



GENERAL BOOKING TERMS AND CONDITIONS

Campsite with 131 pitches, total area of 4.5 hectares.
Campsite accessible to people with disabilities.

1- SCOPE OF APPLICATION OF THE GENERAL TERMS AND CONDITIONS OF SALE

These general terms and conditions of sale apply to all rentals of accommodation or bare pitches at Camping Le Haras, made on its website, by telephone, post or email.

2 – BOOKING TERMS AND CONDITIONS

You must complete the booking contract and return it, accompanied by the deposit + booking fee + cancellation insurance (optional).

The rental is made on a personal basis and the contract holder may not sublet or transfer their booking without the consent of the Management.

Minors must be accompanied by an adult.

The booking will only be considered final once the campsite has sent the customer a confirmation by email or post, specifying the balance due for the stay.

The pitch number is not contractual.

3 – HOW TO PAY FOR YOUR STAY?

The balance for your stay must be paid 21 days before your arrival date.

Accepted payment methods: French bank cheques, ANCV holiday vouchers, Chèques-Vacances Connect holiday vouchers, cash, bank cards (MasterCard, Visa), bank transfers, PayPal.

4- RATES

The prices shown are subject to change. The campsite reserves the right to modify prices at any time. The price applicable to the stay is the price in force on the day of booking, subject to availability. When the customer requests a quote, its validity is indicated on the document. After the expiry date, the price shown is no longer guaranteed.

Any benefits or promotions offered by the company after the date of booking cannot be applied to a booking that has already been paid for in full or in part.

Rental rates include: the loan of equipped rental equipment (furniture, crockery), water, gas and electricity consumption, the number of people according to the type of equipment and parking for one vehicle, as well as access to the campsite facilities. They do not include: booking fees, cancellation insurance, tourist tax, sheets, towels and cleaning, which are at your expense (hotel-type services, see rates).

Pitch rates include: access to the campsite facilities. They do not include: booking fees, cancellation insurance, tourist tax.

5- LOCAL TOURIST TAX

The tourist tax is compulsory, and its amount is set by decision of the community of municipalities of Albères, Côte Vermeille and Illibérès. It applies to persons over 18 years of age and must be paid no later than the day of your arrival.

6- DEPOSIT AND BOOKING FEES

You will be asked to pay a deposit of 25% of the total cost of your stay.

Pitch booking fee: €20 / Rental booking fee: €25

Choice of pitch: **FREE**

7- CANCELLATION INSURANCE

We advise you to take out cancellation insurance, which is optional and must be purchased and paid for in full at the time of booking. This policy is offered by GRITCHEN TOLEDE ET ASSOCIES 'Campez Couvert' (Orias No. 110 613 17). The terms and conditions can be downloaded from our website or requested by email.

The premium represents 3.5% of the total cost of your stay (excluding booking fees and tax).

YOU ARE CANCELLING AND YOU HAVE TAKEN OUT CANCELLATION INSURANCE

All sums you have paid, excluding cancellation insurance and administration fees, are covered by the guarantee in accordance with the general cancellation conditions, which you can consult on our sales website (GRITCHEN 'CAMPEZ COUVERT' company). After informing the campsite of your cancellation, it is your responsibility to report it to the insurance company. For fast processing of your requests (cancellation, interruption, late arrival, replacement vehicle or forgotten items), log on to the website: www.declare.fr You can submit your supporting documents and track the progress of your claim.

You can also contact them:

By email: sinistres@gritchen.fr or By post: Gritchen Affinity Sinistre –Campez couvert 27 Rue Charles Durand – CS70139 18021 Bourges Cedex - 02 48 65 93 95

YOU ARE CANCELLING YOUR STAY WITHOUT HAVING TAKEN OUT CANCELLATION INSURANCE

- Case 1: Cancellation more than 30 days before the arrival date:

The deposit paid will be refunded, minus non-refundable administration fees and cancellation insurance.

- Case 2: Cancellation 30 days to 21 days prior to arrival date

The deposit paid will be retained by the campsite as a cancellation fee, less non-refundable administrative costs.

- Case 3: Cancellation less than 21 days before the arrival date

Less than 21 days before the arrival date or if you do not show up on that date: **the total amount of your stay (whether paid or not) will be retained as a cancellation fee.**

Booking fees and cancellation insurance costs are never refundable. These fees cannot be reduced.

No refunds will be given for any interrupted or shortened stays, or for any services not used for any reason whatsoever.

8- CHANGING YOUR BOOKING

Any change to the dates of stay or number of people present must be notified to the service provider in writing (by post or email). These changes may be accepted or refused by the campsite depending on availability.

Any increase in the length of stay will be subject to the current rates.

Any reduction in the length of stay will be considered a partial cancellation and will be subject to the same terms and conditions.

9 – EARLY DEPARTURE / LATE ARRIVAL / PARTIAL CANCELLATION

In the event of early departure, late arrival or partial cancellation, the dates of the stay indicated on the booking confirmation will be invoiced. After 24 hours without hearing from you, the Management reserves the right to dispose of the mobile home or pitch covered by the contract.

10– PITCHES

A maximum of 6 people are allowed per pitch.

The daily rental of the pitch is from 3 p.m. on the day of arrival until 11 a.m. the following day. Any departure after 12 noon will be charged as an extra night.

11 - RENTALS

During low season, keys are handed over between 3pm and 6pm on the day of arrival. Accommodation cannot be guaranteed before 3pm. The rental property must be vacated by 10am on the day of departure.

During high season, keys are handed over between 4pm and 7pm on the day of arrival. Accommodation cannot be guaranteed for 4pm. The rental property must be vacated by 10am on the day of departure.

The number of guests must not exceed the capacity of the rental property.

- Deposit: Upon arrival, you will be asked to pay a deposit of €230 for the general inventory and cleaning by cheque or credit card. This will be returned to you on departure, after an inspection of the property, inventory and cleanliness of the equipment provided during your stay. The cleaning fee is an additional service that does not include washing up or rubbish collection.

- For mobile home rentals departing before 7am, the deposit will be returned to you after our teams have checked the inventory and cleanliness of the property.

- Smoking is not permitted in the rentals.

12– GENERAL INFORMATION

- The FFCC's internal regulations are displayed at the entrance (available on request or on the campsite website). Guests are required to comply with them.
 - Vehicles: only one vehicle per pitch is permitted on the campsite; a second vehicle is accepted, subject to a charge, and must remain in the car park.
 - Electric and hybrid vehicles: a charging station with two connections is available, with payment made directly at the station. **It is strictly forbidden to connect vehicles to the pitches' power points, which are not intended for this purpose.**
 - Visitors: Any external visitors who are not included in the original booking and who come to visit you during the day must present proof of identity at reception, pay the applicable visitor fee and will be given an identification wristband. Visitors will not have access to the swimming pool or the activities offered by the campsite.
 - Security: to ensure your safety and guarantee you exclusive access to the swimming pool and services, upon arrival we will give you a tamper-proof identification wristband that you must wear during your stay (in July and August).
 - Swimming pool: **Swimming is not supervised.** Children must be accompanied and swim under the responsibility of their parents or legal guardians. Access to the swimming pool is free and strictly reserved for campsite guests. Visitors do not have access to the swimming pool. For hygiene and safety reasons, **only swimming trunks or boxer shorts, bikinis or tight-fitting one-piece swimsuits made of Lycra are permitted. Swimming shorts or any other swimwear are prohibited.**
 - Barbecues: only gas barbecues are permitted. A communal barbecue is available at the entrance to the campsite.
 - Pets: Pets are accepted at an additional cost (see Rates) except in Loggia2, Grand Charme, Riviera Suite, Super Mercure, Lodge Tent and Lodge Tent PMR. Only one pet is allowed per pitch or rental. They must be registered upon arrival. They must be kept on a lead at all times, identified and have an up-to-date vaccination certificate, under the responsibility of their owner. **They must not be left alone on your pitch or in your accommodation.** Dogs must be walked outside the campsite. Dog waste bags are provided by the campsite. Category 1 and 2 dogs are not permitted.
 - The campsite accepts no responsibility for theft, fire, bad weather, etc. or for accidents falling under the civil liability of registered persons.
- The photos and texts used in the brochure are not contractually binding. They are for information purposes only.
- The campsite reserves the right to use any photographic material in which you may appear for future publications.

13 – DATA PROTECTION

The information you provide when placing your order will not be disclosed to any third party and is considered confidential by the campsite. It will only be used by the campsite to process your order and to enhance and personalise communication and services reserved for campsite customers.

In accordance with Articles 39 et seq. of Law No. 78-17 of 6 January 1978, amended in 2004, relating to data processing, files and freedoms, any person may obtain access to and, where applicable, rectification or deletion of information concerning them.

To exercise this right, please contact: Camping Le Haras, 1 Ter avenue Joliot Curie, 66690 PALAU DEL VIDRE or by emailcontact@camping-le-haras.com

14 – DISPUTE

In the event of a dispute and after contacting the establishment's customer service department, any campsite customer may refer the matter to a consumer ombudsman within one month of the date of the written complaint, sent by registered letter with acknowledgement of receipt, to the operator.

The contact details of the ombudsman to whom the customer may refer the matter are as follows:

CM2C

Referral via the Internet by completing the form provided for this purpose: <https://cm2c.net>

Referral by email: cm2c@cm2c.net

Referral by post: 14 rue Saint Jean 75017 PARIS

Telephone: 01 89 47 00 14