



GENERAL TERMS AND CONDITIONS

SARL CAMPING D'ARROUACH

Establishment	Useful information
SARL CAMPING D'ARROUACH 9 rue des Trois Archanges 65100 Lourdes, France RCS Tarbes no. 791 723 794	Contact Tel.: +33 (0)5 62 42 11 43 Email: contact@camping-arrouach.com Website: www.camping-arrouach.com

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English translation for information purposes. In the event of any discrepancy, the French version shall prevail.

Article 1 - Scope of the general terms and conditions

These general terms and conditions apply automatically to the sale of stays by SARL Camping d'Arrouach, including bookings made on the website www.camping-arrouach.com, by telephone, by email or directly with the establishment. They form an integral part of any contract concluded between the campsite and its customers.

Each customer acknowledges that they have read these general terms and conditions before making any booking, for themselves and for all persons taking part in the stay.

In accordance with the law in force, these general terms and conditions are made available to every customer for information before the conclusion of any contract for the sale of stays. They may also be obtained upon written request sent to the registered office of the establishment.

Article 2 - Booking conditions

2.1 Prices and payment

Prices for stays are stated in euros, including VAT. Tourist tax is not included in the price of the stay, unless otherwise stated at the time of booking.

Booking fees may be added to the price of the stay depending on the type of booking, the length of stay and the period concerned. The applicable amount is communicated to the customer before the final validation of the booking.

A deposit of 30% is required at the time of booking, unless specific conditions are stated at the time of booking. All bookings must be paid in full 30 days before arrival. For any booking made less than 30 days before the arrival date, full payment of the stay is required at the time of booking.

All rentals are personal and may not be transferred. The booking becomes effective only after the campsite has accepted it and after receipt of the deposit or full payment of the stay, according to the conditions stated at the time of booking.

In the event of an unreported late arrival, the rental accommodation or pitch will become available 24 hours after the arrival date stated on the booking contract. After this period, and in the absence of a written message from the customer, the booking will be considered cancelled and the sums paid will remain with the campsite in accordance with the applicable cancellation conditions.

2.2 Booking changes

The customer may request a change to their stay dates, subject to availability and the express agreement of the campsite. If an upgrade or change results in a higher price, the price difference will apply.

Bookings made with a promotional offer may be subject to specific change conditions. No reduction will be granted in the event of late arrival or early departure.

2.3 Cancellation without cancellation insurance

All cancellation requests must be sent to the campsite in writing, by email or by registered letter. The date of receipt of the request shall prevail.

For camping pitch bookings: for any cancellation received more than 30 days before the start date of the stay, the full deposit will be refunded. For any cancellation received 30 days or less before the start date of the stay, the deposit will remain with the campsite.

For rental accommodation bookings: any booking not paid in full in accordance with these general terms and conditions may be cancelled. For any cancellation received more than 60 days before the start date of the stay, the full deposit will be refunded. For any cancellation received more than 30 days before the start date of the stay, the 30% deposit will be retained. For any cancellation received 30 days or less before the start date of the stay, no refund will be due.

Early departure or failure to arrive on the scheduled date shall not give rise to any refund. In the event of an unreported no-show, the campsite may make the accommodation available again from the day after the scheduled arrival date.

Booking fees are non-refundable, except in the event of cancellation attributable to the campsite or where otherwise required by law.

2.4 Right of withdrawal

In accordance with Article L. 221-28, 12° of the French Consumer Code, the right of withdrawal cannot be exercised for accommodation services, other than residential accommodation, which must be provided on a specific date or during a specific period. Therefore, for any booking of a stay with the campsite, the customer does not benefit from a right of withdrawal.

2.5 Administrative closure, force majeure or impossibility of performance

In the event of administrative closure of the campsite, force majeure or impossibility for the campsite to provide the stay, the campsite will offer, depending on the circumstances and the applicable legal provisions, a postponement of the stay, a credit note accepted by the customer or a refund of the sums corresponding to the services not provided.

This provision does not limit the customer's legal rights where the law requires a refund or provides for a specific regime.

2.6 Cancellation insurance

Optional cancellation insurance may be offered to the customer at the time of booking. It is taken out according to the contractual conditions communicated at the time of subscription.

The guarantees, exclusions, deadlines, supporting documents required and refund procedures are governed exclusively by the conditions of the insurance chosen. The customer must consult the applicable conditions with Meetch and in the documentation provided at the time of booking: <https://meetch.io/>.

The campsite cannot act in place of the insurer or contract manager to decide whether a claim is covered. In the event of a claim, the customer must submit their request according to the procedure set out by the insurance taken out.

Article 3 - Conduct of the stay

3.1 Arrivals and departures

For camping pitches: arrivals are from 2:00 pm and departures must take place before 12:00 noon, on any day of the week.

For pitches with private sanitary facilities: departures must take place before 11:00 am.

For rental accommodation: arrivals are from 4:00 pm and departures must take place before 10:00 am, on any day of the week in low season and on Saturday or Sunday in high season depending on the type of rental accommodation and availability. For the Geodesic Dome, departures must take place before 11:00 am.

3.2 Deposit, inventory, cleaning and equipment for rental accommodation

A deposit of €100 per accommodation unit is requested on the day of arrival. It is returned or released after the accommodation has been checked, subject to any deductions related to damage, missing equipment, damaged equipment or cleaning not carried out in accordance with the instructions.

The customer must check the cleanliness of the accommodation and the condition of the equipment on arrival. Any complaint concerning cleanliness on arrival must be reported to the campsite on the day of arrival. Any anomaly, breakage or missing equipment noticed on arrival must be reported no later than the morning after arrival.

Cleaning instructions are displayed in the accommodation. By paying the deposit, the customer accepts that it may be used, in whole or in part, to cover the costs of cleaning not carried out, restoration, replacement or repair of missing or damaged equipment, after inspection by the campsite.

If the customer does not take out the cleaning package and does not leave the accommodation in a state of cleanliness compliant with the displayed instructions, the end-of-stay cleaning package of €75 may be charged and deducted from the deposit. The cleaning package does not exempt the customer from washing and putting away the dishes, emptying the bins, removing personal belongings and complying with the instructions displayed in the accommodation.

Complaints made only on the day of departure concerning a cleanliness issue or equipment anomaly that should have been reported on arrival cannot be handled in the same conditions as a report made within the time limits stated above.

3.3 Departure for rental accommodation

Any return of keys or any vacating of the accommodation after the departure time stated in Article 3.1 will result in the invoicing of an additional night, unless prior written agreement has been given by the campsite.

Any extension of the stay must be requested at least 24 hours before the scheduled departure date and remains subject to availability and the campsite's agreement.

3.4 Pets

Pets must be kept on a lead and registered at reception upon arrival with an up-to-date vaccination record. The supplement for pets on camping pitches is €2 per day. The supplement in rental accommodation is €15 per pet per stay.

Pets are not accepted in the Premium Cottage, the Évasion Cottage or the Geodesic Dome. Category 1 dogs are not accepted.

3.5 Internal rules

As required by law, the customer must comply with the campsite's internal rules, which are displayed at reception and a copy of which may be provided upon request.

Article 4 - Liability

The campsite declines all liability for damage to the camper's or caravanner's equipment caused by the customer themselves. The customer must be covered by civil liability insurance for their equipment and for any damage they may cause during their stay.

Article 5 - Complaints, mediation and applicable law

These general terms and conditions are governed by French law.

In the event of a dispute, the customer is invited to send a written complaint to Camping d'Arrouach, 9 rue des Trois Archanges, 65100 Lourdes, France, or by email to contact@camping-arrouach.com. The parties will endeavour to find an amicable solution.

In accordance with the provisions of the French Consumer Code relating to consumer mediation, a consumer customer may refer the matter free of charge to the competent mediator if the dispute has not been resolved directly with the campsite following a prior written complaint.

Consumer mediator indicated by the campsite: Société Médiation Professionnelle - Alteritae, 5 rue Salvaing, 12000 Rodez, France. Website: <https://www.mediateur-consommation-smp.fr/>.

Failing an amicable agreement or successful mediation, the dispute may be brought before the competent French courts in accordance with the ordinary rules of law, without prejudice to the protective rules applicable to consumers.