time on the website and will prevail, where applicable, over any other version or any other contractual document. The version applicable to the Customer is the one in force on the website or communicated by the Service Provider on the date of placing the Order by the Customer.

Unless proven otherwise, the data recorded in the Service Provider's computer system constitutes proof of all transactions concluded with the Client.

Under the conditions defined by the Data Protection Act and the European Data Protection Regulation, the Customer has, at any time, a right of access, rectification, and opposition if the processing is not essential for the execution of the order and the stay as well as their consequences, to all of his personal data by writing, by mail and with proof of identity, to:

Camping Le Pinada

Villerouge la Crémade

11200 FABREZAN

The Customer declares to have read these General Terms and Conditions of Sale and to have accepted them either by ticking the box provided for this purpose before the implementation of the online Order procedure, as well as the general conditions of use of the www.lepinada.com website, or, in the case of booking off the Internet, by any other appropriate means.

2 - BOOKING CONDITIONS

Legal entities retain responsibility for holidaymakers who frequent the campsite on their behalf. In any case, admission to the campsite necessarily implies acceptance of the clauses of these regulations.

Anyone who has to stay at least one night on the campground must first present their identification documents to the manager or his representative and complete the formalities required by the police.

Any contracting person must be at least 18 years of age and have the legal capacity to contract and not be under tutorship or curatorship. The contractor must be present for the duration of the stay. Minors must be accompanied by their parents or legal guardians.

The reservation is effective only with the agreement of the campsite, after receipt of the deposit (30% on the base rate) and either the reservation contract duly completed and signed, or after acceptance of the general conditions of sale when booking online.

A booking confirmation will be sent to you by mail or email, the only true proof of the reservation of your stay. Only the people listed on the booking contract will be able to stay on the campsite. Do not forget to mention all the people present during the stay.

The pitch number is assigned according to availability. A number can be given at the confirmation of the reservation without its attribution being final. The assignment of the pitch will only be made upon your arrival and as far as possible, your wishes will be respected.

The reservation of a camping pitch or a rental is made strictly personal and nominative. Under no circumstances may you sublet or assign your reservation without the prior consent of the campsite.

Campsite

Arrivals are from 2 pm and departures no later than 12 noon. Any excess will result in the billing of an additional day but no extension of stay beyond the booked time can be guaranteed.

The basic package includes the pitch for the tent, caravan or motorhome for 1 or 2 people, access to sanitary facilities and reception facilities. Additional costs (extra person, pets, extra vehicle, etc.) are not included in the basic package and will be added to it. Camping pitches can accommodate up to 6 people maximum (baby included).

Rental

Arrivals are from 15:00 and departures no later than 11:00. Any overrun will result in the billing of an additional day.

Rental accommodation is equipped. The basic package is from 1 to 6 people (baby included) depending on the type of rental. The occupancy of the accommodation is strictly limited to the number of people indicated. The price includes access to reception facilities, normal consumption of water, gas, and electricity.

Group

The reservation of more than 3 accommodations by the same person or by different people but knowing each other and moving together for the same reasons on the same dates of stay is considered a group reservation.

Camping Le Pinada studies group booking requests on a case-by-case basis and reserves the right to accept or refuse a group according to its motivations.

Booking fees

The booking fee is 5 € for stays of more than 7 nights for a rental and for a camping pitch.

3 - PRICES, TOURIST TAX

The prices shown are valid for the 2023 season. Prices are in euros, VAT included and correspond to the accommodation chosen, its number of people and its duration. Any supplements are not included.

A tourist tax collected for the Community of Communes Region Lézignanais Corbières and Minervois is to be paid on arrival, the night and the person over 18 years.

4 - PAYMENT TERMS

In rental, for reservations made more than 30 days before the beginning of the stay, a deposit of 30% of the price of the amount of the services booked outside the option must be paid at the time of booking. The balance must be paid no later than 30 days before the start date of the stay at the campsite.

On a camping pitch, for bookings made more than 30 days before the start of the stay, a deposit of 30% of the price of the amount of the services booked must be paid at the time of booking. The balance must be paid upon arrival.

For reservations made less than 30 days before the start date of the stay, full payment must be made at the time of booking. Less than 10 days, payment must be made by credit card only.

5 - NO RIGHT OF WITHDRAWAL

In accordance with Article L.221-28 of the Consumer Code, Camping Le Pinada informs its customers that the sale of accommodation services provided on a specific date, or according to a determined periodicity, is not subject to the provisions relating to the withdrawal period of 14 days.

6 - REGULATION OF THE STAY

Accepted payment methods

As part of the deposit as well as the balance, you can honor your reservation or stay by the following payment methods:

Bank check, French postal check, holiday check, postal order or cash, credit card, national or international bank transfer.

Terms of payment

On the campsite's website

Any binding reservation request from the buyer is broken down as follows:

- Deposit of 30% of the amount of the stay + administrative fees + options and cancellation insurance (optional)
- Balance of the stay no later than 30 days before your arrival for rental stays. In the event that the balance is not paid within the time indicated, it is considered cancelled and our cancellation conditions described below apply. The balance can be paid by credit card directly on our website, you can also send us a check or holiday vouchers by post at least 35 days before the date of arrival.
- Balance of the stay when you arrive on the campsite for the campsite pitches.

By post

Any binding reservation request from the buyer breaks down as follows:

- Deposit of 30% of the amount of the stay + administrative fees + options and cancellation insurance (optional). This reservation has contractual value only upon receipt by the buyer of a reservation confirmation issued by the campsite.
- Balance of the stay no later than 30 days before your arrival for rental stays. In the event that the balance is not paid within the time indicated, it is considered cancelled and our cancellation conditions described below apply.
- Balance of the stay when you arrive on the campsite for the campsite pitches.

7 - CANCELLATION AND MODIFICATION

Modification of your reservation

Any modification at the request of the customer is possible. Any request for modification must give rise to a written confirmation from the customer and remains subject to availability and acceptance by Camping Le Pinada. If the contractor wishes to extend his stay, the current rate will be applied. Any change at the request of the customer from a higher range to a lower range, will not give rise to any refund. No postponement will be accepted to the following season.

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

Any request from the customer to modify or cancel the stay must be sent to Camping Le Pinada by registered letter with acknowledgment of receipt or email. The deadlines mentioned below are from the date of receipt of this letter, the postmark being proof. The cancellation or modification of the stay will result in the collection of at least the following fees:

*Beyond 30 days before the beginning of the stay: 30% of the price of the stay + booking fees + insurance costs (if subscribed)

*Less than 30 days before the beginning of the stay: 100% of the price of the stay + booking fees + insurance costs (if subscribed).

In all cases of cancellation, the booking fees will remain the property of the Campsite.

Unused services

Any interrupted stay, abbreviated (late arrival, early departure), or in case of no show on the customer's campsite will not give rise to any refund of the said service.

Cancellation due to Camping Le Pinada

In case of cancellation due to Camping Le Pinada, except in cases of force majeure, the stay will be fully refunded. However, this cancellation will not give rise to the payment of damages. To obtain any compensation, we invite you to take out cancellation or interruption of stay insurance when booking.

Cancellation insurance

We invite you to take out cancellation or interruption of stay insurance when booking with our partner Campez Couvert (cost 3.50% of the price of the stay excluding option).

8 - YOUR STAY

Arrival

Camping pitches:

Arrivals are from 14h00. The location assigned by the manager considers the client's preferences as much as possible.

A security deposit of 50€ will be required on arrival for the access badge to the campsite. One will be issued per location. The pitch must be cleaned before your departure.

Rental accommodation:

Arrivals are from 15:00 and when the keys of your rental are handed over, a deposit will be requested.

No key will be handed over without the payment of the balance of the stay and the security deposits after 20h without prior request on your part. Beyond 24 hours, without news from you, the campsite will be able to have your accommodation.

Two security deposits will be paid on the day of your arrival: one of 50 € for the access badge to the campsite and one of 500 € for the mobile home. These will be given back after return, in good condition, of the badge and finding of conformity to the original state of the premises during the inventory carried out on the day of your departure. In the absence of conformity, a deduction will be made of the costs of restoring the premises and the value of the missing or deteriorated equipment.

A sum of 80 € will be retained from the amount of the deposit if the rented accommodation has not been cleaned on the day of departure, in view of the internal regulations which require the customer to clean his accommodation.

The content of each accommodation is referenced on an inventory. The campsite strongly advises the customer to check it on arrival to avoid any dispute on the day of departure.

During your stay

The campsite declines all responsibility in the event of an incident falling under the civil liability of the camper. It is up to the camper to ensure: the camper is responsible for the surveillance of his personal belongings. The customer must take out all insurance to cover the risks of theft, fire, water damage, civil liability, recourse of third parties.

All guests must comply with the provisions of the internal regulations of the campsite and the swimming pool. Each tenant in title is responsible for disturbances and nuisances caused by people staying with him or visiting him.

Failure to comply with the regulations may be subject to eviction without compensation or refund. As a reminder, only swimsuits or boxers are allowed at the pool. The deposit may also be retained in case of proven noise nuisance (after warning).

The campsite can not be held responsible for nuisances that would disrupt your stay (power cuts, water, telephone, works ...) Customers will be informed of these possible nuisances on the sole condition that Le Pinada campsite is itself informed.

Departure

On the day of departure indicated on your contract, the rental accommodation must be vacated by 11 am. The accommodation will be returned in perfect state of cleanliness, and the inventory can be checked, any broken or deteriorated object, will remain at your expense, as well as the restoration of the premises if necessary.

The deposit will be returned to you at the end of the stay after deduction of the allowances withheld, on supporting invoices, for any damage noted by the inventory of fixtures of exit. The retention of the security does not exclude additional compensation if the costs are greater than the amount of the deposit.

For any delayed departure, you may be charged an additional day at the night rate in force.

For everyone's comfort, it is strictly forbidden to smoke in the rentals.

Any finding of infringement will result in the total loss of the initial deposit.

This deposit does not constitute a limitation of liability.

Campsites must be returned clean and in the condition in which they were taken. Check-out is before 12:00.

9 - VISITORS

Visitors are admitted to the campsite after having presented themselves at the campsite reception and having paid the visitor fee. Cars and pets of visitors are prohibited in the campsite. Visitors will have access to the campsite's facilities. Any undeclared visitor will be excluded from the site.

10 - ANIMALS

Pets are accepted at a maximum of 1 per pitch or rental (except dogs of the 1st and 2nd category) for a fee payable at the time of your reservation. They are under the responsibility of their master.

Their daily and/or hygienic walks must be done outside the campsite with the collection of droppings. We are at your disposal at the reception of specific bags.

They must be always kept on a leash. For hygiene reasons, they are prohibited around swimming pools, in food shops, in buildings.

The vaccination record for dogs and cats must be up to date. Under no circumstances should they be left alone on the pitch, in accommodation or in a car.

11 - IMAGE

You expressly authorise Camping Le Pinada to use photographs and/or films that may be taken during your stay.

This authorization applies both to you and to the persons accommodated with you.

Any holidaymaker refusing to be photographed or filmed during his stay must inform Camping Le Pinada beforehand and in writing. You also authorize their distribution, publication and marketing on any type of media that may be used.

12 - LITIGATION

Any complaint concerning the non-conformity of the services with the contractual commitments can be reported by post or e-mail to Camping Le Pinada.

Professional Mediation Company 24 rue Albert de Mun 33000 Bordeaux Tel : 06 20 34 20 84

Email: messinguiral@cpmn.fr Web: www.mediateur-consommation-smp.fr.

13 - DATA PROCESSING AND FREEDOM

The information you provide to us when placing your order will not be passed on to any third party. This information will be considered by Camping Le Pinada as confidential. They will be used only by Camping Le Pinada, for the processing of your order and to strengthen and personalize the communication and the offer of services reserved for Camping Le Pinada customers according to your interests. In accordance with the Data Protection Act of 6 January 1978, you have the right to access, rectify and oppose personal data concerning you. To do this, simply send us a request by mail to the following address: Camping Paradis Le Pinada – VILLEROUGE LA CREMADE – 11200 FABREZAN, indicating your name, first name and address.