



GENERAL BOOKING TERMS AND CONDITIONS

Campsite with 131 pitches, covering a total area of 4.5 hectares.

The campsite is accessible to people with disabilities.

1 SCOPE OF THE GENERAL TERMS AND CONDITIONS OF SALE

These general terms and conditions of sale apply to every booking of rental accommodation or a bare pitch at Camping Le Haras, made through its website, by telephone, by post or by email.

To make full use of the services offered by Camping Le Haras, we recommend that you read carefully the general terms and conditions below, which govern the sale of stays. Booking a stay constitutes full and unconditional acceptance of these general terms and conditions.

2 BOOKING CONDITIONS

A booking becomes effective only after approval by the campsite and receipt either of the deposit and a duly completed and signed booking contract, or of acceptance of the general terms and conditions of sale when booking online.

Bookings of a camping pitch or accommodation **are strictly personal: only the people named in the contract will be admitted**, and the contract holder may not sublet or transfer the booking without the management's consent.

A baby counts as one person.

Minors must be accompanied by their parents or legal guardians.

The booking will be considered final only when the campsite has sent the customer confirmation by email or post, stating the balance payable for the stay.

The pitch number is never contractually guaranteed and is allocated subject to availability. Photographs are for illustrative purposes only and are not contractually binding.

3 HOW TO PAY FOR YOUR STAY

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

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

4 PRICES

The prices shown may change. The campsite reserves the right to change prices at any time. The price applicable to a stay is the price in force on the booking date, subject to availability. If the customer requests a quotation, its validity period is stated on the document. After its expiry date, the quoted price is no longer guaranteed.

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

Accommodation rental prices include: use of the furnished and equipped rental unit (furniture and crockery), water, gas and electricity consumption, the number of people permitted for the type of accommodation, parking for one vehicle and access to campsite facilities. They do not include: booking fees, cancellation insurance, tourist tax, bed linen, household linen or cleaning, which remain at your expense (additional hospitality services; see prices).

Pitch prices include access to campsite facilities. They do not include booking fees, cancellation insurance or tourist tax.

5 GROUP BOOKINGS

The campsite reserves the right to refuse access to families or groups arriving with more people than the capacity of the accommodation rented. **A group means any families or groups of individuals who know one another and travel together, booking more than three accommodation**

units or pitches, whether under one person's name or individually, for stays with matching or overlapping dates and the same purpose. All group booking requests must be submitted to the campsite in advance; the campsite reserves the right to accept or refuse them.

6 TOURIST TAX

Tourist tax is compulsory. Its amount is set by decision of the Albères, Côte Vermeille and Illibéris intermunicipal authority. It applies to people over 18 and must be paid no later than the day of arrival.

7 DEPOSIT AND BOOKING FEES

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

An administration fee applies to all pitch and accommodation bookings, regardless of their duration. It is a fixed amount and is non-refundable.

Choice of pitch **FREE OF CHARGE**

8 CANCELLATION INSURANCE

We recommend taking out optional cancellation insurance, which must be purchased and paid for in full when booking. This policy is offered by GRITCHEN TOLEDE ET ASSOCIES, "Campez Couvert", ORIAS registration number 110 613 17. Its terms and conditions are available for download from our website and by email on request.

The premium is 4% of the total cost of your stay, excluding booking fees and tax.

IF YOU CANCEL AND HAVE TAKEN OUT CANCELLATION INSURANCE

All amounts you have paid, other than the cancellation insurance premium and administration fee, are covered under the policy, subject to the cancellation terms and conditions available on our booking website (GRITCHEN "CAMPEZ COUVERT"). After informing the campsite of your cancellation, you must submit a claim to the insurer. To arrange prompt handling of requests concerning cancellation, interruption of stay, late arrival, replacement vehicle or forgotten items, visit www.declare.fr. You can upload supporting documents and track the progress of your claim there.

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, France. Telephone: 02 48 65 93 95.

IF YOU CANCEL 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 after deduction of the non-refundable administration fee and cancellation insurance premium.

- Case 2: Cancellation from 30 days to 21 days before the arrival date:

The campsite will retain the deposit paid as a cancellation charge, after deduction of the non-refundable administration fee.

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

If you cancel less than 21 days before the arrival date or fail to arrive on that date, **the full cost of your stay (whether or not already paid) will be charged as a cancellation fee.**

Booking fees and the cancellation insurance premium are never refunded. These charges cannot be reduced.

No refund will be given for a stay that is interrupted or shortened, or for any service not used, for any reason whatsoever.

9 CHANGES TO YOUR BOOKING

Any change to the dates of your stay or to the number of people staying must be reported to the provider in writing (by post or email). The campsite may accept or refuse such changes, depending on what is possible and available.

Any extension of the stay will be charged at the prices in force at that time.

Any shortening of the stay will be treated as a partial cancellation and subject to the same terms.

10 EARLY DEPARTURE LATE ARRIVAL OR PARTIAL CANCELLATION

In the event of early departure, late arrival or partial cancellation, the stay dates shown on the booking confirmation will be charged. If we have not heard from you after 24 hours, the management may reallocate the mobile home or pitch covered by the contract.

11 PITCHES

A maximum of six people is allowed per pitch.

The daily pitch rental runs from 3 pm on the day of arrival until 11 am the following day. Any departure after noon will be charged as an additional night.

Photographs are for illustrative purposes only and are not contractually binding.

12 RENTAL ACCOMMODATION

In low season, keys are handed over between 3 pm and 6 pm on the day of arrival. Availability of accommodation at 3 pm cannot be guaranteed. The accommodation must be vacated before 10 am on the day of departure.

In high season, keys are handed over between 4 pm and 7 pm on the day of arrival. Availability of accommodation at 4 pm cannot be guaranteed. The accommodation must be vacated before 10 am on the day of departure.

The number of occupants must not exceed the accommodation's capacity.

Security deposit: On arrival, a security deposit of €230 for the general inventory and cleaning will be required, by cheque or card pre-authorisation. It will be returned to you on departure after inspection of the accommodation, its inventory and the cleanliness of the equipment provided during your stay. The optional cleaning package is an extra service and does not include washing up or disposal of rubbish.

If you leave your mobile home rental before 7 am, the security deposit will be returned after our team has checked the inventory and cleanliness.

Smoking and vaping are prohibited inside rental accommodation.

Photographs are for illustrative purposes only and are not contractually binding.

13 GENERAL INFORMATION

- The FFCC campsite rules are displayed at the entrance (and are available on request or on the campsite website). Guests must comply with them.
- Vehicles: Only one vehicle per pitch is permitted on the campsite. A second vehicle is allowed for a fee and must remain in the car park.

Electric and hybrid vehicles: A charging station with two connectors is available, with payment directly at the station. **Charging vehicles from pitch electrical hook-ups, which are not designed for this purpose, is strictly prohibited.**

- Visitors: Anyone who is not included in the original booking and visits you during the day must show proof of identity at reception, pay the applicable visitor rate and wear an identification wristband provided to them. Visitors may not use the swimming pool or take part in the activities offered by the campsite. Visitors must leave the campsite before 11 pm.
- Security: To ensure your safety and restrict access to the pool and services to authorised guests, we will give you a tamper-proof identification wristband on arrival. You must wear it throughout your stay (in July and August).

- Swimming pool: **There is no lifeguard.** Children must be accompanied and swim under the responsibility of their parents or legal guardians. Access to the pool is free of charge and strictly reserved for campsite guests. Visitors may not use the pool. For hygiene and safety reasons, **only close-fitting Lycra swim briefs or swim trunks, bikinis or one-piece swimsuits are permitted.** Swim shorts and all other swimming garments are prohibited.
- Barbecues: Only gas barbecues are permitted. A communal barbecue is available at the campsite entrance.
- Pets: Pets are permitted for an additional charge (see Prices), except in Loggia2, Grand Charme, Riviera Suite, Super Mercure, Tente Lodge and Tente Lodge PMR accommodation. Only one pet is allowed per pitch or rental unit. Pets must be registered on arrival, kept on a lead at all times and identified, and have an up-to-date vaccination record; they remain the responsibility of their owner. **Pets must not be left alone on your pitch or in your accommodation.** They must be taken outside the campsite to relieve themselves. Dog waste bags are provided by the campsite. Category 1 and 2 dogs are prohibited.
- Campers must have insurance. **Campers are responsible for looking after their personal belongings** (bicycles, mobile phones, laptops, bath towels, etc.) and must have third-party liability insurance covering their equipment (caravan, tent, motorhome, etc.).

The campsite accepts no liability for damage to campers' equipment unless caused by the campsite itself.

The named tenant is responsible for disturbances or nuisance caused by anyone staying with or visiting them. Any disturbance caused intentionally and despite recommendations or intervention by campsite staff may result in immediate termination of the contract without a refund. Photographs and text on the website are for information only and are not contractually binding.

14 IMAGE RIGHTS

You authorise the campsite, or anyone appointed by it, to photograph, audio-record or film you during your stay and to use the resulting images, sounds, videos and recordings in all media (in particular on websites or web pages, Facebook, Instagram, promotional or presentation materials and tourist guides). This authorisation applies to you and to the people staying with you. Its purpose is to promote and publicise the campsite and it may not in any way cause harm.

15 PERSONAL DATA AND PRIVACY

Information you provide when placing your order will not be disclosed to any third party and is treated as confidential by the campsite. It will be used only by the campsite to process your order and to improve and personalise communications and services reserved for its guests.

Under Articles 39 et seq. of French Act No. 78-17 of 6 January 1978 on data processing, data files and individual liberties, as amended in 2004, any person may request access to, and where appropriate correction or deletion of, information concerning them.

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

16 DISPUTES

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

The contact details of the mediator whom the customer may contact are as follows:

CM2C

Online: complete the form at <https://cm2c.net>

By email: cm2c@cm2c.net

By post: 14 rue Saint Jean, 75017 PARIS, France

Telephone: 01 89 47 00 14