



## **CAMPING DOMAINE PAPILLON\*\*\***

### **INFORMATION AND TERMS OF SALE**

#### **PITCHES AND RENTAL ACCOMMODATIONS**

These general terms and conditions of sale govern all sales of stays and rentals made by the Camping or through its online booking platform. They form an integral part of any contract between the Camping and the customer. The customer acknowledges having read these general terms and conditions of sale prior to any booking, for themselves and for any person participating in the stay. The customer acknowledges that booking a stay implies full and unreserved acceptance of these general terms and conditions. These are made available to the customer for information purposes.

**WWW.DOMAINE-PAPILLON.COM** - RC Cahors No. – SIRET: 91189837700013 - APE: 5530Z

#### **1. Purpose and Scope**

The purpose of these conditions is to define the procedures for booking, stay, cancellation, and mutual responsibilities between the Camping and the customer.

#### **2. Booking and Payment**

##### **2.1. Accommodation Bookings**

The booking becomes effective upon receipt of the duly completed contract, a 30% deposit of the total amount of the stay, and, if applicable, non-refundable administrative fees and cancellation insurance (if selected).

The balance of the stay must be paid at the latest 30 days before arrival. After this period, if payment is not received, the booking will be cancelled and the deposit will not be refunded.

Last-minute bookings (less than 30 days before arrival) must be paid in full at the time of order.

Payment methods: Credit card (secure online payment), bank transfer.

##### **2.2. Pitch Bookings**

The booking becomes effective upon receipt of the duly completed contract, a deposit of a maximum of €50, and, if applicable, non-refundable administrative fees and cancellation insurance (if selected).

Last-minute bookings (less than 30 days before arrival) must be paid in full at the time of order.

Payment methods: Credit card (secure online payment), bank transfer.

Only persons mentioned on the contract are authorized to stay in the accommodation or on the pitch. The booking may be cancelled in case of non-compliance with the contract (exceeding the number of authorized persons, pets not accepted in certain accommodations).

#### **3. Rates**

Prices include electricity (in rentals) and access to basic facilities and services. Not included: Tourist tax (€0.65/night/adult), eco-participation (€0.35/night/person), options (extra person or vehicle, cleaning, linens, etc.).

#### **4. Right of Withdrawal**

In accordance with Article L221-28 of the French Consumer Code, the right of withdrawal does not apply to accommodation services provided on a specific date. Therefore, every booking is firm and final.

#### **5. Cancellation and Interruption of Stay**

- All cancellations must be communicated in writing. Required documents will be provided for insurance purposes. In the absence of insurance, the campsite shall not be held liable for any refund.
- In case of cancellation not covered by insurance, no refund will be granted.
- In case of no-show, interruption of stay, or unannounced late arrival, the total amount of the stay remains due.

#### **6. Cancellation Insurance – Neat Camping**

An optional cancellation insurance is offered at a rate of 3.5% of the total amount of the stay.

- It must be taken out at the time of booking and paid in full.
- After this period, it cannot be added.
- In the event of a claim (illness, accident, etc.), you must notify the campsite and then file a claim online within 48 hours at: <https://declare.neat.eu/campings-independants>
- Full insurance terms are available on our website or by email request.

## **7. Arrival and Departure Procedures**

- **Rentals:** Available from 4:00 PM, departure before 11:00 AM.
- **Pitches:** Available from 2:00 PM, departure before 12:00 PM.

In case of late arrival, please notify the campsite. Without notice, the booking will be cancelled the following day at noon without refund. No discount will be applied for late arrivals or early departures.

## **8. Security Deposits**

- €250 requested upon arrival (cheque or credit card pre-authorization). Returned after the inventory or within 15 days.
- The deposit is retained in case of damage, breach of rules (e.g., smoking in the rental), or if the cleaning is not completed.
- Without a security deposit, access to the accommodation will be denied.

## **9. Occupancy and Stay**

Only persons named on the contract may occupy the accommodation or pitch. Any additional person or vehicle must be approved by the campsite. Access may be refused to anyone not complying with these conditions.

## **10. Pets**

Pets are allowed under certain conditions:

- Mandatory presentation of an up-to-date vaccination record upon arrival.
- Category 1 dogs (dangerous breeds) are prohibited.
- Pets must be kept on a leash at all times throughout the campsite.
- Droppings must be picked up immediately by the owners (bags are available at reception upon request).
- Pets must not be left alone in the rentals, even for a short duration. In case of non-compliance, the management may decide on immediate exclusion without refund. A pet agreement will be signed upon arrival.

## **11. Visitors**

Visitors are welcome, subject to the following conditions:

- Declaration upon arrival: All visitors must report to reception to identify themselves and name the person they are visiting.
- Subject to authorization: Access is subject to management approval, which reserves the right to refuse for security or capacity reasons.
- Visiting hours: Visits are permitted only between 9:00 AM and 8:00 PM.
- Fees: An entry fee may be charged depending on the duration and use of facilities (pool, entertainment, etc.).
- Facility access: Access to the pool, showers, or activities is not automatic and must be validated by management.
- Responsibility: The guest host remains responsible for their visitors' behavior.

## **12. Internal Rules**

Every camper agrees to comply with the internal rules posted at the campsite reception.

## **13. Swimming Pool – Access and Rules**

Access is strictly reserved for campsite guests.

- Swimwear: Men and boys must wear swim briefs or trunks (swim boxers). Shorts, underwear, and Bermuda shorts are prohibited.
- Children under 8 must be accompanied by an adult.
- Eating, drinking, smoking, or vaping is prohibited within the pool area. Safety rules must be followed under penalty of immediate exclusion from the aquatic area.

## **14. Electric Vehicles**

For safety reasons, it is prohibited to charge electric vehicles on pitches or in accommodations (you will be held liable for any damages caused).

## **15. Smoking and Vaping**

Smoking or vaping inside the rentals is prohibited. In case of violation, the security deposit will be retained.



## **16. Liability and Insurance**

The campsite declines all responsibility for theft, loss, damage, bad weather, or accidents falling under the camper's civil liability. Any complaints regarding the accommodation must be made within 24 hours of arrival.

## **17. Force Majeure**

The campsite cannot be held liable in case of force majeure (unforeseeable events beyond its control: severe weather, health crises, administrative bans, etc.). In such cases, a credit voucher or a postponement of the stay may be offered.

#### **18. Personal Data (GDPR)**

Data is collected for booking management and customer follow-up. It is kept for a maximum of 3 years. In accordance with GDPR, you have the right to access, rectify, oppose, and delete your data:  [info@domaine-papillon.com](mailto:info@domaine-papillon.com)  **Camping Domaine Papillon, 68 Impasse de Cachelaurent, 46320 Reyrevignes**

#### **19. Image Rights**

Unless otherwise stated at reception, you authorize the campsite to use photos or videos taken during your stay for advertising purposes.

#### **20. Applicable Language**

These General Terms and Conditions are written in english. In the event of translation, only the French version shall be deemed authentic.

#### **21. Mediation**

In case of a dispute that cannot be resolved amicably, you may contact the consumer mediator: **CM2C – 14 rue Saint Jean, 75017 Paris.**