

GENERAL TERM AND CONDITIONS

In order to be able to profit from the services suggested by the Camp-site Sites et Paysages Pyrénévasion, we ask you to read attentively the general conditions hereafter. These conditions govern the sales of holidays and take effect from the moment your booking is places. By booking a holiday, you agree to fully comply with our general conditions

1. Booking and Payment :

The reservation becomes effective only afterwards:

- For bookings made more than 30 days before the date of the stay: By paying the deposit within 7 days of the booking.
- For bookings made less than 30 days before date of arrival, the full payment must be made at the time of booking.
- And reception of a confirmation by our services.

The balance must be paid for rental accommodations 30 days before the beginning of the stay, and for the pitch, 10 days before arrival.

Attention, if we did not receive your payment, we regard your reservation as cancelled and the conditions of cancellation will be applied.

2. Cancellation insurance without contract membership "campezcouvert" :

All cancellations must be notified as soon as possible. Otherwise, the customer will be required the payment of all sums due under the contract.

Cancellation policy :

- If the cancellation occurs more than 30 days before arrival : the deposit already paid will not be refunded. It will correspond to cancellation fees.
- If the cancellation occurs than 30 days before arrival, or in the event of no presentation on the campsite : the total amount of the stay must to be paid and conserved.
- In the event of cancellation by the campsite, the stay will be fully refund. This cancellation shall not however incur the payment of damages and interest.
- The Campsite Sites et Paysages Pyrénévasion remind you that under the provisions of Article L. 121-20-4 of the French Consumer Code, the provisions of Article L 121-20 providing for a withdrawal period of 7 (seven) days from acceptance of an offer of services, are not applicable to contracts having for object the provision of hosting service, who to be provided on a date or according a determinated periodicity. The customer therefore has no right of withdrawal under this contract.
- In the absence of the customer message, specifying that he is deferring his date of arrival, the location or accommodation become available 12 hours after the arrival indicated in the rental contract, and full payment of services will be required
- Unused facilities and any interrupted stay or cut short (late arrival, early departure) from your part shall not give rise to a refund.

3. Cancellation insurance with contract membership "campezcouvert" :

The Campsite Sites et Paysages Pyrénévasion offers you optional Cancellation and Interruption insurance in your rental contract. The cancellation insurance is not mandatory but must be purchased at time of booking.. In case of cancellation, please notify the campsite of your cancellation as soon as an event occurs that prevents your departure, by letter or by email. If the claim is covered in the general conditions (attached), please notify the insurer within 48 hours, and provide all the necessary information and supporting documents.

4. Surety Deposit

For rented accommodation, a surety deposit of € 200 will be filed in the office of the campsite. It will be returned to the customer at the end of the stay if the accommodation has not suffered degradation. Initially the tenant, an inventory is made during business hours in the presence of the landlord and tenant. **In case the accommodation needs cleaning by us, € 90 will be deducted from the deposit**

5. Image Rights

You authorise The Campsite Sites et Paysages Pyrénévasion and its staff to photograph, record or film you during your stay and to use said images, sounds, videos and recordings in any medium (in particular on The Campsite Sites et Paysages Pyrénévasion websites or pages, including Facebook; on presentation and promotional materials and in tourist or travel guides). This authorisation applies to you as well as to the persons staying with you. Its sole purpose is to ensure the promotion and animation of the domain and may in no case damage your reputation. This authorisation is granted free of charge for an indefinite period.

6. Data processing and freedom

The information you provide when placing your order will not be transmitted to any third party. This information will be considered by LA MARETTE as confidential. It will only be used by the internal services of Campsite Sites et Paysages Pyrénévasion to process your order and to adapt our offer to your



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needs. In accordance with the law of 6 January 1978, you have the right to access, rectify and oppose any personal data concerning you. To do so, simply send us a request by mail to the following address, indicating your name, first name and address:

Campsite Sites et Paysages Pyrénévasion - 954 Route de L'Ardiden – 65120 Sazos.

7. Liability

We would like to make you aware of the fact that renting in "Hôtellerie de Plein Air" and "Parc Résidentiel de Loisir" does not fall within the scope of the responsibility of hoteliers. Consequently, The Campsite Sites et Paysages Pyrénévasion cannot be held responsible for the loss, theft or damage of personal belongings on the estate, whether in the accommodation, pitches, car parks or communal areas. It is therefore up to the holidaymakers to take out an additional holiday insurance policy to cover any damage. The Campsite Sites et Paysages Pyrénévasion declines all responsibility in case of theft, loss or damage due to bad weather, fire or vandalism. Each tenant is responsible for any disturbance or nuisance caused by persons staying with him or visiting him.

8. Disputes and Mediation

Our on-site teams are at your disposal during your stay to respond to your complaints, resolve any malfunctions observed and enable you to fully enjoy your stay. Please contact them for any request. In the event of a dispute, you can contact us as follows Sending a letter by registered letter with acknowledgement of receipt to the management of the domain or sending a copy of this letter by e-mail to info@campingpyrenevasion.com. If you are not satisfied with the response, you can refer the matter to the AME CONSO, after a period of one month following the sending of these letters/emails. You must submit a file online on the following website <https://www.mediationconso-ame.com/> or by post to the following address 11 Pl. Dauphine, 75001 Paris.

9. General provisions

- The number of people occupying the rental or pitch may not exceed the maximum capacity specified on page 3 without the authorisation of the lessor, who may in this case refuse entry to the rental or pitch.
- All clients are required to comply with the campsite's internal regulations.
- In the event that one of the clauses of the present contract is null and void due to a change in legislation, regulations or a court decision, this shall in no way affect the validity of and compliance with the present general conditions.
- All reservations are strictly personal to the client who made them, so that the rights and obligations resulting from the contract cannot be transferred in any form or for any reason whatsoever to third parties by the client without the prior written permission of the campsite.
- The present general terms and conditions as well as the booking summary sent to the client form a contractual whole and constitute the entire contractual relationship between the parties.

1. Conditions for admission and stay

To be admitted entering, settle or stay on a campsite, you must have been authorised by the manager or his representative. The latter is obliged to ensure that the campsite is kept in good order and that the present internal regulations are respected. The fact of staying on the campsite implies the acceptance of the provisions of these rules and the commitment to comply with them. No one may take up residence on the campsite.

2. Police formalities

Any person who must stay at least one night on the campsite must, beforehand, present to the manager or his representative his identity papers and complete the formalities required by the police. Minors who are not accompanied by their parents will only be admitted with the written authorisation of their parents. In application of article R. 611-35 of the Code de l'Entrée et du Séjour des Etrangers et du Droit d'Asile (Code on the Entry and Stay of Foreigners and the Right to Asylum), the manager is required to have the foreign client fill in and sign an individual police form on arrival. It must mention in particular

1° The surname and first names ;

2° Date and place of birth

3° Nationality ;

4° Habitual residence.

Children under 15 years of age may appear on the record of one of the parents.

3. Installation



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The outdoor accommodation and related equipment must be installed in the location indicated in accordance with the instructions given by the manager or his representative.

4. Reception Office

Open from April 7 to October 15

Hours: 9 a.m. to 6 p.m. outside July/August and 8:30 a.m. to 9 p.m. during July/August.

Rental arrival times:

Departure before 9:30 a.m. (any departure after 10 a.m. results in an additional night)

Arrival from 4 p.m.

Location arrival/departure times:

Arrival: 12 p.m.

Departure: 12 p.m.

At the reception desk you will find all the information about the services of the campsite, information about the possibilities of refreshment, sports facilities, tourist attractions in the area and various addresses that may be useful. A system for collecting and handling complaints is available to guests.

5. Display

These regulations are displayed at the campsite entrance and in the reception. A copy will be given to campers on request.

Star-rated campsites must display their classification, specifying if the site is category "tourism" or "leisure", and the number of tourism and leisure pitches. The camper is informed of the tariffs of the various services, as determined in the decree of the minister in charge of consumer affairs. The tariffs are also displayed at the reception.

6. Royalties

Royalties are paid to the administrator. Their amount is the object of a posting in the entry of the campsite and on the price list which is given to you at your arrival. They are due according to the number of nights spent on the campsite. The users of the campsite are invited to make the payment of their royalty the day before their departure. Campers who intend on leaving before the reception opens must pay for their stay the day before

7. Noise & silence

Campers are to avoid talking loudly and making any noise which may disturb their neighbours. Sound devices must be adjusted accordingly. Car doors and boots must be closed as quietly as possible. Dogs and other animals must never be left free. They must not be left on the campsite, even if shut in, in the absence of their owners, who are legally responsible for them. The manager ensures the peace and quiet of his clients by fixing the times during which total silence is to be maintained.

8. Visitors

Following authorization from the campsite management, visitors may enter the campsite under the responsibility of the campers who invited them. The client may receive the visitor(s) in the reception office. Visitors may use the campsite installations and facilities. However, the use of these facilities may be subject to a fee, according to the tariff displayed at the campsite entrance and in the reception office. Visitors' cars are not permitted on the campsite.

9. Traffic flow and parking

The speed limit for vehicles is limited to 10km/h. Vehicles may be driven on the campsite from 7.30 AM to 10.00 PM. Only vehicles belonging to resident campers may be driven on the campsite. Parking is strictly forbidden on pitches usually occupied by tents or caravans unless a parking space is specifically provided. Parked vehicles must not obstruct traffic or prevent new arrivals from setting up

10. Holding and appearance of installations



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All campers must refrain from any action which may be detrimental to the cleanliness, hygiene or appearance of the site and its installations, notably the toilet/washing facilities. Dirty water must not be emptied onto the ground or into the gutters. Campers must empty their dirty water in the areas provided for this purpose. Domestic waste and all rubbish, including paper, must be disposed of in the dustbins provided. Clothes washing are strictly forbidden

except in the sinks provided. Only drying racks up are allowed on the site (Washing line are forbidden) Plants and flower beds must be treated with respect. It is forbidden to knock nails into trees, to cut branches or to plant anything on the campsite. It is forbidden to mark the limits of one's pitch in a personal way or to dig up the ground. Any damage caused to the vegetation, fences, camping grounds or installations will be borne by the perpetrator. The pitch used during the stay must be left in the same condition it was found in on arrival.

11. Safety

a) Open fires (wood, charcoal, etc) are strictly forbidden. Barbecues are allowed. Stoves must be kept in good condition and must not be used in dangerous conditions. In event of a fire, inform the campsite management immediately. Fire extinguishers are available if necessary. A first aid box is situated in the Reception office.

b) Theft. The campsite management is responsible for objects left in the office and has an obligation to keep a general watch over the campsite. The camper is responsible for his own equipment and must inform the management of any suspicious person on the site. Campers are requested to take the usual precautions to safeguard their property.

12. Games

Violent or obtrusive games may not be organized close to or inside the campsite buildings. The meeting room must not be used for lively games. Children must be watched over by their parents at all time

13. Infringement of the campsite regulation

If a camper disturbs another camper or does not respect the campsite regulations, the campsite owner or his representative can, if he deems necessary, give a formal verbal or written warning to cease the disruption. In the event of serious or repetitive infringement of the campsite regulations after the warning to abide by the rules, the management reserves the right to terminate the contract. If the camper commits a criminal offence, the management may call the police.

14. Tourist Tax

The amount of the tourist tax is €0.86 per night per adult, and the amount of the eco-contribution is €0.40 per night per adult. Subject to modification by state services.

15. Animals

Pets are accepted, under the responsibility of their owner's animals accepted if vaccinated and kept on the lead. They are accepted subject to the packages available from the Service Provider and payable on site.

Dogs categorized 1 and 2 are refused.

We hope you enjoy your stay at CAMPING SITES & PAYSAGES Pyrénévasion, we are at your disposal for any claims or suggestions.

Happy Holidays !



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