

GENERAL TERMS AND CONDITIONS OF SALE

Reservation of tourist accommodation or pitches

1 - SCOPE OF APPLICATION

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

The main characteristics of the Services are presented on the www.lepinada.com website or on a written medium - paper or electronic - in the event of a reservation by a means other than a remote order.

The Customer is obliged to read them before placing any 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 terms and conditions of the Service Provider, in particular those applicable to other marketing channels for the Services.

These General Terms and Conditions of Sale are accessible at all times on the Website and shall 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 Web Site or communicated by the Service Provider on the date the Order is placed by the Customer.

In the absence of proof to the contrary, the data recorded in the Service Provider's computer system constitutes proof of all transactions entered into with the Customer.

Under the conditions defined by the French Data Protection Act and the European Data Protection Regulation, the Customer has the right, at any time, to access, rectify and, if the processing is not essential to the execution of the Order and the holiday as well as their consequences, to object to all of his/her personal data by writing, by post and providing proof of his/her identity, to :

Camping Le Pinada

Villerouge la Crémade

11200 FABREZAN

The Customer declares that he/she has read these General Terms and Conditions of Sale and has accepted them either by ticking the box provided for this purpose before completing the online Order procedure, as well as the general terms and conditions of use of the www.lepinada.com website, or, in the case of offline bookings, by any other appropriate means.

2 - BOOKING CONDITIONS

Legal entities remain responsible for holidaymakers visiting the campsite on their behalf. In any event, admission to the campsite implies acceptance of the clauses of these regulations.

Any person wishing to stay at least one night on the campsite must, beforehand, show the manager or his representative his identity papers and complete the formalities required by the police.

All contracting parties must be at least 18 years old and have the legal capacity to enter into a contract and not be under guardianship or curatorship. The contracting party must be present throughout the stay. Minors must be accompanied by their parents or legal guardians.

Reservations are only confirmed with the agreement of the campsite, after receipt of the deposit (30% of the basic price) and either the booking contract, duly completed and signed, or acceptance of the general terms and conditions of sale when booking online.

A booking confirmation will be sent to you by post or e-mail, which is the only real proof that your holiday has been booked. Only the people listed on the booking contract will be able to stay at the campsite. So don't forget to mention all the people present during your stay.

The pitch number is allocated according to availability. A number may be given on confirmation of the booking, but this does not mean that the allocation is definitive. The pitch will not be allocated until you arrive and, as far as possible, your wishes will be respected.

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

Campsite pitches

Arrivals are from 3 p.m. and departures no later than 12 noon. An extra day will be charged for any overstay, but no extension of the stay beyond the time booked can be guaranteed.

The basic package includes a pitch for a tent, caravan or camper van 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. Campsite pitches can accommodate a maximum of 6 people (including babies).

Rental

Arrivals are from 3.00 pm and departures no later than 11.00 am. An extra day will be charged for any delay.

The rental accommodation is fully equipped. The basic package is for 1 to 6 people (including babies), depending on the type of accommodation. Occupancy of the accommodation is strictly limited to the number of people indicated. The price includes access to the reception facilities and normal consumption of water, gas and electricity.

Group

The booking of more than 3 accommodations by the same person or by different people who know each other and are travelling together for the same reasons on the same dates is considered as a group booking.

Camping Le Pinada examines group reservation requests on a case-by-case basis and reserves the right to accept or refuse a group depending on the reasons for the request.

Booking fees

There is a booking fee of €5 for a camping pitch and €15 for rental accommodation.

3 - TARIFFS, TOURIST TAX

The prices shown are valid for the 2026 season. Prices are in euros, including VAT, and correspond to the accommodation chosen, its number of people and its duration. Any supplements are not included.

A tourist tax collected for the Communauté de Communes Région Lézignanaise Corbières et Minervois is payable on arrival, per night and per person over 18.

4 - TERMS OF PAYMENT

In the case of rental accommodation, for bookings made more than 30 days before the start of the holiday, a deposit of 30% of the price of the services booked, excluding options, must be paid at the time of booking. The balance must be paid no later than 30 days before the start of your stay at the campsite.

For campsite pitches booked more than 30 days before the start of the holiday, a deposit of 30% of the price of the services booked must be paid at the time of booking. The balance must be paid on arrival.

For bookings made less than 30 days before the start of the holiday, full payment must be made at the time of booking. For bookings made less than 7 days in advance, payment must be made by credit card only.

5 - NO RIGHT OF WITHDRAWAL

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

6 - RULES FOR THE STAY

Payment methods accepted

For both the deposit and the balance, you can honour your booking or stay by the following methods of payment:

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

Terms of payment

On the campsite website

All firm booking requests from the purchaser break down as follows:

- Deposit of 30% of the total cost of the holiday + booking fees + tourist tax + options and cancellation insurance (optional)
- Balance of the stay no later than 30 days before your arrival for stays in rental accommodation. If the balance is not paid within the time specified, the holiday is considered cancelled and our cancellation conditions described below apply. The balance can be paid by credit card directly on our website, or you can send us a cheque or holiday vouchers by post at least 35 days before your arrival date.
- The balance of the stay must be paid on arrival at the campsite.

By post

All firm booking requests from the purchaser break down as follows:

A deposit of 30% of the total cost of the holiday + booking fees + options and cancellation insurance (optional). This booking is not binding until the purchaser has received a booking confirmation from the campsite.

The balance of the stay must be paid no later than 30 days before arrival for rental accommodation. If the balance is not paid within the time limit indicated, the holiday will be considered cancelled and our cancellation conditions described below will apply.

Balance to be paid on arrival at the campsite for camping pitches

7 - CANCELLATION AND MODIFICATION

Changing your booking

Any modification at the customer's request is possible. Any request for modification must be confirmed in writing by the customer and is subject to availability and acceptance by Camping Le Pinada. If the contracting party wishes to extend their stay, the current tariff 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 reimbursement. No carry-over to the following season will be accepted.

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

Any request by the customer to modify or cancel the stay must be sent to Camping Le Pinada by registered letter with acknowledgement of receipt or by e-mail. The time limits mentioned below apply from the date of receipt of this letter, the postmark being taken as proof. Cancellation or modification of the stay will incur the following minimum charges:

*More than 30 days before the start of the holiday: 30% of the price of the holiday + booking fees + insurance (if taken out).

*Less than 30 days before the start of the stay: 100% of the price of the stay + booking fees + insurance (if taken out).

In all cases of cancellation, the booking fee will be retained by the campsite.

Unused benefits

Any stay that is interrupted or shortened (late arrival, early departure), or in the event of the customer's non-appearance at the campsite, will not give rise to any reimbursement of the said service.

Cancellation by Camping Le Pinada

In the event of cancellation by Camping Le Pinada, except in cases of force majeure, the stay will be fully refunded. However, this cancellation cannot give rise to the payment of damages. In order to obtain

compensation, we recommend that you take out holiday cancellation or interruption insurance at the time of booking.

Cancellation of the insurance

We invite you to take out holiday cancellation or interruption insurance when you book with our partner Campez Couvert (cost 3.50% of the price of the holiday excluding optional extras).

8 - VOTRE SÉJOUR

Arrival

Emplacements camping :

Arrivals are from 15:00. The pitch allocated by the manager takes account of the customer's preferences as far as possible.

A deposit of 50€ will be required on arrival for the campsite access badge. One badge will be issued per pitch. The pitch must be cleaned before you leave.

Rental accommodation :

Arrivals are from 3:00 p.m. and a deposit will be requested when the keys are handed over.

No keys will be handed over without payment of the balance of the stay and security deposits after 8pm without prior request on your part. After 24 hours, without any news from you, the campsite may dispose of your accommodation.

Two security deposits will be paid on the day of your arrival: one of 50€ for the campsite access badge and one of 500€ for the mobile home. These will be returned once the badge has been returned in good condition and the inventory has been checked on the day of your departure. The deposit may be kept for up to 7 days after your departure. In the event of non-conformity, a deduction will be made for the cost of restoring the premises and the value of any missing or damaged equipment.

An amount of 80€ will be deducted from the security 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 the accommodation.

The contents of each accommodation are listed on an inventory. The campsite strongly advises customers to check this on arrival to avoid any disputes on the day of departure.

During your stay

The campsite declines all responsibility for any incident for which the camper is liable. It is the camper's responsibility to take out insurance: the camper is responsible for looking after his or her personal belongings. The customer must take out insurance to cover theft, fire, water damage, civil liability and third-party claims.

All customers must comply with the campsite and swimming pool rules and regulations. Each tenant is responsible for any disturbance or nuisance caused by persons staying with or visiting him/her.

Failure to comply with these rules may result in eviction without compensation or reimbursement. As a reminder, only bathing suits or boxer shorts are allowed in the pool. The deposit may also be retained in the event of proven noise pollution (after warning).

The campsite cannot be held responsible for any nuisance that may disrupt your stay (power cuts, water cuts, telephone cuts, construction work, etc.). Customers will be informed of any such nuisance 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 before 11am. The accommodation will be returned in a clean and tidy condition, and the inventory will be checked. You will be responsible for any broken or damaged items, and for restoring the premises if necessary.

The security deposit will be returned to you at the end of your stay, after deduction of any compensation deducted, based on supporting invoices, for any damage noted in the departure inventory. The retention of the deposit does not exclude additional compensation in the event of costs exceeding the amount of the deposit.

For late departures, you may be charged an additional day at the current nightly rate.

For everyone's comfort, smoking is strictly forbidden in the chalets.

Any infraction will result in the total loss of the initial deposit.

This deposit does not constitute a limit of liability.

Campsites must be returned clean and in the condition in which they were taken. Departures must be made before 12:00.

9 - VISITORS

Visitors are admitted to the campsite after checking in at reception and paying the visitor's fee. Visitors' cars and pets are not allowed on the campsite. Visitors will have access to the campsite facilities. Unregistered visitors will be excluded from the site.

10 - ANIMALS

Pets are accepted up to a maximum of 1 per pitch (except 1st and 2nd category dogs) for a fee payable at the time of booking. Pets are the responsibility of their owners. They are not allowed in the rental units.

Dogs must be walked outside the campsite on a daily basis and/or for hygienic reasons, and their faeces must be collected. Special bags are available at reception.

Dogs must be kept on a leash at all times. For reasons of hygiene, pets are not allowed near swimming pools, in food shops or in buildings.

Dogs and cats must have up-to-date vaccination records. Under no circumstances may they be left alone on the site or in a car.

11 - IMAGE

You expressly authorize Camping Le Pinada to use any photographs and/or films taken during your stay, without compensation.

This authorization applies both to you and to persons staying with you.

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

12 - CONTENTIEUX

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

Société Médiation Professionnelle 24 rue Albert de Mun 33000 Bordeaux Tel: 06 20 34 20 84

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

13 - INFORMATION TECHNOLOGY AND CIVIL LIBERTIES

The information that you communicate to us at the time of your order will not be transmitted to any third party. This information will be considered confidential by Camping Le Pinada. It will only be used by Camping Le Pinada to process your order and to strengthen and personalise communication and the range of services reserved for Camping Le Pinada customers according to your centres of interest. In accordance with the French Data Protection Act of 6 January 1978, you have the right to access, rectify and object to any personal data concerning you. To do so, simply send us a request by post to the following address: Camping Paradis Le Pinada - VILLEROUGE LA CREMADE - 11200 FABREZAN giving us your full name and address.