

2024 - General Terms and Conditions - Camping Pitch
· Any customer making a reservation acknowledges having the capacity to contract, namely being of legal age and not being placed under guardianship or curatorship.
· The prices are indicated in euros and include VAT. They only include the services strictly mentioned at the time of booking or in the confirmation letter. To the price mentioned during the reservation will be added the services consumed in addition during the stay as well as the amount of the tourist tax.
· A pitch package includes a pitch for 1 or 2 people. On a pitch there will be no more than one caravan with awning and one car, or one accommodation vehicle and one small tent. The installations and/or vehicles must be accommodated on the site without obstructing traffic. On a pitch there will be no more than 6 people, including children and babies. For safety reasons and the dimensions of the pitches and paths, caravans over 6m and/or double axles as well as motorhomes over 8m are not accepted. For any animal, a supplement will be applied. Animals must be kept on a leash. Category 1 "attack dogs" (pit bulls, etc.) and category 2 "guard and defense dogs" (rottweiler, etc.) are prohibited on the campsite.
· July and August: Reservations for a minimum stay of 7-nights. A shorter stay is possible depending on availability and without prior reservation.
· Pitches will be available from 1:00 p.m. of indicated day and must be vacated before 12:00 p.m. on indicated departure day.
· Deposit: 40% of the stay by bank card or bank transfer, will be collected upon reservation. <b>*THE BALANCE must be paid on the day of arrival</b> *Guests with a stay of more than 30 nights can pay the balance split in 2 payments. The entire balance of the stay is due 7 days before the departure date indicated on the reservation.
· The payment of the deposit confirms your stay reservation and implies the unreserved acceptance of our general conditions of sale, the internal regulations and the RGPD (General Regulations on Data Protection). In accordance with the law in force, these documents are made available to the customer on our website <a href="http://www.camping-embrun-clapiere.com">www.camping-embrun-clapiere.com</a> and are displayed at the entrance and at the reception of the campsite. They can also be obtained by simple written request sent to the campsite. The reservation of a campsite pitch or accommodation being nominative, it cannot be sublet or even transferred.
· Any extension of stay or early arrival can only be done according to the places available. Neither the same location as the one reserved, nor the possibility of these extensions are guaranteed by the reservation.
· All reservations are kept until 6:00 p.m. on the indicated day of arrival. Beyond this time, and without any news from you, your pitch is no longer reserved and your reservation will be considered canceled without the right to reimbursement.
· <b>Cancellation by the customer</b> Any cancellation before the arrival date of the stay reservation must be made in writing (mail or email). The deposit cannot be recovered under any circumstances. The cancellation request (receipt of the reimbursement request with proof takes place at least 1 month before the start date of the stay in question. You can subscribe to the " <b>Campez couvert</b> " cancellation insurance, the General Terms and Conditions of which are detailed in the insurance cancellation section. Any <i>late arrival</i> or <i>early departure</i> is considered a partial cancellation, unused nights will not be refunded.
· <b>Cancellation by the camping</b> The campsite reserves the right to cancel your stay in cases of force majeure or fortuitous circumstances which could harm the safety of participants. Except in the event of force majeure for security reasons, the customer will be fully reimbursed for the sums paid in accordance with article R132-2 of the Consumer Code. However, this cancellation cannot give rise to the payment of damages. In the event of expulsion for non-compliance with the Rules & Regulations or the General Terms, no refund will be made.
· <b>Right of withdrawal</b> In accordance with article L.121-19 of the Consumer Code, the campsite informs its customers that the sale of accommodation services provided on a specific date, or according to a specific frequency, is not subject to the provisions relating to the 14-day withdrawal period.
· For any dispute that cannot be settled amicably, the competent court to examine the case is the Administrative Court of Marseille.
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