

# SALES TERMS AND CONDITIONS

SARL CAMPING D'ARROUACH

n° RCS Tarbes 791 723 794

9 rue des trois Archanges

65100 Lourdes

Tel: (+33) 05 62 42 11 43

## **Article 1 - Sales Terms and Conditions**

The present sales terms and conditions rule all the stays sold on the website [www.camping-arrouach.com](http://www.camping-arrouach.com). They are included in the contract binding the establishment and the customers.

The client agrees to acknowledge these terms and conditions prior to any booking request for a stay concerning himself and any other person enjoying the stay.

According to the law in force, the present terms and conditions are available for the client for information only and prior to any contract for holiday purchase. The terms and conditions are available on written request to the establishment office.

## **Article 2 - Booking conditions**

### **2.1 Price and payment**

All prices are given in Euros, including VAT. The client's attention is drawn to the fact that the tourist tax is not included in the price. For each reservation of 7 days and more in rented accommodation the booking fee is added to the price. We ask for 30% deposit upon reservation. The balance must be paid 30 days before arrival.

**Camping pitches booking requests:** Pitches booking requests are nominative and nontransferable. The lease is only effective after the establishment agreed and has received the deposit and the administration fees.

**Rented accommodations booking requests:** Rented accommodations booking requests are nominative and nontransferable. The lease is only effective after the establishment agreed and has received the deposit and the administration fees.

Should you have any delay on the day of arrival and don't warn the establishment, the accommodation will be available 24 hours after the arrival date mentioned on the lease. After this time limit and without written message, the booking will be cancelled and the deposit will remain acquired for the establishment.

### **2.2 Changing your booking request**

You can change your dates free of charge according to availability. You can upgrade your accommodation type according to availability; the price difference will be applied. Bookings made with promotions cannot be changed.

No discount will be granted for late arrivals and/or early departures.

### **2.3 Cancellations (without insurance)**

#### **For Camping pitches:**

100 % of the deposit will be paid back for any cancellation received at least 30 days before the date of arrival.

#### **For rented accommodations:**

According to the general sales terms and conditions, any booking with unpaid balance will be cancelled. 100 % of the deposit will be paid back for any cancellation received at least 60 days before the date of arrival. 30% of deposit will be kept for any cancellation at least 30 days before the date of arrival.

Reservation fees are not refundable.

#### 2.4 Withdrawals

The legal dispositions related to withdrawals on on-line sales do not apply to tourist services (article L.121-20-4 from the French Code de la consommation).

For any on-line booking, customers will have no right of withdrawal.

#### 2.5 Administrative closure

In the event of an administrative closure of the campsite, an 18-month credit will be granted for stays during the closure period.

### **Article 3 - During your stay**

#### 3.1 Arrivals and departures

In rented accommodations: arrivals from 4 p.m. and departures before 10 a.m.. Free day of arrival in low season and Saturday or Sunday in high season according to the availability and the type of the rental accommodation. In Geodesic Dom: departures before 11 a.m.

In camping pitches: arrivals from 2 p.m. and departures before 12 a.m.. Free day of arrival.

#### 3.2 Guarantee for rented accommodations

A € 100 guarantee will be deposit on your arrival. It will be given back on your departure during the reception opening hours and after inventory of fixtures. Any damage will be invoiced and added to the price of the stay as well as the cleaning fees of €75 if the accommodation is not perfectly clean when you leave. If you cannot attend the inventory of fixtures, your guarantee will be sent back by post.

#### 3.3 Departures

Any delay for giving back the key and leaving the pitch after 10 a.m. will be invoiced one extra night. Should your stay be extended, you must warn the establishment at least 24 hours before the departure date set previously.

#### 3.4 Animals

Animals are kept on a lead and are registered at the reception desk upon arrival with their vaccination certificate up to date. The supplement for animals on the camping pitches € 2 per day, the supplement for rentals is € 15 per animal per stay. Animals are not accepted in the Premium Cottage, the Evasion Cottage and Geodesic Dom. Dogs of the 1st category are not accepted.

#### 3.5 Policies and procedures

In accordance with the law in force, the client agrees to subscribe to the Policies and procedures, listed in the *Préfecture*, available at the reception desk, it will be given on demand.

### **Article 4 - Liability**

The establishment is not liable for any damages on the holiday-maker's equipment. Holiday-makers must have subscribed civil liability insurance for their equipment (FFCC, ANWB, ADAC, etc.).

### **Article 5 - Applicable Law**

These general conditions are subject to French law and all disputes concerning their application falls under the jurisdiction of the High Court or Tribunal de Commerce de Tarbes. In the event of a dispute between the Customer and the company, they shall endeavor to resolve it amicably (the Customer shall address a written complaint to the Customer Relations Department of the Manufacturer or that of the Vendor).

In the absence of an amicable agreement or in the absence of a response from the Professional within a reasonable period of one (1) month, the Customer, a consumer within the meaning of Article L.133-4 of the Consumer Code, shall have the possibility of referring the matter free of charge, if a disagreement remains, to the competent mediator registered on the list of mediators established by the Commission for the Evaluation and Control of Consumer Mediation in application of Article L.615-1 of the Consumer Code, namely: La Société Médiation Professionnelle [www.mediateur-consommation-smp.fr](http://www.mediateur-consommation-smp.fr), 24 rue Albert de Mun - 33000 Bordeaux.