

GENERAL TERMS AND CONDITIONS OF SALE IN French  
SARL LA PALHERE, 3 stars  
Mas de la Barque route  
48800 VILLEFORT

Phone: 04 66 46 80 63

An administrative fee of 15 euros only applies for Rentals in July and August.

All electric resistance heating devices are prohibited on the camping pitches

Ex: Electric plancha, electric barbecue, kettle, electric hob, heating blower, radiator, etc.)

Article 1 - Scope of the general conditions of sale.

The present general conditions automatically govern all sales of stays made on the site [www.campinglapalhere.com](http://www.campinglapalhere.com). They are an integral part of any contract concluded between the campsite and its customers.

Each customer acknowledges having read these general conditions prior to any reservation of a stay, for himself and any person participating in the stay.

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

Article 2 - Booking conditions

2.1 Prices and payment

The price of the stays is indicated in euros, VAT included.

For reservations: All reservations are personal and cannot be transferred. The reservation becomes effective only with our agreement and after receipt of the total amount of the stay and the reservation costs. Payment of the balance of the stay is made 30 days before arrival, either by credit card, or by check, or by holiday vouchers, or by international bank transfer.

For any reservation made within 30 days of the stay, payment for the entire stay will be required.

For any unreported delay, the rental / pitch becomes available 7 hours after the arrival date mentioned on the reservation 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 Modification of reservation

No reduction will be made in the event of late arrival or early departure.

2.3 Cancellation

For any cancellation and in accordance with Article L221-28 of the Consumer Code, customers are reminded that they have no right of withdrawal and no refund. Deposit, administrative fees or other will not be returned. The payments and deposits remain acquired to the providers whatever the period preceding the stay. If the customer has taken out the cancellation insurance option, offered in the contract, with our "camper covered" service provider, he will be able to claim the terms of the insurance taken out. He will have to send a letter or an email to the provider of the stay and contact the covered campsite.

Any stay interrupted by the holidaymaker will not give rise to any refund.

To obtain any compensation or reimbursement for your stay, we invite you to take out cancellation insurance INCLUDING a COVID extension or interruption of stay (according to their conditions) when booking. (2.7% of the amount of the stay)

2.4 Withdrawal

The legal provisions relating to the right of withdrawal in the event of distance selling provided for by the Consumer Code are not applicable to tourist services (article L.121-20-4 of the Consumer Code). Thus, for any order for a stay at the campsite, the customer does not benefit from any right of withdrawal and will not benefit from any refund whatsoever.

Article 3 - Course of the stay

3.1 Arrivals and Departures

For rentals and camping: arrivals are from 3 p.m., departures are before 10 a.m. for rentals and before 12 p.m. for pitches

3.2 Caution

A mandatory deposit of € 250 per accommodation will be requested on the day of your arrival. It will be returned to you on the day of your departure, during the opening hours of the cash desk, after an inventory. The invoicing of any damage will be added to the price of the stay as well as the cleaning if you do not leave the accommodation in a perfectly clean state. If you cannot be present during the inventory, the deposit will be destroyed by us.

3.3 Departure

Any return of the key (in the event of loss, invoicing of 15 euros) or release of the rental after 10 a.m. entails the invoicing of an additional night. Any release of the site after 12 noon will result in the billing of an additional night. Any extension of stay must be made at least 24 hours before the scheduled departure date.

3.4 Animals

Animals are allowed on a leash and must under no circumstances be left alone in the rental or the pitch. They must be tattooed and have an up-to-date vaccination record. Dogs must be kept on a lead, away from public units (toilet blocks, children's play areas, etc.). 1st and 2nd category dogs are strictly prohibited. Make sure to respect the hygiene and the environment of the campsite.

3.6 Internal regulations

As the law requires, you must adhere to our internal regulations, 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 equipment of the camper-caravaneer which is of its own making; insurance for your material in terms of civil liability is compulsory (FFCC, ANWB, ADAC ...).

All campers are required to comply with the internal rules of the campsite under penalty of sanction which may go up to the termination of the contract.

Your stay :

To prepare your stay: It is essential to bring your bed linen (sheets, pillowcases: possibility of renting on reservation)

In the event of a late arrival or a last minute impediment, it is imperative to notify our services.

It is strictly forbidden to light a fire (personal barbecue) or campfire on the campsite.

During your stay, we ask you to respect all signs and safety instructions as they will be displayed to you.

Article 5 - Applicable law

These general conditions are subject to French law and any dispute relating to their application falls within the jurisdiction of the Tribunal de grande instance or commercial tribunal of Mende.

In the event of a dispute and after entering the "customer" service of the establishment, any customer of the campsite has the possibility of entering a consumer mediator, within a maximum period of one year from the date of the written complaint. , by LRAR, from the operator.

The contact details of the mediator likely to be contacted by the client are as follows: Medicys, 73 boulevard de Clichy 75009 PARIS