



# GENERAL TERMS AND CONDITIONS OF SALE

## CAMPING CAP OUEST SAS

### Camping Cap Ouest - 883 893 935 RCS Tarascon

#### 1) Acceptance of the general terms and conditions of sale

The General Terms and Conditions of Sale can be downloaded from the [www.camping-cap-ouest.com](http://www.camping-cap-ouest.com) website and displayed at the campsite reception. All bookings imply unreserved acceptance of these terms and conditions.

#### 2) Booking conditions

All rentals are by name only and may under no circumstances be transferred or sublet. Only persons who have registered are authorised to occupy the accommodation or pitch allocated to them. The number of people may not exceed the maximum capacity of the accommodation chosen.

Minors must be accompanied by their parents or legal guardians.

Prices are given in euros and include the VAT rate in force on the day of payment.

The published prices and information are given subject to printing errors or omissions that may appear on advertising documents (non-contractual texts and visuals). Only the prices shown on the booking confirmation are binding.

Prices are all-inclusive and are per night. Each pitch or rental comprises a number of people included in the package (1 or 2 depending on the pitch or rental), at least one of whom must be of age. Any new person joining the pitch will be considered as an additional person and will have to pay the corresponding daily fee.

All bookings are subject to written confirmation by e-mail from Camping Cap Ouest.

The confirmation will only become definitive on receipt of the deposit.

#### 3) Terms of payment and deposit

##### 1. Deposit

For bookings made more than 45 days before arrival, a deposit of 30% is required at the time of booking. Only the payment of this deposit guarantees the reservation on the dates requested. For bookings made more than 45 days before arrival, full payment will be required at the time of booking.

##### 2. Full payment

###### a) Stays of less than 15 nights

The balance must be paid no later than 30 days before arrival. Any booking not paid within 30 days of arrival will be considered cancelled, and the deposit paid will be retained as a cancellation fee.



# GENERAL TERMS AND CONDITIONS OF SALE

## CAMPING CAP OUEST SAS

### Camping Cap Ouest - 883 893 935 RCS Tarascon

#### **b) Stays of 15 nights or more**

Accommodation and pitch rentals must be paid for on the day of arrival.  
Half of the stay must be paid for on the day of arrival and the other half by mid-stay at the latest.

#### **4) Payment methods**

The following methods of payment are accepted: bank card, cheque, cash, holiday vouchers (up to a limit of 50% of the total price of the stay and for stays of more than 3 nights), bank transfer.

#### **5) Deposit**

On your arrival, you will be asked to pay a deposit for any campsite equipment that you may have at your disposal (shower wristbands, cool box, kettle, etc). This deposit may be paid in cash, by credit card (bank imprint) or by cheque.

The deposit will be returned on the day of departure, on return of the equipment loaned. No deposit will be returned outside reception opening hours.

##### **a) Locations :**

A deposit of €5 per person is required. This deposit is requested as a guarantee for the wristbands enabling you to use the showers. An additional deposit may be required for equipment loans.

##### **b) Rental accommodation (tents and chalets) :**

Deposit of €90. This deposit is required to guarantee the equipment included in the accommodation, as well as the bracelets enabling you to use the showers. The deposit may also be withheld in the event of damage to equipment due to misuse of the premises.

#### **6) Pitches / Accommodation :**

Pitches or rentals are allocated randomly at the time of booking. Any specific request can only be taken into account once the deposit has been paid and if the requested pitch is still available. However, we cannot guarantee that this specific placement will be respected until the day of your arrival.



# GENERAL TERMS AND CONDITIONS OF SALE

## CAMPING CAP OUEST SAS

### Camping Cap Ouest - 883 893 935 RCS Tarascon

The tenant accepts the pitch/accommodation as it is (trees, planting, vegetation, etc.) and undertakes to comply with the instructions regarding facilities and the maximum number of people authorised. The pitch/accommodation must be returned to its original state at the end of the stay.

For rental accommodation (tents, chalets), the use of sheets or sleeping bags and pillowcases is compulsory. Limited-use bedding kits are on sale at reception.

It is the customer's responsibility to check the accommodation on arrival (inventory of equipment, condition of equipment, state of cleanliness). Any complaint must be presented to a campsite representative on the day of arrival. No subsequent complaints will be accepted.

It is the tenant's responsibility to take out their rubbish. The deposit indicated in article 5 will be returned after checking the condition of the property.

#### **7) Animals**

Pets (dogs and cats) are allowed on the campsite at an additional cost. Pet owners may be asked to produce their up-to-date vaccination certificate on arrival. Vaccination against rabies is compulsory. Pets must be kept on a lead at all times and owners are responsible for removing any dirt they cause. 1st and 2nd category dogs are prohibited (details on <https://agriculture.gouv.fr/les-chiens-de-categorie-1-et-2-dits-chiens-dangereux>).

Pets are not allowed in TENT and CHALET accommodation in order to avoid any damage. The rental will be cancelled and no refund will be given if this rule is not respected. Handi'dogs are allowed in our accommodation.

#### **8) Departure and arrival times**

##### **a) Arrivals**

Campers may only arrive in the afternoon, during reception opening hours. In the event of equipment being left by a third party prior to the camper's arrival, the latter will be authorised, in agreement with the management, to access the space reserved by the camper on the same day from 1.30pm. An exemption may be granted on request if the pitch is not rented the day before. In the absence of a written message from the camper stating that he/she is postponing the date of arrival, the accommodation will become available the day after the date of arrival stated on the rental contract, and the stay will remain due without any refund being granted.

No reduction will be made for late arrivals.



# GENERAL TERMS AND CONDITIONS OF SALE

## CAMPING CAP OUEST SAS

### Camping Cap Ouest - 883 893 935 RCS Tarascon

#### b) Departures

For all departures before reception opens, the deposit must be paid by credit card. The deposit file will be closed without debit after verification of the correct return of the shower bracelets / inventory of fixtures of the accommodation.

##### - Locations :

Pitches must be vacated by 11.00 a.m. at the latest (possibility of an extension until 12.00, provided that the shower bracelets have been returned before 11.00).

In the event of the equipment being taken back by a third party, a deposit corresponding to an additional day's rental will be systematically invoiced at the time of booking and returned if the equipment is removed before 12.00 on the day of departure.

##### - Rental

Tents and chalets must be vacated by **10.30am at the latest**.

#### c) Reception opening times :

- Low season: 09:00 - 11:00 / 16:00 - 19:00

- High season: 08h30 - 11h00 / 15h -20h00

Opening times are subject to change without notice. An email will be sent to you the day before your arrival to inform you of the opening times.

All specific requests must be approved in advance by the management. In the event of late arrival, an additional fee of €20/hour will be charged.

#### 9) Cancellation / Interruption of stay / Postponed arrival conditions

Campers may cancel their holiday at any time, subject to the cancellation charges set out below. Any request for cancellation must be made by any written means capable of producing an acknowledgement of receipt.

Cancellation period	Cancellation fees based on the total cost of the stay
Up to 30 days before departure	30%
Less than 30 days before departure	100,00%
Delayed arrival	100,00% (no refunds possible)
Early departure	100% (any stay started is due in full)



# GENERAL TERMS AND CONDITIONS OF SALE

## CAMPING CAP OUEST SAS

### Camping Cap Ouest - 883 893 935 RCS Tarascon

In the event of delayed arrival or early departure, the customer will not be entitled to any refund. In exceptional cases, the amount corresponding to the remaining stay may be converted into a credit note valid for 12 months after the customer's departure.

In the event of cancellation by the campsite, the stay will be refunded in full. However, this cancellation cannot give rise to the payment of damages.

#### **10) Cancellation guarantee**

The "Campez Couvert" cancellation insurance is optional but recommended. It enables you to cover the cancellation costs invoiced by Camping Cap Ouest, in accordance with the terms of the contract signed between you and the company Gritchen, the holder of the insurance.

Camping Cap Ouest cannot under any circumstances be held responsible for the content and conditions of the insurance. The insurance conditions are available on our website [www.camping-cap-ouest.com](http://www.camping-cap-ouest.com), and by e-mail on request.

The amount is 4.5% of the total cost of the stay.

#### **11) Withdrawal**

The legal provisions relating to the right of withdrawal in the event 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). Therefore, for any order for a stay with the campsite, the customer has no right of withdrawal.

#### **12) Camper insurance and liability**

Holidaymakers are covered by civil liability insurance for any personal injury or damage to property for which we are legally liable. They must have valid insurance covering their equipment (or rented equipment), guaranteeing them in particular against civil liability.

The campsite declines all responsibility in the event of theft, fire, bad weather, damage to property or vehicles, as well as in the event of accidents for which the customer or another customer is liable.

#### **13) Compliance with internal regulations**

The internal rules are displayed at reception and are available on request. They can also be consulted on our website: [www.camping-cap-ouest.com](http://www.camping-cap-ouest.com)

They must be respected by all customers, failing which they will be immediately expelled without further formality or reimbursement.



# GENERAL TERMS AND CONDITIONS OF SALE

## CAMPING CAP OUEST SAS

### Camping Cap Ouest - 883 893 935 RCS Tarascon

#### 14) Additional information

##### - Bracelets

Camping Cap Ouest is committed to an eco-responsible approach, particularly in terms of waste sorting and water management. To this end, you will be given a wristband on arrival which will allow you access to the campsite showers. This wristband will be given to you in exchange for a deposit of €5 per person, as indicated in article 5.

##### - Electric cars

In view of electricity price rises, we are asking customers with an electric or rechargeable hybrid car to pay an additional €10/day. <https://particulier.edf.fr/fr/accueil/guide-energie/electricite/cout-recharge-voiture-electrique.html> (EDF website on recharging and the cost of an electric car).

#### 15) Mediation

Any request in the event of a dispute must be made in writing by registered post with acknowledgement of receipt sent to the address of our establishment within 15 days of the end of the stay.

In the event of a dispute, the Customer may also subscribe to the services of a consumer mediator. According to article L.612-1 of the French Consumer Code: "Any consumer has the right to have recourse, free of charge, to a consumer mediator with a view to the amicable resolution of a dispute between him or her and a professional. To this end, the professional guarantees the consumer effective recourse to a consumer mediation service".

The Customer may contact a consumer mediation service if the latter has not found a solution to the dispute with the Company.

The Customer may contact the following mediation services:

<https://www.economie.gouv.fr/mediation-conso/mediateurs-references>

#### 16) Campsite details

All correspondence with the campsite should be sent to the following address:

Postal address :

Camping Cap Ouest  
57 rue de la Grève  
29160 Lanvéoc

Email : [campingcapouest@gmail.com](mailto:campingcapouest@gmail.com)

Phone : 02 98 23 64 21

Mobile : 06 11 82 13 02