



## GENERAL TERMS AND CONDITIONS OF SALES

In order to be eligible to use the services provided by Ma Prairie Campsite, we request that you read the following general conditions carefully. These conditions govern the sale of holidays and take effect from the moment your booking is placed. By booking a holiday, you agree to fully comply with our general conditions.

### BOOKING CONDITIONS

- The reservation becomes effective solely with the agreement of the Campsite, upon receipt of the deposit and either upon receipt of the booking contract duly completed and signed, or upon your acceptance of the general conditions of sale when booking online.
- Ma Prairie Campsite is not bound by bookings unless the campsite has accepted them. Ma Prairie is free to accept or refuse bookings, depending on availability and, generally speaking, depending on any circumstances that are likely to be prejudicial to the execution of the booking made.

Ma Prairie Campsite offers family holidays, in the traditional sense, and the accommodation has been specially designed for this purpose. The campsite reserves the right to refuse any booking that might contravene or attempt to pervert this principle.

- Booking of camping pitches or rented accommodation is made strictly on a personal basis. Under no circumstances may you sublet or transfer your reservation without the prior consent of the campsite.
- Minors must be accompanied by their parents or legal guardians.

### SERVICES

#### • Camping pitches

The basic package includes the pitch for the tent, caravan or Motor Home for one or two people, including electric hookup, access to the toilet blocks and to the residential facilities.

#### • Renting

The rental accommodation is fully equipped, with or without toilets facilities. The basic package ranges from 2 to 6 places, depending on the type of accommodation and the Village.

Ma Prairie campsite reserves the right to refuse access to the campsite to groups or families whose number exceeds the capacity of the accommodation rented.

- **For the Campsite**, is considered as a group, all bookings made for more than 3 accommodation units 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.
- Accommodation appearing on the commercial website is intended exclusively for individual bookings.
- For all group booking requests, you must contact the Campsite by email : [contact@maprairie.com](mailto:contact@maprairie.com). The Campsite reserves the right to examine booking requests before accepting or declining them.

### PRICES AND TOURIST TAX

- Prices shown are effective for the 2018 season. They correspond to one night and are quoted in euro, including VAT (see the first page of the price list for what is included in our prices).
- The tourist tax is fixed by the local council to 0.55 € per night per person over 18.
- Booking fees: 20 € fixed rate for any booking and never refundable.

### CONDITIONS OF PAYMENT

- For bookings made more than 30 days before the start of the holiday, the deposit of 25% of the total price of the facilities booked must be paid to the campsite at the time of booking.

- The balance must be paid to the campsite no later than the day of your arrival.
- The payment due is linked with the dates and services indicated on your contract, with no reduction in case of late arrival or early departure.

## ABSENCE OF RIGHT TO WITHDRAW

In accordance with article L.121-19 of the French consumer code, Ma Prairie campsite informs its customers that the sale of touristic services provided on a specific date, or in line with a specific timeframe, is not subject to provisions regarding the 14 day withdrawal period.

## BOOKING ALTERATIONS

### Alterations

Customers may request for their stay to be altered, booking period and/or types of accommodation, by writing to the campsite (by post or email) subject to availability and options. Postponements until the following season are not permitted. If no alterations are made, customers must spend their holidays as they were agreed when initially booked, or cancel them in line with the conditions pertaining to the cancellation insurance.

Requests to extend the duration of stays will be dealt with subject to availability and in line with applicable prices.

Requests to reduce the duration of stays are deemed to be partial cancellations and will be subject to the terms and conditions which apply to cancellation and termination of stays.

### Unused facilities

any stay that is interrupted or cut short (late arrival, early departure) by you shall not give rise to any reimbursement.

## BOOKING CANCELLATION

### Cancellation by the Campsite

In the event of cancellation by the Campsite, except in the case of force majeure, the stay will be reimbursed in full. This cancellation shall not however incur the payment of damages and interest.

Any booking not paid in due term will be simply cancelled.

### Cancellation due to camper

Cancellation fees may be covered by the cancellation policy available from the campsite for the GRITCHEN TOLEDE ASSOCIÉS insurance Company (registration Orias N°150 004 26). No refunds will be made without subscription to this policy or without cancellation insurance.

**Insurance Cancellation fees:** 3.5 % of the total amount of your stay.

## YOUR STAY

### \*YOUR ARRIVAL

If the Campsite is not duly informed of any late or delayed arrival for pitch as well as for rental, Your pitch or rental will be free 24 hours after your mentioned date of arrival. The deposit paid will not be refund in that case.

### Pitches

The reserved pitch is available at 3:00 pm on arrival day. Days of arrival are free. A deposit of 20 € will be asked for the card that open the automatic gates.

### Rental accommodation

on the day of your arrival you may check in from 5 p.m., and you will be required to pay a deposit of 250 € on being handed the keys to your accommodation. This is for granting the material rent and the card for the gates.

### \*DURING YOUR STAY

It is up to campers to ensure they have insurance cover: campers are responsible for looking after their personal belongings (bicycles, lap tops, mobile phone... etc.) and must hold an insurance for his equipment (caravan, tent motor-home). The Campsite shall in no event be held liable in case of an incident involving campers' civil liability. All visitors must comply with the provisions of the internal regulations. Each named tenant is responsible for disturbances and nuisance caused by persons staying with or visiting them.

### \*YOUR DEPARTURE

No departure allowed before 7.30 am. For any delayed departure, you may be charged for an additional day at the price applicable for that night.

### Pitches

Pitches must be free before 11:00 am when leaving, the day specified on your contract. The check out must be done at the latest the day before your departure.

### Rental accommodation

On the day of departure specified in your contract, the rental accommodation must be vacated by 10 a.m. The accommodation shall be left perfectly clean and the inventory may be checked. Any breakage or damage shall be payable by you along with any repairs to the premises, if that should prove necessary. At the end of your stay, the deposit shall be refunded to you after deduction of compensation retained, on production of the supporting invoices, against possible damage ascertained during the departure inventory. The retention of the deposit does not preclude additional compensation in the event of the expenses being greater than the amount of the deposit.

In the event of the accommodation not having been cleaned before your departure, a fixed cleaning charge of at least €80 including taxes shall be invoiced to you.

## PETS

Pets are permitted, except dogs which are listed in France's 1st and 2nd categories, with payment required when the booking is made. When admitted, they must be kept on a lead at all times and not left alone at your pitch or accommodation. Dogs' and cats' vaccination certificates must be up-to-date and registered at reception at arrival.

## POOL AREA

The access to the pool area is free and strictly reserved to our customers only. Shorts are forbidden. Speedo swimming costumes are allowed. Pets are forbidden at the pool area. The swimming pool is not lifeguarded. Children must be accompanied by an adult and are under parents' responsibility.

## CAMPSITE'S RESPONSIBILITY

The client acknowledges that the campsite may not be held responsible for any false information supplied by its partners or by any third party that might be specified in the Campsite's brochure or on its website, concerning the residential premises, and particularly its photographs, descriptions, activities, leisure activities, services and dates of operation. All photographs and text used in the brochure or on website do not form part of any contractual obligation. They are for information purposes only. Certain activities and facilities offered by the campsite and specified in the brochure description may be cancelled, particularly as a result to weather conditions or for reasons of force majeure, as defined by French law.

## IMAGE REPRODUCTION RIGHTS

You give permission to the campsite, as well as to any person chosen by Ma Prairie, to take photographs of you, to record you or to film you during your stay and to use the resulting images, sounds, videos and recordings using any media, especially on Ma Prairie website and web pages, including Facebook, or for the campsite information and 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 Ma Prairie Campsite and may in no event damage your reputation. This permission is provided free of charge for all countries and for a period of 10 years.

## DATA-PROCESSING AND LIBERTIES

The information you provide us with at the time of your booking will not be transmitted to any third party. The campsite shall treat this information as confidential. It shall be used solely by Ma Prairie internal services for processing your booking and to reinforce and personalize communication and the services we offer you concerning your centers of interest. 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 the following address, stating your full name and address: **Camping Ma Prairie - 1 Avenue Des Coteaux - F-66140 Canet en Roussillon**

## DISPUTES

Complaints regarding non-compliance of services with regard to contractual commitments may be sent to the manager of the campsite by post or email.

## MEDIATION

In the event of a dispute, you may contact us with sending a registered letter with acknowledgement of receipt to the manager of the campsite.

If you are not satisfied with the response you receive, you may refer to the Medicys mediation centre after a period of one month following the time you sent these letters/emails. Please make your submission online at [www.medicys.fr](http://www.medicys.fr), or by post to: **Medicys - 73 Boulevard de Clichy - F-75009 PARIS**

## SOL I SOMBRE

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