

GENERAL TERMS AND CONDITIONS OF SALE

Camping International – Luz-Saint-Sauveur

1. Camping Pitches

Arrival and Departure

- **Arrivals:** between **2:00 pm** and **7:00 pm**
- **Departures:** before **12:00 noon**
- Arrival days are **flexible**
- Vehicles **must be parked on the rented pitch**
- Parking is **strictly prohibited**:
 - in the entrance car park during the stay
 - on neighbouring pitches

Capacity

- **Maximum 6 persons per pitch**

Payment

- **The full amount of the stay must be paid on the day of arrival**

Cancellation

- For any cancellation of a **bare pitch**, regardless of the cancellation date:
 - the **€50 deposit paid at the time of booking is non-refundable**

Pets

- Pets allowed on pitches:
 - dogs (except category 1 and 2 dogs) and cats
- Dogs must be **kept on a leash at all times**
- Guests must respect hygiene and the camping environment
- Upon arrival, guests must present:
 - a **pet health record**
 - **valid rabies vaccination** and **tattoo/microchip certificate**

2. Rental Accommodations

Arrival and Departure

- **Arrivals:** between **4:00 pm** and **7:00 pm**
- **Departures:** between **8:30 am** and **10:00 am**

- Late arrivals must be **reported to reception**
- Occupancy must **never exceed the maximum capacity stated in the rental contract**

Rates

- Prices are **inclusive of VAT**
- **Tourist tax not included** and payable in addition

Booking and Payment

- All bookings must be made **via the campsite's website**
- **Deposit:**
 - 25% of the stay + booking fees
 - payable by **credit card** at the time of booking
- **Balance (75%):**
 - payable **30 days before arrival**
 - by bank cheque, ANCV vouchers or credit card (secure online payment)
- Failure to pay within the deadlines:
 - the stay will be considered **cancelled**
 - deposits will be **retained**
- The booking becomes contractually binding **only upon written confirmation from the campsite**

Late Arrival / Early Departure / No-Show

- No refund will be issued for unused nights
- In case of no-show without notice or justification:
 - the accommodation becomes available **24 hours after the scheduled arrival date**

Pets

- **Pets are strictly forbidden** in rental accommodations

3. Cancellation of Rental Accommodations

Without Insurance

- **More than 30 days before arrival:**
 - the deposit is retained by the campsite
- **Less than 30 days before arrival:**
 - the full amount of the stay and booking fees are retained

With “Campez Couvert” Insurance

- Optional cancellation insurance:
 - cost: **3% of the total stay**
 - must be subscribed **at the time of booking**
- In case of cancellation:
 - notify the campsite immediately (by mail or email)
 - notify the insurer within **48 hours**
 - provide all required supporting documents (see CGA)

4. Security Deposit and Cleaning

- A **€180 security deposit** is required **10 days prior to arrival**
- Deposit methods:
 - secure online payment via **Swikly** (credit card)
 - or cheque
- Refund:
 - within **3 working days** after departure
 - provided no damage has occurred
- Cleaning fee:
 - **€65 will be charged** if cleaning is required

5. Admission and Stay Conditions

- Entry to the campsite is subject to authorisation by management
- Staying on the campsite implies acceptance of these rules
- **Establishing residence is prohibited**
- Visitors must:
 - report to reception
 - are **not allowed** access to children’s playgrounds or the aquatic area

Access to Facilities

- Use of facilities is prohibited before and after the stay:
 - **Rental units:** before 2:00 pm on arrival / after 10:00 am on departure
 - **Camping pitches:** before 2:00 pm / after 12:00 noon on departure

6. Complaints

- Any complaint must be:
 - submitted **in writing**
 - sent by **registered letter with acknowledgement of receipt**
 - within **20 days after the stay**

7. Liability

- Camping and outdoor accommodation do not fall under hotel liability laws
- The campsite declines all responsibility for:
 - theft, loss or damage of personal belongings
 - weather-related damage, fire or vandalism
- Guests are advised to take out **holiday insurance**
- Each guest is responsible for disturbances caused by accompanying persons

8. Fire Safety and Emergency Services

- **Open fires are strictly prohibited**
- Barbecues are permitted
- Cooking stoves must be in good working order
- In case of fire:
 - notify management immediately
- Available equipment:
 - fire extinguishers
 - first-aid kit at reception
 - defibrillator at reception
 - emergency bell at the reception entrance

9. Activities and Quiet Hours

- Free or paid activities may be modified or cancelled without compensation
- The campsite is **quiet and family-oriented**
- **No activities for teenagers**
- Silence is required after **11:00 pm**
- Any breach of these rules may result in **permanent expulsion**

10. Disputes and Mediation

- In case of dispute:
 - send a registered letter to campsite management
 - or email: camping.international.luz@wanadoo.fr
- If no satisfactory response is received:
 - guests may contact the **CONSO Mediation Center**
 - within **one year** of the written complaint

