



General Terms and Conditions of Sale Camping La Sardane 2026

Art. 1 – Identification of Occupants

The full names and dates of birth of all persons who will occupy the accommodations or pitches must be provided at the time of booking.

The booking must be made by one of the participants in the stay, who will be designated as the main **contract holder** and must be present for the entire duration of the stay.

⚠ On the day of arrival, if the main **contract holder** is not present and the campsite has not been informed in advance, management reserves the right to refuse access and cancel the booking without refund.

The rental is personal: no booking may be made on behalf of a third party, and no transfer or subletting is permitted. Failure to comply with this clause will result in the cancellation of the contract and the loss of the deposit paid at the time of booking.

⚠ Important: Booking requests made by minors who are not accompanied by their legal representatives (Art. 389 of the French Civil Code) cannot be accepted.

Art. 2 – Booking and Payment

The booking becomes effective only after confirmation from the campsite (by letter or email) and receipt of payment including:

- A 30% deposit of the total stay
- Administrative fees: €10 in low season and €20 in high season (see rates on the website).

The **balance of the stay** must be paid:

- **No later than the day of arrival** if paying by card, cash, or ANCV holiday vouchers,
- **At least 1 month before arrival** if paying by bank cheque.

In the event of a delayed arrival, the balance must be paid **1 to 2 days before the original scheduled arrival date**, otherwise, the booking **will be cancelled**.

Accepted payment methods :

- Credit card (CB)
- Cash, up to a maximum of €1,000 per stay
- ANCV holiday vouchers and ANCV Connect
- Bank cheque (only if received at least 1 month before the arrival date)

If payment is not made on the day of arrival, management reserves the right to:

- Refuse access to the campsite, or
- Apply late payment penalties.

Any voluntary early departure or unused nights will not give rise to any refund.

⚠ Once the booking has been confirmed, any voluntary early departure or unused nights will not entitle the guest to any refund.

Late Payment

In the event of non-payment by the agreed date, late payment penalties will be automatically applied without the need for a reminder.

These penalties are calculated at an annual rate equal to three times the legal interest rate in force at the date of invoicing.

For professional clients (legal entities or traders), a fixed compensation of €40 for recovery costs will also be required, in accordance with Article D.441-5 of the French Commercial Code.

No discount will be granted for early payment.

In the event of persistent non-payment, the campsite reserves the right to suspend or cancel the booking, without prejudice to amounts already paid or still due.

Art. 2bis – Acceptance of the General Terms and Conditions of Sale and the Internal Rules

Payment of the deposit **constitutes acceptance of these General Terms and Conditions of Sale and of the Internal Rules of Camping La Sardane.**

The guest declares having read them and **cannot claim not to have been informed.**

The General Terms and Conditions of Sale (GTC) and the Internal Rules are available on the campsite's website, may be requested by email from reception, and are automatically sent with our option and booking confirmation emails.

Art. 3 – Special Requests

Special requests must be **specified in writing** (by letter or email) at the time of booking.

Accommodation inventories:

Guests may not request **any changes to the inventory** of the rentals. Inventories are available on the campsite's **website**.

Assignment of accommodations and pitches:

Management **cannot guarantee a specific pitch number or area**, as pitches are assigned **according to availability**.

Guests are required to **check the campsite map to confirm the location corresponding to the selected** category before finalising their booking.

Art. 4 – Arrivals and Departures

- **Mobile homes:** bookings are for a week (Wednesday, Saturday, or Sunday, excluding short stays). Arrival after **4:00 p.m.**, departure before **10:00 a.m.** A departure time slot must be arranged at reception (between 8:00 a.m. and 10:00 a.m.). Early departure before 8:00 a.m. is possible with a specific procedure. Late arrivals are possible, it is recommended to inform reception so that staff can explain the procedure and prepare for your arrival.
- **Pitches:** available after **2:00 p.m.**, departure before **12:00 p.m.**

Art. 5 – Late Arrival

In case of a late arrival, it is essential to inform the campsite.

- If **the balance of the stay has been paid**, the accommodation or pitch will be reserved for **36 hours** from the scheduled arrival date.
- If the guest **does not arrive on the scheduled date, does not respond to emails or phone calls, and the balance has not been paid**, management reserves the right to cancel the reservation and reassign the accommodation or pitch.
- If the guest has informed the campsite of a desire to arrive **1 to 2 days later than originally planned**, the **balance must be paid no later than 2 days before the new announced arrival date**, otherwise the reservation may be cancelled.

 No reduction, refund, or compensation will be granted in the event of late arrival, early departure, or **unused nights**.

Art. 6 – Cancellation

In case of cancellation, no deposit will be refunded, unless you have subscribed to the **cancellation guarantee** and strictly comply with its terms and conditions.

Late modification of the stay:

If a guest contacts the campsite **less than one month before the arrival** date to shorten their stay, this modification will be considered a **partial cancellation**. In this case, the guest may be required to pay for the **cancelled nights** in accordance with the payment conditions and the non-refund policy for unused nights.

No postponement:

A total or partial cancellation does not give the right to **postpone the stay** or to **transfer the amount paid**, whether for the current season or the following season.

Additional – Change of date after confirmation:

After the stay has been confirmed, **any change of date** will be considered a **cancellation of the initial stay** and the creation of a **new stay**, subject to the same conditions as those provided for a standard cancellation.

Art. 7 – Accommodation Capacity

The number of people per accommodation or pitch must never exceed the planned capacity:

- Accommodations: **2 to 10 persons** (depending on the accommodation type)
- Pitches: **up to 6 persons, including a maximum of 4 adults**

Children and infants count as one person (1 baby = 1 person).

Only one vehicle is allowed per booking (except for groups of 10 people or more, who may have 2 vehicles).

Additional vehicles must be parked in the paid parking area at the campsite entrance or outside the campsite.

On pitches, the following are allowed:

- 1 campervan or van / 1 trailer (with vehicle on it) / tent
- **Or** 1 caravan accompanied by 1 vehicle and a tent.

Vehicles are defined as means of transport (car, motorcycle, quad bike, etc.) and do not include sleeping units (caravan, fitted trailer, van, camper vehicle, etc.). Any additional vehicle will be charged automatically and must be parked in the overnight parking area. Similarly, any equipment placed on the pitch but parked overnight in the parking area will be charged extra according to the current rates.

Art. 8 – Wristbands

A permanent wristband will be given from the age of 5 for the entire duration of the stay. Wearing the wristband is mandatory to access the campsite and activities. Failure to comply may result in exclusion without refund.

(Lost wristband = €3).

Art. 9 – Internal Rules

The campsite has internal rules that apply to all guests on site. Any booking implies acceptance of these rules.

 Any breach may result in immediate expulsion without refund or compensation.

Art. 10 – Minors

- **10.1:** Minors not accompanied by their legal representative(s) (Art. 389 of the Civil Code) are not allowed.
 - **10.2:** Any violation will result in immediate expulsion without refund.
 - **10.3:** Children remain under the responsibility of their legal representative(s) at all times. After midnight, they must be accompanied.
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Art. 11 – Kids' Clubs

- **Little Garden ("Jardin des bambins"):** Free activities for children aged 5 and up (limited to 25 children), Monday to Friday during school holidays (subject to availability) during the summer school holidays.
 - **Squirrels' Club ("Club des écureuils"):** Reserved for children aged 2 to under 5 years, who are toilet trained. 3 sessions per week, limited to 8 children.
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Art. 12 – Pets

- Pets are not allowed on certain dates as indicated on the website, except in the Woofi range, where they are permitted throughout the season.
- Category 1 and 2 dogs are strictly prohibited.
- Allowed dogs: Only those under 25 kg, must be kept on a leash, and owners must clean up after them.

 Management is not responsible for the presence of insects or animals related to outdoor life.

Art. 13 – Visitors

Visitors are allowed under certain conditions:

Visitors are permitted at Camping La Sardane, but they will not have access to **activities** or the **aquatic area** and must park their vehicles outside the site.

All visitors **must present a valid form of identification at reception** in order to receive an appropriate wristband.

Visitors and guests **must refer to the establishment's Internal Rules** and strictly comply with them.

Art. 14 – Rates

- Rates vary depending on the period and the type of accommodation.
 - The rate chart is no longer published but is available via online simulation.
 - Dynamic pricing applies (prices are subject to change).
 - Stays are charged based on the rate in effect on the day of booking.
 - **Tourist tax:** €0.86 per adult per night, not included.
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Art. 15 – Liability – Theft and Damage to Personal Belongings

The Management cannot be held responsible for the loss, theft, damage, or any harm to personal belongings of guests or their visitors, whether in accommodations, vehicles, common facilities, or any other area of the campsite.

It is the responsibility of guests to obtain insurance covering their personal belongings if they wish. No claim may be made against the campsite in the event of an incident.

Art. 16 – Billing

- The invoice is **issued at the end of the stay** and sent by email to the **main contracting** guest, i.e., the person who made the reservation.
 - The invoice **cannot be modified** and cannot be issued in the name of another participant of the stay.
 - A certificate of stay may be provided in addition to the invoice upon request at reception, and **can only be issued after the end of the stay**.
 - The invoice includes a detailed breakdown of reserved services, the total amount, applicable taxes, and any optional services or extras used during the stay.
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Art. 17 – Insurance and Civil Liability

- Guests are responsible for any damage caused to third parties or to the campsite facilities.
 - It is recommended to take out **personal liability insurance** covering such risks.
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Art. 18 – Force Majeure

- The campsite cannot be held responsible for incidents related to unforeseeable events: natural disasters, storms, floods, epidemics, mandatory closures.
 - Any possible refunds are subject to the conditions of the **cancellation guarantee**, where applicable.
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Art. 19 – Disputes

- Any dispute relating to the Terms and Conditions of Sale or to the stay shall be subject to the jurisdiction of the competent **court of the location of the campsite** (Argelès-sur-Mer, France).
 - The parties may resort to **mediation** before any legal proceedings.
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Art. 20 – Personal Data Protection

- Personal information collected (name, first name, date of birth, e-mail) is used solely for booking management and communication with the guest.
 - Guests have the right to access, modify, or delete their data, in accordance with the **GDPR**.
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Art. 21 – Official Contact

- Any request for modification, cancellation, or complaint must be addressed to:
 - **Email:** contact@campinglasardane.fr
 - **Phone:** +33 4 68 81 10 82