

Terms and conditions of sale

Article 1 - Scope of application of the general terms of sale

The present general terms and conditions govern by right all sales of stays made on the website www.campingdesrandonneurs.com. They form an integral part of any contract concluded between the campsite and its customers.

Each client acknowledges having read these general conditions before booking a holiday, for himself and any person participating in the holiday.

In accordance with the law in force, the present general conditions are made available to all customers for information purposes prior to the conclusion of any contract for the sale of holidays. They can also be obtained on written request to the establishment's head office.

Article 2 - Booking conditions

2.1 Price and payment

The price of the stays is indicated in euros, including VAT. The client's attention is drawn to the fact that the tourist tax is not included in the price.

For camping pitch reservations: All rentals are nominative and cannot be transferred. The rental becomes effective only with our agreement and after reception of the total amount of the stay and the reservation fees.

For rental bookings: All rentals are nominative and cannot be transferred. The rental becomes effective only with our agreement and after reception of the total amount of the stay and the reservation fees.

In the event of a delay that has not been reported, the rental/pitch becomes available 12 hours after the arrival date mentioned on the booking contract. After this period, and in the absence of a written message, the reservation will be void and the deposit will be retained by the campsite management.

2.2 Change of reservation

No reduction will be made for late arrival or early departure.

2.3 Cancellation

Any reservation not paid in accordance with the general conditions of sale will be cancelled. For all cancellations received more than 41 days before the start date of the stay, a cancellation fee will be charged. Cancellations for stays in July and August are subject to a charge of up to 10% of the total amount of the stay (with a minimum of 25€) From 41 to 30 days, the deposit of 50% of the stay is not refundable, less than 30 days the total amount of the stay is due and not refundable.

2.4 Withdrawal

The legal provisions relating to the right of withdrawal in the case of distance selling as set out in the Consumer Code do not apply to tourist services (article L.121-20-4 of the Consumer Code).

Thus, for any order for a stay with the campsite, the customer does not benefit from any right of withdrawal.

2.5 Cancellation insurance

We advise you to take out cancellation insurance. This contract offers you a cancellation guarantee which allows you to obtain reimbursement of the sums paid in the event of cancellation of your stay or early departure under certain conditions (illness, accident, etc.).

Insurance rates: 4% of the stay for all types of bookings (pitches or rentals)

Article 3 - Course of the stay

3.1 Arrivals and Departures

For rentals: arrivals are from 4:30 p.m to 7:30pm, departures are before 11am. depending on the type of rental and the season (see annual schedule)

Camping pitches: arrivals are from 12 to 12:30 & from 4:30pm to 7:30pm, departures is due before 11pm.

3.2 Deposit

A deposit of 200 Euro per accommodation will be requested on the day of arrival. It will be refunded on the day of departure, during the opening hours of the cash desk, after an inventory of fixtures. The cost of any damage will be added to the price of the stay, as well as the cost of cleaning if you do not leave the accommodation in a perfectly clean state. If you are unable to attend the inventory of fixtures, the deposit will be returned to you by post.

3.3 Departure

Any return of the key or release of the pitch after 11am for a rental or a pitch, will result in the invoicing of an additional night. Any extension of the stay must be made at least 24 hours before the planned departure date.

3.4 Animals

Animals are not allowed inside the accommodation.

3.5 House rules

As required by law, you must adhere to our internal regulations, which have been deposited at the prefecture, displayed at our reception and a copy of which will be given to you on request.

Article 4 - Liability

The campsite declines all responsibility for damage to the camper-caravanner's equipment caused by his or her own fault; insurance for your equipment in terms of civil liability is compulsory.

Article 5 - Applicable law

The present general conditions are subject to French law and any dispute relating to their application falls within the competence of the Tribunal de Grande Instance or the Tribunal de Commerce of Perpignan.