



## Practical information and conditions of sale (concerning the current season)

Registration for one of the holidays offered in this catalogue implies the obligatory acceptance of these conditions of sale by the contractual parties.

### 1/ SERVICES OFFERED

#### PITCH

This is the pitch for your own tent or caravan. Your stay is calculated on the basis of a basic package which includes the pitch, the number of persons specified in the package, the installation of either your tent or caravan, your vehicle on the pitch or in the car park and access to the infrastructures, entertainment and sanitary installations. Additional fees (supplementary person, adult or child, 10 -amp electricity if necessary), which are not included in the package are to be added to the final bill. All stays are free for children under 2 years.

The pitch, for tent or caravan, is reserved for minimum 7 nights, arrival after 1 p.m. and departure before midday. An extension may be granted on site subject to availability.

The hiker's package, when offered, designates a product for a passing visitor, on foot or with by cycle, staying in a small tent ('canadienne', 'igloo') for a couple of nights only.

#### RENTED ACCOMMODATION

This type of accommodation must be booked Saturday to Saturday, Wednesday to Wednesday, from 4 p.m. (time of arrival) to 10 a.m. (time of departure) throughout the period 5/7 to 30/8, except where indicated to the contrary on the individual campsite page (per night rental). Outside these dates, overnight stays are possible (2 nights or more). Prices include the number of persons (up to the maximum specified for the accommodation), water, gas, electricity, your vehicle (one per rental) and access to the infrastructures, entertainment and sanitary facilities. Accommodation is fully equipped but sheets are not supplied. However, these can be hired on some campsites. Before leaving, you are responsible for cleaning your accommodation (see Deposit). Any person occupying rented accommodation or residing on the same pitch, in addition to the stated capacity, shall be liable to a payment of a supplement, after receiving authorisation from the site manager. Detailed descriptions of the residences are available from the Central Booking Office and the website: [www.campingcitecarcassonne.com](http://www.campingcitecarcassonne.com) You may notice a few slight differences in the disposition of your accommodation or the equipment supplied within the same package, from one campsite to another. Rest assured that your personal comfort and the sleeping capacity is not affected.

Specific requests for a particular pitch or residence on the campsite can only be met subject to availabilities on your arrival.

#### ADDITIONAL ACTIVITIES AND INFRASTRUCTURES

All activities, whether payable or free of charge, referred to in this catalogue, may in certain circumstances, beyond our control and/or due to a case of force majeure, be modified or cancelled during your stay at the campsite. We decline liability for such events.

The infrastructures that are at project stage are mentioned for information only in our catalogue. The Camping de la Cité may not be held liable in the event that, for reasons beyond our control and/or due to a case of force majeure, these infrastructures cannot be completed in time for the current season.

#### SUPPLEMENTARY CHARGES

Regardless of the package chosen, bare pitch or rented accommodation, additional charges will be imposed for all extra vehicles (car, trailer, motorbike, boat, etc.) when such are authorised, as well as additional tents, pets, visitors, etc. All of these prices are set out in the "camping - caravanning rates" sections.

Our VAT-inclusive prices do not include the tourist tax, which is levied on behalf of the municipalities. The amount of the supplement will be made known to you when you reserve for certain sites. The tax is billed at the same time as your accommodation. It is payable according to the same payment schedule. It can be neither modified nor refunded on your arrival. For other sites, it is payable at the same time as the balance for the holiday (30 days before your arrival on site).

### 2/ PAYMENT OF YOUR HOLIDAY

#### MEANS OF PAYMENT ACCEPTED

Deposit or full payment of your booking may be made using the following:

French bank cheque or postal cheque, holiday voucher, postal order or cash, cheque drawn on a foreign bank.

## **PAYMENT TERMS**

A reservation made by you will only be considered as valid if it has been confirmed in writing and accompanied by a deposit of 20% of the cost of the holiday. This booking only becomes contractually binding on receipt by the buyer of a confirmation sent by our Camping.

The balance of payments is due no less than 30 days before the start of your holiday. If the deadline has been exceeded, our Camping will consider your reservation as void and the conditions as indicated below will then be applied.

### **3/ LAST-MINUTE BOOKINGS**

All bookings of rented accommodation made less than 30 days prior to departure date must be fully paid for by credit card only. All bookings paid for by any other means of payment will only be confirmed when payment is received, on the condition that the holiday is still available.

### **4/ ALTERATIONS TO BOOKINGS**

We will accept changes of dates, or holiday package only once (according to availability, without a surcharge). Any modifications to your booking must be notified in writing to the office where you booked (central booking office or the campsite). All monies already paid for the initial holiday will be transferred to the new holiday.

### **5/ LATE ARRIVAL/EARLY DEPARTURE**

In the event of a late arrival or early departure, with regard to the dates indicated on your reservation form, the whole of your booked holiday shall remain payable. No reimbursement will be made for the missed part of your holiday as a result of your late arrival or early departure (see insurance policy).

### **6/ NO SHOW ON THE CAMPSITE**

Exceeding a period of 48 hours without any news from you, we will make use of your pitch or rented accommodation, and retain the fees according to our cancellation policy.

### **7/ ANNULATION**

#### **BY THE BUYER:**

All cancellations must be notified in writing, and come into force upon reception of said notification, to be addressed to:

- the campsite for a booking for a pitch at the site
- our central booking office if you have booked rented accommodation or a pitch from this service.

In the event that you cancel a pitch, the total of your down payment will be retained, regardless of the date of cancellation.

If you cancel a rented accommodation:

- more than 30 days before your date of arrival, the total of the sums payable on booking shall remain payable to our Campsite.
- less than 30 days before your date of arrival, the total of the cost of your stay, administrative costs and insurance premium shall be retained.

To cover any claims which may arise, we recommend that you take out holiday cancellation - early termination insurance.

Refer to the section below for practical reimbursement details and details of how to take out insurance.

<https://www.campez-couvert.com/pour-les-particuliers/>

#### **BY THE SERVICE PROVIDER:**

##### **Before departure**

In the event that the service provider cancels a holiday that has been firmly booked and confirmed on the grounds of force majeure, weather conditions, events leading to total or partial destruction, total or partial administrative closure, delay to work due to adverse weather conditions and other reasons, the shutting down of elements that are essential to the running of the campsite, security risk or external factors, or if the campsite is deemed to be unfit for opening by the company's management, the customer will be notified by registered letter and by E-mail, if applicable, and all sums already paid will be refunded in full.

As far as possible, and within the limits of the holidays, periods, products and destinations available in our catalogue, we will propose alternative solutions, if this is acceptable to the customer. In the event that the price of the alternative solution proposed by our company from among the destinations listed in our catalogue and chosen by the customer differs from the price paid, if the new price is lower, then the difference will be refunded to the customer and if the price is higher, the difference will be covered by our company.

No other costs will be covered and no consideration will be given to any such demands.

##### **During the holiday**

When the holiday is interrupted by the service provider on the grounds of force majeure, weather conditions, total or partial administrative closure, the shutting down of elements that are essential to the running of the campsite, security risk or external factors, the site's management will draw up a letter that will be handed over in person to the customer certifying that their stay has been cut short.

The customer will be refunded the price of the nights cancelled by the service provider.

If possible, and within the limits of the holidays, periods, products and destinations available in our catalogue, we will propose alternative solutions, if this is acceptable to the customer.

In the event that the price of the alternative solution proposed by our company from among the destinations listed in our catalogue and chosen by the customer differs from the price paid, if the new price is lower, then the difference will be refunded to the customer and if the price is higher, the difference will be covered by our company.

No other costs will be covered and no consideration will be given to any such demands.

## **8/ DEPOSIT**

For all rented accommodation you will be required to leave a deposit of **€300** and **€50** to cover any cleaning upon arrival at the campsite. This will be returned to you at the end of your stay or, sent to you by mail within eight days of your departure at the latest.

Our Campsite may keep all or part of this sum in the event of damage to the accommodation or its contents and/or to facilities on the campsite. We also reserve the right to deduct the sum of €50 to cover any cleaning that may be required after your departure.

## **9/ INSURANCE**

Throughout their stay, campers benefit a civil responsibility guaranty by the town hall of Carcassonne for physical or material damage for which the company is acknowledged as being liable. On arrival at the campsite, campers-caravanners must present a valid insurance certificate covering their caravan, tent and/or their equipment, guaranteeing them specifically in terms of third party liability. If this certificate is not shown, insurance must be taken out at the site. We decline all liability in case of theft of or damage to personal items. Our third party liability does not cover theft of or damage to tents, caravans or their contents. Moreover, the town hall of Carcassonne may not be held liable for damage caused by external forces, such as storms, gales or whirlwinds, over which our staff have no control. Campers are also reminded that car parks are not supervised and parking is at users' own risk.

## **10/ MINORS**

Minors unaccompanied by their parents are not accepted on the campsites (pitches and rented accommodation).

## **11/ ANIMALS**

Dogs and cats are generally permitted on our Campsite, with the exception of 1st and 2nd category dogs. Only few sites do not accept animals. We recommend that you signal the presence of an animal and obtain confirmation of admittance when booking. Only one dog can be accepted per registration. We require however that they be kept on a leash inside the campsite. Please respect the campsite's hygiene and environment. Their vaccination certificate must be presented on arrival at the campsite: anti-rabies vaccination and tattoo certificates are obligatory!

## **12/ HOLIDAY VOUCHERS OR EMPLOYER-SUBSIDISED HOLIDAYS**

Carcassonne city, whose legal status is that of a EPIC, does not hold a ministerial accreditation that is usually issued to associations. (It does not come under "gites, house, family campsites"). That is why holiday vouchers cannot be accepted as a method of payment. Please therefore contact your "Caisse d'Allocations Familiale" to find out whether a refund is possible. That is why we would also suggest that you contact your "Services d'Action Sociale" or Works Council before booking, to find out about the conditions governing the allocation of a "holiday" subsidy.

## **13/ CLAIMS**

Any claim arising from a stay at one of our Campsite must be made in writing and sent by registered mail with recorded delivery, within 20 days after your stay, to the following address:

**Hôtel de Ville**

**Direction des services industriels et commerciaux - 11000 CARCASSONNE – France**

## **14/ HOLIDAY CANCELLATION AND CURTAILMENT INSURANCE**

<https://www.campez-couvert.com/pour-les-particuliers/>

## **15 / Special Conditions**

### **GROUP BOOKING**

Groups are considered from at least 10 pitches reserved.

A reduction may be granted if the following conditions are met:

- 10% discount will be applied with a minimum of 10 pitches booked to 19 inclusive. The reduction granted, the person (tour leader) representing the association or the group will be responsible to pay 20% deposit on booking and the full amount one month prior to arrival.

The designated person undertakes to arrive first on the campsite, take all locations and manage the group on arrival.

• 15% discount will be applied with a minimum of 20 pitches booked and more. The reduction granted, the person (tour leader) representing the association or the group will be responsible to pay 20% deposit on booking and the full amount one month prior to arrival. The designated person undertakes to arrive first on the campsite, take all locations and manage the group on arrival.

« Médiation des litiges de la consommation » :

Conformément à l'article L. 612-1 du Code de la consommation, dans un délai d'un an à compter de sa réclamation écrite, le consommateur, sous réserve de l'article L.152-2 du code de la consommation, a la faculté d'introduire une demande de résolution amiable par voie de médiation, auprès de

**SAS Médiation Solution**

222 chemin de la bergerie 01800 Saint Jean de Niost

Site : <https://www.sasmediationsolution-conso.fr>

Email : [contact@sasmediationsolution-conso.fr](mailto:contact@sasmediationsolution-conso.fr)