

# TERMS OF SALES

## 1/ SERVICES

### Campsite :

This is a bare pitch for your tent, caravan, motorhome, van or converted van.

Your stay is calculated based on a basic package which includes the location, the person(s) planned according to the package, your facility, your vehicle and access to reception facilities, sanitary facilities and various services and activities ( free stay for children under 3 years old). Additional costs (additional person, additional vehicle, pets, etc.) are not included in the package and will be added to it.

- Nature package: 1 pitch for 2 people, 1 campervan or 1 car with a tent or a caravan or a van or a converted van.

- Comfort package: Nature package + 6A electricity.

Outside of July/August, we offer packages suitable for single travelers, on foot or by bike:

- Nature hiker package: 1 location for a single person with a tent and without a vehicle.

- Hiker comfort package: Hiker nature package + 6A electricity.

- Nature cycling package: 1 location for a single person with a tent and a bike.

- Cycling comfort package: Nature cycling package + 6A electricity.

### Rental accommodation :

Our prices include people (depending on the capacity of the accommodation), water, gas, electricity, a vehicle, access to reception facilities and various services and activities.

Our prices including tax do not include the tourist tax of €0.86 per day per person over 18 years old and the eco participation of €0.60 per day per participant in the stay (waste treatment and installation of energy saving systems). These taxes are invoiced simultaneously with your accommodation and are payable on the same payment due dates. They are non-modifiable and non-refundable upon your arrival on the site. Depending on the case, they must be paid at the same time as the balance of the stay (1 month before your arrival on the site).

Minors unaccompanied by a responsible adult are not accepted.

## 2/ RESERVATION

For any reservation, an "option" is recorded upon receipt of your request (subject to availability). This is valid for a maximum of 7 days (any option not confirmed within 7 days will be automatically canceled).

The reservation only becomes firm upon receipt of a reservation confirmation issued by the campsite after receipt of the deposit of 30% of the initial price of the stay by credit card, check, bank transfer, cash or holiday voucher (paper and Connect ).

In the event of cancellation, whatever the reason, the deposit will be retained for a future stay.

All reservations are nominative and cannot under any circumstances be transferred or sublet without the agreement of the campsite.

## 3/ PAYMENT OF THE BALANCE

You can pay the balance of your reservation by credit card, check, bank transfer, cash or holiday vouchers (paper and Connect ).

The balance of the stay must be paid no later than 1 month before the start of the stay for rentals and at least 14 days before the start of the stay for campsites. In the event that the balance is not paid within the deadlines indicated, the stay is considered canceled and our cancellation conditions described below apply.

## 4/ LATE BOOKING

If you reserve a rental less than 1 month before the start of the stay or a campsite less than 14 days before the start of the stay, full payment will be required at the time of reservation.

## 5/ LATE ARRIVAL AND EARLY DEPARTURE

In the event of late arrival or early departure compared to the dates mentioned on your reservation voucher, the entire stay will remain due. You will not be able to claim any refund for the part of the stay not completed.

## 6/ NO PRESENTATION ON THE CAMPSITE

In the event of no-show at the campsite within 12 hours of the start of your stay and without proof and/or news of your arrival, we will dispose of your accommodation and the payments paid will remain with the campsite.

## 7/ ARRIVAL AND DEPARTURE

Arrivals to rentals take place between 4:00 p.m. and 7:00 p.m. No arrivals can be processed before 4 p.m. and any arrival after 7 p.m. must be notified to us by telephone. On the day of departure, the rental must be vacated before 10:00 a.m.

Arrivals at campsites take place between 2:00 p.m. and 7:00 p.m. No arrivals can be processed before 2 p.m. and any arrival after 7 p.m. must be reported to us by telephone. On the day of departure, the pitch must be vacated by 12:00 noon at the latest.

## 8/ CANCELLATION

### Due to the buyer :

La Pibola campsite offers optional Cancellation and Interruption Insurance when you book. Our partner Gritchen undertakes to reimburse all or part of the stay only to customers who have taken out Campez Couvert insurance.

Its amount is payable in full and only when booking. It is added to that of the deposit and concerns people registered for the stay. Its amount is 4% of the rental price.

In the event of cancellation, please notify the campsite of your withdrawal as soon as an event prevents your departure by post or email. If the loss is provided for in the general conditions (available on the website [www.campeze-couvert.com](http://www.campeze-couvert.com)), notify the insurer within 48 hours and provide all the necessary information and supporting documents.

Without taking out cancellation insurance, no reimbursement can be requested from the campsite. The amounts paid will be carried over to a future stay in the following year, after deduction of cancellation insurance in the event of subscription by the customer.

### Due to camping :

If the campsite is required to cancel its pitch rental and/or rental accommodation services, except in cases of force majeure, the stay will be reimbursed at amount of amounts paid. However, this cancellation cannot give rise to the payment of damages.

## 9/ DEPOSIT AND INVENTORY

As a guarantee of the return of your accommodation undamaged and in perfect clean condition (ready to be re-rented following the instructions indicated in the cleaning sheet present in each rental), a deposit will be requested from you before taking possession of your rental by **bank pre-authorization** or, failing that, by check (200€ for canvas bungalows and Safari tents, 400€ for all other rentals). **Cash is not accepted for payment of the deposit.**

In the absence of any damage, the security deposit by bank pre-authorization will be canceled within 7 days following departure and the security deposit in the form of check will be returned by mail within 14 days.

In each accommodation there is an inventory sheet allowing you to carry out your own inventory of entry. Any material problem (missing item, breakage, cracks, marks, etc.) must be reported to us within 24 hours of your arrival. If you do not report this within the allotted time, any anomalies or damage to the equipment will be your responsibility.

When you leave, any cleaning not carried out (or poorly carried out) will be retained from the deposit and charged at the rate of a cleaning fee (65€ for rentals without toilets and 75€ for rentals with toilets). In the event of deterioration of the accommodation, its contents and/or equipment within the campsite, the campsite reserves the right to keep all or part of the deposit for the repair and/or repurchase of the damaged equipment. If you wish to have an exit inventory carried out, an appointment must be scheduled with reception at least 48 hours before your departure.

#### **10/ ADDITIONAL PERSON AND/OR VISITOR**

If on arrival or during the stay, the number of tenants exceeds that indicated when booking, the campsite reserves the right either to refuse additional tenants or to request a price increase according to the current rate. In all cases, the number of people cannot exceed the maximum capacity authorized in the accommodation. Any additional vehicle (car, trailer, motorcycle) and visitor will also be billed according to the current rate. For security reasons, each visitor must report to reception and pay the applicable fee. Any visitor who enters the campsite fraudulently will be escorted to the exit and will be prohibited from any future access. **Access to the swimming pool is strictly prohibited for visitors.**

#### **11/ DOMESTIC ANIMALS**

Dogs (except 1st and 2nd category dogs) are accepted, a maximum of 2 on campsites and a maximum of 1 in rental accommodation (with supplement). The owner undertakes not to let his animal wander off without being tied up, to pick up its droppings and is responsible for any damage caused by it. Under no circumstances should a dog be left alone in a rental property, in a car or tied to a tree and inconvenience the neighborhood with its barking and/or dirtying. Cats are only allowed on campsites of a maximum of 2 (with supplement). Cats and all other animals are prohibited in rental properties.

#### **12/ SANITARY BUILDINGS**

Access to the sanitary buildings (sinks, showers and dishwashing basins) is exclusively reserved for campers (with the exception of people with reduced mobility who, on request at reception, can access the provided sanitary facilities). Only the use of the washing machine and toilets in the large sanitary building located near the swimming pool is authorized for accommodation tenants.

#### **13/ POOL**

The swimming pool is open from mid-June to mid-September. This is exclusively reserved for campsite customers (visitors strictly prohibited). Swimsuit is obligatory (shorts and boxer shorts prohibited).

#### **14/ VACAF**

The assistance calculated at the time of booking is theoretical, and may ultimately be lower, the difference is in this case to be paid by the customer.

#### **15/ IMAGE RIGHT**

You expressly and without compensation authorize the campsite to use, on any medium, photos of you or your children that may be taken during your stay for advertising purposes. Otherwise, please notify us in writing.

#### **16/ COMPLAINTS- DISPUTES**

Any possible complaint related to a stay must be made in writing and sent to us by registered letter with acknowledgment of receipt within 20 days following the end of the stay.

In the event of a dispute and in the absence of an amicable solution found within the month following receipt of the above-mentioned letter of complaint, you may have free recourse to a consumer mediator (provided you contact him within the year following sending your letter of complaint).

By default, we offer you recourse to the following consumer mediator:

Center for Consumer Mediation of Justice Conciliators  
CM2C  
49 Rue de Ponthieu- 75008 PARIS  
Such. : 01 89 47 00 14  
Email: cm2c@cm2c.net  
Website: <https://www.cm2c.net>

#### **17/ PERSONAL DATA**

When making a reservation or during your stay, some of your personal data may be collected and processed by us.

When the reservation is made via our website, the methods of processing the data collected prior to the reservation or concomitantly with the latter are the subject of the confidentiality policy or the general conditions of sale that you accept before confirmation of the reservation. your reservation.

The personal data collected during a reservation made by telephone or during your stay are as follows:

- Name, first name, date of birth of the person who made the reservation and accompanying persons and telephone number and email address of the person who made the reservation.

This data is collected and processed on the following grounds:

- Your consent and the need to allow the execution of a reservation contract concluded between yourself and Camping la Pibola .

Only management and possible staff have access to the data collected.

The data collected is subject to processing for the following purposes:

- The execution of a reservation contract concluded between you and Camping la Pibola , the management of your possible complaints, the maintenance of our customer file, the carrying out of commercial prospecting actions by Camping la Pibola and the management of our accounting.

The data collected is kept for the entire period necessary for the execution of the reservation contract and will be kept for 5 years after the end date of the stay (except in the event of a dispute not resolved at the end of this period, in which case, the data will be kept until the end of the dispute).

In accordance with the Data Protection Act No. 78-17 of January 6, 1978, it is specified that each person has the following rights over their data: right of access, right of rectification, right to erasure (right to forgetting), right of opposition, right to limitation of processing, right to portability. Each person can also define guidelines relating to the conservation, erasure and communication of their personal data after their death.

Each person may, for reasons relating to their particular situation, object to the processing of data concerning them.

To exercise this type of rights, letters must be sent by RAR to the following address: Camping la Pibola- Le Cazalet- 09500 CAMON, or to the following email address : [contact@lapibola.fr](mailto:contact@lapibola.fr).

Any person who is the victim of a breach of one of the above-mentioned rights may submit a complaint to the CNIL (<https://www.cnil.fr/>).

You can also object to telephone canvassing by registering on the list opposing telephone canvassing on the BLOCTEL website (<https://www.bloctel.gouv.fr/>).