

General Sales Conditions

IMPORTANT: under 18 years old, must be with their parents or legal tutor.

In view of the configuration of the campground, no caravans of more than 5 meters and no double-axle caravan.

Your reservation will be valid from the moment that you pay the deposit by bank card or bank transfer. Booking made within a period of 30 days before the date of arrival must be paid in full, using a bank card or bank transfer.

- Booking for a mobil home or a pitch, more than 30 days before arrival : the deposit is 30% of the total amount
- Booking for a mobil home or a pitch, less than 30 days before arrival, must be paid in full, using a bank card only.

The balance of the stay must be paid 30 days before the beginning of your holiday. In the case where the balance has not been paid on the deadlines indicated, the booking shall be considered as cancelled, without the right to any refund and/or compensation of any kind. When the stay is started, there is no possible refund due to early departure whatever the reason.

Booking of pitches or rented accommodation is made strictly on a personal basis. Under no circumstances may you sub-let or transfer your reservation without the prior consent of the direction.

Late arrival or early departure: in case of a late arrival or early departure, with respect to the dates mentioned on your booking voucher, the total amount of the stay shall remain due. You shall not be entitled to claim any refund for the part of the stay not actually used.

For insurance and security reason, it is forbidden to exceed the number of participants (babies included). In case of false declaration, the owners are allowed to cancel your booking, the deposit will then be lost.

Mobil home 2 bedrooms: 4 people (babies included)

Mobil home 3 bedrooms: 6 people (babies included)

Pitch: 6 persons MAXIMUM (babies included)

All bookings made for more than 2 accommodations by one person or made by different people who know each other and who are travelling together for the same reasons and for the same holiday dates, are deemed to be group bookings. To ensure the peace of the others clients, all group booking requests, you must contact the site by phone or email. The camping of Ceyreste reserves the right to examine booking requests before accepting or declining them.

Pitch: Arrivals in high season (July and August) are made for 7 nights minimum (any arrival/departure day). In low season, no reservation.

Camping pack: Pitch for 2 persons (1 motor home or 1 car with a tent or caravan), electricity 6 amps. Pitches are available from 2 PM to 11.45 AM, free day of arrival. In July and August you can

arrive between 2PM and 8PM and from 2PM to 6PM in low season. Customers must go to the reception to do the check in and put on the bracelet.

A deposit of 20€ will be requested by credit card or cash for the gate's access badge.

In case of arrival outside reception hours, please contact the reception as soon as possible by phone or email.

Your wishes for a precise pitch at the campsite can be met according to our availability.

Pets: as a general rule, dogs and cats, except for dogs of category 1 and 2, shall be admitted to the campsite with a 4€ extra charge per pet, per day. We require dogs to be kept on a lead within the campsites. Please comply with the rules for hygiene and environment at the host campsite. The health certificate must be presented at the time of your arrival at the campsite. Anti-rabies booster vaccinations and tattoo certificates are compulsory.

Rented accommodation:

Delivery keys: Mobil home are available from 3.30 PM to 8 PM in July and August, and from 3.30PM to 6PM in low season. Departure time before 10 AM. Customers must go to the reception to do the check in and put on the bracelet.

On your arrival for rented accommodation, you will be requested to pay a deposit of 200€ for costs of cleaning not carried out at the time of departure, which will be returned to you at the end of your stay, no later than eight days by post from the date of your departure. We do the cleaning for 80€, according to our availability. Thank you to tell us in advance. The campsite reserves the right to keep part or the total amount of the deposit in case of deterioration of the accommodation and its contents and/or facilities at the campsite. In case of early departure (outside office hours) the deposit will be returned within 72 hours following the inventory.

It is strictly forbidden to smoke in the Mobil home.

In case of late arrival, please contact the campsite by phone or by mail as soon as possible.

Your accommodation must be cleaned and put back in order at the time of your departure. Your wishes for a precise accommodation at the campsite can be met according to our availability.

Our prices include the persons (according to the capacity of the accommodation), water, gas, electricity, ONE vehicle, access to the infrastructures in terms of reception, activities. **For security and insurance reasons, it is prohibited to exceed the number of persons allowed in each rental accommodation.**

Unless otherwise stated: the prices do not include: catering and drinks, supplements rented on the spot according to availability on arrival (baby kit, bed linen). Extra charges: whatever the package selected, additional costs will be invoiced for sheet rental, baby set: cot, bath (according to our availability). Related activities: all the activities mentioned in this document, whether free or not, may be in certain circumstances independent of our will modified or cancelled when you arrive at the campsite. In this case, we cannot be held responsible for such an occurrence.

Only dogs under 6kg are accepted in the Mobil home with an extra charge of 4€ per day. One dog per Mobil home. Cats are not allowed. We require dogs to be kept on a lead within the campsites. Please comply with the rules for hygiene and environment at the host campsite. The health certificate must be presented at the time of your arrival at the campsite. Anti-rabies booster vaccinations and tattoo certificates are compulsory.

The prices shown are indicated in euros, including VAT at the rate in effect at the time of printing. Any change or modification of this rate as well as any changes in applicable taxes, if any, of your stay,

on the date of invoice, may be reflected in the price of the products or services offered to you under the terms of the present

Cancellation conditions: When the stay is started, there is no refund possible due to early departure for any reason. We advise you to subscribe cancellation insurance to receive a refund. In case of subscription, refer to the conditions of insurance contract.

Cancellation due to the buyer: all cancellations must be notified by post, which shall go into effect on the date of receipt of the letter.

For the cancellation of a pitch, regardless of the date of receipt, all the payment due on reservation are retained. The sums paid remain the property of the campsite without the right to a refund. In the event of a breakdown or slight inconvenience, and unless you advise otherwise, the payment of the deposit ensures that the site is kept at your disposal 24 hours after the date of arrival, beyond this period, and without written notice from you, we will consider the location or rental available. If the entire stay is paid, the location will remain.

For the cancellation of rental accommodation: more than 30 days before your arrival, the amount of the deposit is kept by the campsite. Less than 30 days before your arrival, the total rental amount will be kept.

Cancellation insurance: the camping de Ceyreste informs you that a cancellation insurance is available with its partner Entoria.

Entoria can refund all or part of the stay only to the customers who subscribed at the cancellation insurance. In case of cancellation, please inform the campsite as soon as possible by post or email. If the sinister/damage is specified in the general conditions (available online on <https://www.hpa-axelliance.com/?action=shop-in-shop>), you must notify the insurer within 48 hours, and provide all the necessary information and supporting documents.

Absence of right of retrieval: Pursuant to article L.221-28 of Consumer Code, Camping de Ceyreste informs its customers that the sale accommodation services provided on a specified date, or at a specified periodicity is not subject to 14 day cooling-off provisions.

International rules of the campsite: at your disposal at the campsite reception. Noise and silence: the users of the campsite are urged to avoid any noises and discussions that could disturb their neighbors. The sound devices must be adjusted accordingly, the locks of trunk and doors must be as discreet as possible. Dogs and other animals should never be left free. They must not be left at the campsite, even locked up, in the absence of their masters who are civilly responsible. The silence must be total between 11 PM and 7 AM. The camping will be in no case responsible for the loss or theft of personal belongings or injuries or property damages. Wearing the bracelet is mandatory, day and night during your entire stay for everyone's safety.

In case of emergency, our vigil is present all night (only in season, holiday); otherwise address the guard opposite the office.

The use of charcoal barbecue is strictly prohibited.

**FAILURE TO COMPLY WITH REGULATIONS OR INTERNAL REGULATIONS MAY LEAD TO THE
EXCLUSION OF THE DISRUPTOR (S) WITHOUT DAMAGE.**

Visitors: visitors can be admitted to the campsite after the agreement of the reception and the payment of the fee. They are under the responsibility of the campers who receive them.

The eventual parking of vehicles will be done outside the campsite. A maximum of 6 people is allowed per location, campers and visitors included. The access at the swimming pool is forbidden. You can receive visitors from 9am to 11pm maximum. The management reserves the right to refuse entry.

Swimming pool: no swimming shorts allowed, only swim brief (speedo). Any consumption of drinks and food is prohibited within the pool. Smoking is not allowed.

Mediation of consumption: In accordance with the provisions of Article 612-1 of the Consumer Code, every customer of the campsite has the right to take a mediator in case of dispute with the owner of the campsite and resolve amicably.

Image reproduction rights : You give permission to Camping de Ceyreste, to take photographs of you, to record you or to film you during your stay at the camping and to use the resulting images, sounds, videos and recordings using any media (especially on websites and web pages, including Facebook, promotion media and on travel and tourism guides). This permission applies for you as well as for people staying with you. The sole purpose of this is to promote and to provide information about the camping network, and may in no event damage your reputation. This permission is provided free of charge for all countries and for a period of 5 years.

Website: the website and the publications can change without notice. It is to inform you and it is not contractual.

Data-processing and liberties: The information you provide us with at the time of your booking will not be transmitted to any third party. Camping de Ceyreste shall treat this information as confidential. It shall be used solely by the reception services for processing your booking and to reinforce and personalize communication and the services. In accordance with the data-processing and liberties law of 6 January 1978, you have the right to access, amend and change personal data relating to you. To do this, simply write to us at our address.

WELCOME DESK:

April, May, June and September: open from 8.30am to 12am and from 2pm to 6pm; July and August: open from 8am to 12 am and from 2pm to 8pm; October: open from 9am to noon and from 2pm to 6pm.