

# Camping la lagune \*\*\*

## General conditions of sale :

*In order to be able to benefit from our services, we ask you to read the following general conditions carefully. These conditions govern the sale of the stay and are valid at the time the reservation is made. The fact of booking a stay implies the complete adherence to the general conditions. All sums paid to the Camping remain acquired. For your safety, during the season, the wearing of a bracelet is obligatory.*

## Booking conditions :

The reservation becomes effective only after reception of the properly signed reservation contract, accompanied by your payment of the deposit as well as the reservation fees 23€ and possibly the fees for insurance cancellation and the acceptance of the general terms and conditions of sale. The reservation is made on a strictly personal basis. Under no circumstances may you sublet or transfer your reservation without the previous consent of the campsite. Minors must be accompanied by their parents or legal tutors. **The management reserves the right to change an assigned number. Preferences are not guaranteed. The fact of confirming the proposal by internet is considered as acceptance.**

The rental accommodation is equipped. The campsite reserves the right to refuse access to families arriving with a number of participants exceeding the rented accommodation capacity. Smoking is not allowed in the accommodation. We reserve ourselves the right, in the event of technical interventions, to enter the Mobile Home even without your presence.

## Payment conditions :

**All sums paid to the campsite will be retained.**

### Date of arrival :

**+ 90 days :** 40% deposit at reservation + Cancellation insurance + booking fees

The balance will be due at the latest 90 days before the beginning of the stay (excluding tourist taxes and eco-participation).

**-90 days** à the totality at the time of booking

(excluding tourist taxes and eco-participation).

Without payment of the balance within the time limit, the campsite reserves the right to cancel your reservation and keep the deposit previously paid.

## Cancellation Guarantee :

We strongly recommend that you subscribe to cancellation insurance. It is payable at the time of booking and is optional. This insurance will allow you to be reimbursed (**according to the conditions provided for in the attached insurance contract**).

## Animals :

They must be declared at arrival.

Animals are tolerated with their up-to-date vaccination record (obligatory). They must be kept on a leash, even on your pitch, inside the campsite. The owner must leave the campsite for their needs and pick them up.

**Dogs of category 1 and 2 are not allowed on the campsite.**

## Cancellation and modification of your stay without cancellation insurance :

**-Due to the camping :** In case of cancellation due to the campsite, except in case of major force, the stay will be fully refunded, excluding handling fees. However, such cancellation shall not give right to any payment of damages.

**-Due to the customer :** Any cancellation of a reservation must be made in writing.

The campsite will retain :

**More than 90 days** before the expected arrival date an amount equal to 40% of the full cost + booking fee + cancellation fee

**Less than 90 days** before the expected arrival date, an amount equal to the total amount of the stay + booking fees + cancellation fees.

## Services not used:

**In the absence of a written message from you indicating the postponement of your arrival date, the pitch or accommodation will be available for sale again the day after the date mentioned on the contract from noon. You will therefore lose the benefit of your reservation without refund or postponement.**

Interruption of the stay: any interrupted, or shortened stay (late arrival, early departure) due to your fault will NOT give rise to ANY REFUND (See general conditions of the stay cancellation insurance, if subscription).

### Arrival : - Pitches from noon

- Rentals from 4PM

The reception is open from 9am to 1pm and 2pm to 7pm (off season) and from 9am to 7pm (July-August). Please bring the cash for the deposit for the mobile home on the day of your arrival. Without these, you will not be able to get the keys to your accommodation. An inventory sheet, to be checked within 12 hours, will be given to you. Any complaints made after this time will not be taken into account.

### During your stay :

All customers must respect the terms of the internal regulations. Each occupant is responsible for disturbances and nuisances caused by all those who stay with or visit him/her. If this is not respected, the campsite reserves the right to expel without refund.

You have the possibility to receive visitors, their presence must be reported to the reception and must be regularized:

**Day visitor: 5€Person/3€Pet/day**

**Small visit (Lunch, Aperitif, Dinner) :**

**Adult 2€ Child (-18 yrs) 2€ Dog 2€**

### Departure : - Pitches until noon

- Rentals until 10AM

If the rental is released in a perfectly clean condition and without missing or damaged equipment, the deposit will be returned to you. The retention of the bond does not exclude additional compensation in the event that the costs exceed the amount of the deposit. Any overtime will be charged.

Electricity : Current electricity consumption is included in your rate, except for vehicle recharging.

## Responsibility of the campsite :

The client expressly agrees that the campsite cannot be held responsible, as a result of the communication by its partners or any third person, of false information which may be mentioned in the brochure or website, and in particular the presentation photos, qualifiers, activities, leisure activities, services. All photos and texts used in the brochure or on the websites are non-contractual. They have only an indicative character. It may happen that certain activities and facilities proposed and indicated in the descriptions in the brochure are deleted, in particular for climatic reasons or in cases of force majeure, as defined by the French courts.

## Mediation of customer disputes :

In accordance with the provision of the consumer Code concerning "the mediation process for consumer dispute", the customer has the right to use the mediation service offered by Camping La Lagune free of charge. The mediator "consumer law" thus proposed is CM2C.

This mediation system can be joined by :

- Electronic way : on the site [www.cm2c.net](http://www.cm2c.net)

- Post : CM2C - 14 Rue Saint Jean – 75017 PARIS

- Phone : 00 33 (0)1 89 47 00 14

## Information technology and freedom :

The information you provide us with will not be transmitted to any third person. This information will be considered by the campsite as confidential. They will only be used by our services for brochures and websites. In accordance with the Data Protection Law 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 indicating your full name and address.

## Insurance :

It is the customer's responsibility to insure himself, the campsite declines all responsibility in the event of theft, fire, bad weather, natural disasters, as well as in the event of an accident for which the customer is liable. The customer accepts the site as it stands (trees, plantations, vegetation...), in case of dispute or contestation, the Commercial Court of Montpellier will be the only competent court.

## No right of retraction :

In accordance with Article L.121-28 of the Consumer Code, Camping La Lagune informs its customers that the sale of accommodation services provided on a specific date or at a specific frequency is not subject to the provisions relating to the 14-day withdrawal period.

## Deposits :

**Pitches :** 30€ / 1 badge (Cash)

**Mobil-home :** 30€ / 1 badge (Cash)

70€ / Final cleaning MH (Cash)

200€ / Possible damage MH (Cash)

I have read the insurance policy cancellation and I would like to subscribe to it.

I declare that I have read the general conditions and prices of the campsite and that I am in perfect agreement.

Done at : .....

The : ...../...../.....

Vehicle registration number : .....

Electric or hybrid vehicle?

Yes (6€/day)  No

Name, firstname : .....

Signature :

