



GENERAL BOOKING CONDITIONS

Campsite with 131 pitches, total surface area of 4.5 ha.
Campsite accessible to disabled people.

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

The present general terms and conditions of sale apply to any rental of accommodation or pitch on Le Haras campsite, made on its website, by telephone, post, or e-mail.

2 – BOOKING CONDITIONS

You must complete the booking contract and return it, together with the deposit + booking fees + cancellation insurance (optional).

The booking is made on a personal basis and the holder of the contract may not sub-let or transfer the booking without the consent of the Management.

Minors must be accompanied by an adult.

The reservation will only be considered definitive after the campsite has sent the client a confirmation by e-mail or post on which the balance of the stay will be specified.

The pitch number is not contractual.

3 – HOW TO PAY FOR YOUR STAY?

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

Means of payment accepted: cash, bank cards (MasterCard, Visa), bank transfers.

4- RATES

The prices indicated are subject to change. The campsite reserves the right to change the rates at any time. The rate applicable to the stay is the rate in force on the day of the reservation, subject to availability. When the client requests a quote, the validity of the quote is indicated on the document. After the validity date, the price indicated is no longer guaranteed.

The advantages and promotions offered by the company after the date of reservation cannot be applied to a reservation that has already been fully or partially paid.

The rental rates include: the loan of the equipped rental equipment (furniture, crockery), water, gas and electricity consumption, the number of people according to the type of equipment and the parking of one vehicle, as well as access to the campsite facilities. They do not include: the booking fee, cancellation insurance, tourist tax, bed linen, household linen and cleaning which are your responsibility (extra-hotel services, see rates).

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

5- TOURIST TAX

per day and per person over 18 years old, to be paid on the day of arrival.

6- DEPOSIT AND BOOKING FEES

You will be asked for a deposit of 25% of the amount of the stay.

Booking fee for a pitch: 20€ / Booking fee for a rental: 25€.

Choice of a pitch: **FREE**

7- CANCELLATION INSURANCE

You can take out a cancellation insurance policy, this optional guarantee is payable in full at the time of booking.

This contract is proposed by the company GRITCHEN TOLEDE ET ASSOCIES Campeze-Couvert

The amount of the insurance policy is 3.5% of the total amount of the stay (excluding booking fees).

The general conditions can be downloaded from our website at the bottom of the page.

8- CHANGING YOUR RESERVATION

Any modification of the date of stay or the number of people present must be notified to the service provider in writing (by post or e-mail). These modifications may be accepted or refused by the campsite depending on the possibilities and availability.

Any increase in the duration of the stay will result in the application of the rates in force.

Any reduction in the duration of the stay will be considered as a partial cancellation and will be subject to the same 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 any news from you, the Management will dispose of the mobile home or pitch, subject of the contract.

10 – CANCELLATION

In case of cancellation of your reservation, you must inform the campsite by registered letter. Any cancellation will incur the following charges:

More than 30 days before the start of your stay, we will refund the deposit minus the booking fee and the cancellation insurance.

From 30 days (inclusive) to 21 days (inclusive) before the start of the holiday the deposit will be retained.

Less than 21 days before the start of the stay, the full amount paid will be retained.

The booking fee and the amount of the cancellation insurance are never refunded. The amount of these fees cannot be reduced. Any interrupted or shortened stay, or any service not consumed for any reason whatsoever, will not give rise to any refund.

11– PITCHES

A maximum of 6 people is allowed per pitch.

The daily rental of the pitch is from 3pm on the day of arrival to 11am the following day. Any departure after 12 noon will be charged as an extra night.

12 - RENTALS

In the low season, the keys are handed over from 3pm to 6pm on the day of arrival. No accommodation can be guaranteed for 3pm. The accommodation must be vacated before 10am on the day of departure.

In high season the keys are handed over from 4pm to 7pm on the day of arrival. No accommodation can be guaranteed for 4pm. The accommodation must be vacated before 10am on the day of departure.

The number of persons accommodated must not exceed the capacity of the rental.

- Deposit: On arrival, a deposit of 230 € for the general inventory and the cleaning will be requested by credit card imprint. It will be returned to you on your departure, after the inventory and the state of cleanliness of the equipment made available to you during your stay. The cleaning package is an additional service which does not include washing up and rubbish bins.

- For departures before 7am, the deposit will be returned to you after the inventory and the state of cleanliness have been checked by our teams.

- It is forbidden to smoke in the rentals.

13– GENERAL INFORMATION

- The FFCC rules and regulations are displayed at the entrance (available on request or on the campsite website). Customers are required to respect them.

- Vehicles: only one vehicle per pitch is allowed on the campsite, a second vehicle is accepted, for a fee, and must remain in the car park.

- Electric and hybrid vehicles: a charging station with 2 connections is available with direct payment at the station. It is strictly forbidden to connect vehicles to the charging points on the pitches which are not intended for this use.

- Visitors: Any external person, not included in the initial reservation, who comes to visit you during the day must present an identity document at the reception desk, pay the current visitor's rate and be given an identification bracelet. Visitors will not have access to the swimming pool or to the activities offered by the campsite.
- Security: to ensure your safety and guarantee exclusive access to the swimming pool and services, on arrival you will be given a tamper-proof identification bracelet which you must wear during your stay (in July and August).
- Swimming pool: access to the swimming pool is free and strictly reserved for the campsite's customers. For hygiene and safety reasons, it is strictly forbidden to wear swimming shorts or Bermuda shorts in the pool.
- Barbecues: only gas barbecues are allowed. A communal barbecue is available at the campsite entrance.
- Pets: Pets are accepted with an extra charge (see Rates) except for Loggia, Loggia2, Confort, Riviera Suite, Lodge and Lodge PMR. Only one pet is allowed per pitch or rental, it is forbidden to leave it alone. Pets must be kept on a leash and insured by their owner. Hygienic walks are allowed outside the campsite. Tattoo and valid vaccination booklet are compulsory. 1st category dogs are not allowed. The campsite provides bags for dog faeces.
- The campsite declines all responsibility in the event of theft, fire, bad weather... or in the event of accidents for which the registered persons are liable.
- The photos and texts used in the brochure are not contractual. They are for information purposes only.
- The campsite reserves the right to use any photographic material in which you may appear for future publications.

14 – INFORMATION TECHNOLOGY AND PRIVACY

The information that you communicate to us with your order will not be transmitted to any third party and is considered by the campsite as confidential. It will only be used by the campsite to process your order and to reinforce and personalise the communication and services reserved for the campsite's customers.

In accordance with articles 39 and following of the law n°78-17 of 6 January 1978, modified in 2004, relating to information technology, files and freedoms, any person may obtain communication and, if necessary, rectification or deletion of information concerning him/her.

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

15 – DISPUTES

In the event of a dispute, and after having contacted the customer department of the campsite, any customer of the campsite has the possibility of referring to a consumer mediator, within a period of one month from the date of the written complaint, by registered letter, to the operator.

The contact details of the mediator who may be contacted by the customer are as follows

CM2C

Referral by Internet by filling in 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