

GENERAL CONDITIONS OF SALE

1/ SERVICES

Camping location :

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

Your stay is calculated from a basic package which includes the location, the person(s) planned according to the package, your installation, your vehicle and access to the reception facilities, toilets and the 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 camper van 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 solo travelers, on foot or by bike:

- Nature hiker package: 1 pitch for a single person with a tent and no vehicle.

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

- Nature cycling package: 1 space for a single person with a tent and a bicycle.

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

Rental accommodation :

Our prices include people (depending on the capacity of the accommodation), water, gas, electricity, a vehicle, access to the reception facilities and to the various services and activities. Our prices including tax do not include the tourist tax of €0.86 per day per person over 18 (French tax intended to help finance expenses related to tourist attendance and the protection of natural areas for holidaymakers) and the eco-participation of €0.60 per day per participant in the stay (amount used in an environmental approach: optimizing the management of water, energy and waste resources; enriching the landscape and promoting the biodiversity of our natural areas; preparing the campsite of tomorrow). The tourist tax and the eco-participation are invoiced at the same time as your accommodation and are payable on the same payment dates. They cannot be changed or refunded upon your arrival on 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 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 cancelled).

The reservation only becomes firm upon receipt of a booking 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 vouchers (paper and Connect).

The administration fees are waived when making a reservation, however, the campsite reserves the right to charge a €20 processing fee in the event of a request to modify the initial reservation on your part before your arrival and/or on site (additional person, additional vehicle, etc.). 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 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 at the latest 1 month before the start of the stay for rentals and at least 14 days before the start of the stay for camping pitches. In the event that the balance is not paid within the indicated time frame, the stay is considered cancelled and our cancellation conditions described below apply.

4/ PAYMENT IN 4X BY CREDIT CARD WITH OUR PARTNER FLOA

Our financial partner Floa offers payment solutions for your purchases of goods and/or services, in 4 installments by bank card. These payment solutions are reserved for individuals (adult individuals) residing in France, holders of a Visa or MasterCard bank card with a validity date corresponding to the duration of the reimbursement. Floa , RCS Bordeaux 434 130 423, whose head office is located at Immeuble G7 – 71 Rue Lucien Faure in Bordeaux (33300) subject to the control of the Prudential Control and Resolution Authority (ACPR) 4 Place de Budapest, CS 92459, 75436 PARIS CEDEX 09 and registered with ORIAS under number n° 07 028 160 (www.orias.fr). Floa reserves the right to accept or refuse your financing request; you have the legal withdrawal period of 14 days. For more information, click [here](#) . We draw your attention to the fact that if you request to pay for your order of goods and/or services using these payment solutions, your personal data will be transmitted to Floa for the purposes of studying your financing application, managing your credit agreement and, where applicable, recovery. For more information, click [here](#) .

5/ LATE RESERVATION

In the event of a rental reservation less than 1 month before the start of the stay or a camping pitch less than 14 days before the start of the stay, full payment will be required upon reservation.

6/ LATE ARRIVAL AND EARLY DEPARTURE

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

7/ NO SHOW AT THE CAMPSITE

In the event of non-arrival at the campsite within 12 hours of the start of your stay and without providing proof and/or news of your arrival, we will dispose of your accommodation and the payments made will remain the property of the campsite.

8/ ARRIVAL AND DEPARTURE

Arrivals in the rentals take place between 4:00 p.m. and 7:00 p.m. No arrivals can be taken care of before 4:00 p.m. and any arrival after 7:00 p.m. must be reported to us by telephone. On the day of departure, the rental must be vacated before 10:00 a.m. (in case of departure after 10:00 a.m., an additional half-day will be charged at a rate of €30).

Arrivals at the campsites take place between 2:00 p.m. and 7:00 p.m. No arrivals can be taken care of before 2:00 p.m. and any arrivals after 7:00 p.m. must be reported to us by telephone. On the day of departure, the pitch must be vacated before 12:00 p.m. (in case of departure after 12:00 p.m., an additional half-day will be charged at a rate of €12).

9/ CANCELLATION

Due to the buyer :

Camping La Pibola 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 upon booking. It is added to the deposit and concerns the people registered for the stay. Its amount is 4% of the rental price.

In case of cancellation, please notify the campsite of your withdrawal as soon as an event occurs that prevents your departure by mail or email. If the loss is provided for in the general conditions (available on the website www.camepez-couvert.com), notify the insurer within 48 hours and provide them with all the necessary information and supporting documents.

Without taking out cancellation insurance, no refund can be requested from the campsite. The amounts paid will be carried over to a future stay within the following year, after deduction of cancellation insurance if taken out by the customer.

Due to camping :

If the campsite is forced to cancel its pitch rental and/or rental accommodation services, except in cases of force majeure, the stay will be refunded amount of the amounts paid. This cancellation may not, however, give rise to the payment of damages.

10/ DEPOSIT AND INVENTORY OF FIXTURES

As a guarantee that your accommodation will be returned undamaged and in a perfectly clean condition (ready to be re-let following the instructions indicated in the cleaning sheet present in each rental), a deposit will be requested before taking possession of your rental by **bank pre-authorization** or, failing that, by check (€250 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 cancelled within 7 days following departure and the security deposit in the form of a check will be returned by mail within 14 days.

In each accommodation there is an inventory sheet allowing you to make your own inventory of fixtures upon arrival. Any material problem (missing object, breakage, cracks, marks, etc.) must be reported to us within 24 hours of your arrival. If you do not report it within the time limit, any anomalies or damage to equipment will be your responsibility.

Upon your departure, any cleaning not carried out (or poorly carried out) will be retained from the deposit and billed at the rate of a cleaning package (€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 damaged equipment. An appointment must be scheduled with reception at least 48 hours before your departure for the exit inventory (between 8am and 10am maximum on the day of your departure).

11/ ADDITIONAL PERSON AND/OR VISITOR

If, upon arrival or during the stay, the number of tenants exceeds that indicated at the time of booking, the campsite reserves the right to either refuse the additional tenants or to request a price increase according to the current rate. In all cases, the number of people may not 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 current fee. Any visitor who has entered the campsite fraudulently will be escorted to the exit and will be denied any future access. **Access to the swimming pool is strictly prohibited to visitors.**

12/ DOMESTIC ANIMALS

Dogs (except for category 1 and 2 dogs) are ^{allowed} up to 3 on the campsites and up to 2 in the rentals (with supplement). The owner agrees not to let his animal wander 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, in a car or tied to a tree and disturb the neighborhood with its barking and/or dirt. Cats are only allowed on the campsites (3 animals maximum, dog and cat combined, with supplement). Cats and all other animals are strictly prohibited in the rentals.

13/ SANITARY BUILDINGS

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

14/ SWIMMING POOL

The swimming pool is exclusively reserved for campsite guests (visitors are prohibited under penalty of exclusion). Swimsuits are mandatory (shorts and boxer shorts are prohibited).

15/ VACAF

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

16/ IMAGE RIGHTS

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

17/ COMPLAINTS- DISPUTES

Any possible complaint relating 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 one month of receipt of the aforementioned letter of complaint, you may have recourse to a consumer mediator free of charge (provided that you contact them within one year of sending your letter of complaint).

By default, we suggest that you contact the following consumer mediator:

Consumer Mediation Center of Justice Conciliators

CM2C

49 Rue de Ponthieu - 75008 PARIS

Tel.: 01 89 47 00 14

Email: cm2c@cm2c.net

Website: <https://www.cm2c.net>

18/ PERSONAL DATA

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

When a reservation is made via our website, the methods of processing data collected prior to or at the same time as the reservation are subject to the confidentiality policy or general terms and conditions of sale that you accept before confirming 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 of the accompanying persons and telephone number and email address of the person who made the reservation.

This data is collected and processed on the following bases:

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

Only management and potential 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 yourself 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 duration 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 6 January 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 be forgotten), right of opposition, right to limit processing, right to portability. Each person may also define guidelines relating to the retention, 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 registered letter to the following address: Camping la Pibola - Le Cazalet - 09500 CAMON, or to the following email address : contact@lapibola.fr.

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

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