



General Terms and Conditions of Sale Camping La Sardane

Effective from 1 October 2026 — applicable to bookings made from that date onward.

Art. 1 – Identification of Occupants

The surname, first name and date of birth of every person who will occupy the accommodation or pitch 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 contracting party** and who must be present for the entire duration of the stay.

⚠ On the day of arrival, if the **main contracting party** is not present and the campsite has not been informed in advance, Management reserves the right to refuse access and cancel the booking, with no refund.

The rental is personal: no booking may be made on behalf of a third party, and no transfer or sub-letting is permitted. Breach of this clause will result in cancellation of the contract and loss of the deposit paid at the time of booking.

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

Art. 2 – Booking and Payment

The booking only becomes effective once the campsite has confirmed it (confirmation by post or email) and payment has been received, comprising:

- a 30% deposit of the total cost of the stay
- Booking fee: €10 in low season and €20 in high season (see rates on the website).

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

- **By the day of arrival at the latest** if paying by card, cash, or ANCV holiday vouchers,
- **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 originally planned arrival date, failing which the stay may be cancelled. If the holidaymaker notifies Camping La Sardane on the very day of the originally planned arrival, the balance must be paid immediately, without delay, in order to keep the booking.

Accepted methods of payment:

- Debit/credit card
- Cash, up to a maximum of €1,000 per stay
- ANCV holiday vouchers and ANCV Connect (a French employee holiday-savings scheme; generally not available to overseas visitors)
- Bank cheque, French-bank only (only accepted if received 1 month before the arrival date)

If payment has not been made by the day of arrival, Management reserves the right to:

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

Use of ANCV Holiday Vouchers

ANCV Holiday Vouchers (paper) and ANCV Connect Holiday Vouchers are accepted in accordance with applicable regulations.

As Holiday Vouchers are payment instruments that are **strictly non-transferable and issued to a named holder**, the **first and last name** shown on them must match the identity of the holder. Camping La Sardane reserves the right to verify the holder's identity and to request proof of identity, along with any other document needed to confirm that their use complies with applicable regulations.

Holiday Vouchers must belong to a person who is actually taking part in the stay.

In the event of non-compliant use, a mismatch between the holder's identity and the name shown on the Holiday Vouchers, failure to present the requested supporting documents, or the impossibility of carrying out the necessary checks, Camping La Sardane reserves the right to refuse this method of payment and to require another means of payment.

⚠ Once the booking has been confirmed, any voluntary early departure or any night not used gives no right to a refund.

Late Payment

If payment is not made by the agreed date, late-payment penalties will be applied automatically, without any reminder being necessary. These penalties are calculated at an annual rate equal to **three times the statutory interest rate in force** on the invoice date.

Conversely, if Camping La Sardane is late in refunding sums owed to the holidaymaker under these Terms and Conditions, late-payment penalties calculated at the same rate (three times the statutory interest rate in force) will automatically apply against it, subject to a reasonable administrative processing period of 30 days from the date the sum becomes due.

For business customers (companies or traders), a **fixed compensation of €40 for recovery costs** will also be charged, in accordance with Article D.441-5 of the French Commercial Code.

No discount will be granted for early payment.

In the event of continued non-payment, the campsite reserves the right to suspend or cancel the booking, without prejudice to sums already paid or still owed.

Payment Commitment

Any confirmed booking definitively commits the holidaymaker to pay the full price of the booked stay.

In the event of cancellation, failure to arrive on the planned arrival date (a "no-show"), refusal of access to the campsite in accordance with these Terms and Conditions or the campsite rules, or voluntary early departure, sums already paid remain permanently retained by Camping La Sardane and the balance of the stay remains payable in full, unless the cancellation guarantee applies under the conditions set out in Article 6.

These provisions apply without prejudice to cases where Camping La Sardane's liability is engaged, in particular where fault on its part is proven, in which case the mandatory legal provisions on refunds and compensation will apply.

Art. 2a – Acceptance of the Terms and Conditions and the Campsite Rules

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

The holidaymaker declares having read them and **may not later claim not to have been informed of them**.

The Terms and Conditions of Sale and the Campsite Rules are available on the campsite website, may be requested by email from reception, and are automatically sent with our quote and booking-confirmation emails.

Art. 2b – Promotional Offers and Online Exclusives

Camping La Sardane may, at certain times, offer, **subject to availability** and depending on its operational needs, promotional offers or preferential rates available exclusively on its website. These offers are one-off, limited in time, in the quantities available, or to certain stay periods.

These offers are intended in particular to optimise the campsite's occupancy rate and are not offered on a permanent basis. They are valid **only within the limits of availability at the time of booking**.

Promotional offers only apply to **new bookings** made during their period of validity. They can under no circumstances be applied retroactively to a booking that has already been confirmed, regardless of how it was booked (online, phone, email, or in person).

Booking staff do not necessarily have visibility of every offer published exclusively online. The fact that an offer is published after a booking is made, or was not mentioned during a phone call, cannot give rise to any commercial discount, refund, credit note, price adjustment, or free cancellation.

Bookings made under a **promotional offer, an exclusive online offer, a flash sale, or any other discounted rate** are **firm, final, non-modifiable, non-exchangeable and non-refundable**, regardless of the reason for cancelling or changing the stay, **including where a cancellation guarantee has been taken out**, unless mandatory legal provisions state otherwise.

Art. 2c – No Right of Withdrawal

In accordance with Article L. 221-28 2° of the French Consumer Code, accommodation services provided on a specific date or according to a set frequency are excluded from the 14-day right of withdrawal ("cooling-off period") that normally applies to distance or off-premises contracts. As a result, the holidaymaker has no right of withdrawal on their booking; only the cancellation terms set out in Article 6 of these Terms and Conditions apply.

Art. 3 – Special Requests, Allocation of Accommodation and Pitches

Special Requests

Any special request (choice of accommodation, pitch, or area, proximity to another accommodation, sun exposure, orientation, or any other preference) must be made in writing (by post or email) at the time of booking.

A special request is only a wish and does not, under any circumstances, constitute a contractual commitment on the part of Camping La Sardane. Camping La Sardane will endeavour to accommodate it wherever possible, but this cannot be guaranteed.

Any request made verbally, in particular by phone or in conversation with a staff member, will only be taken into account if it is confirmed in writing by the holidaymaker and expressly approved in writing by Camping La Sardane.

Failure to meet a special request cannot give rise to any cancellation, price reduction, refund, compensation, or claim.

Accommodation Inventory

Holidaymakers may not request any change to the accommodation inventory. Equipment and inventories can be viewed on the Camping La Sardane website and are deemed to be known and accepted at the time of booking.

Allocation of Accommodation and Pitches

Management cannot guarantee the accommodation number, the pitch number, or any particular area. Accommodation and pitches are allocated according to availability, operational constraints, and the organisation of the campsite.

The holidaymaker must consult the campsite map available on the website to become familiar with the location corresponding to the selected range before confirming their booking.

Camping La Sardane reserves the right to change, before or during the stay, the allocated accommodation or pitch for technical, safety, organisational, operational, maintenance, or works-related reasons, in the event of force majeure, or for any other exceptional circumstance. In this case, accommodation or a pitch of equivalent or higher category will be offered to the holidaymaker, and this change cannot give rise to a cancellation, refund, price reduction, or any form of compensation.

Camping La Sardane also reserves the right to change the accommodation or pitch number allocated up until the day of the holidaymaker's arrival, without this being considered a change to the booking, provided that the booked category is honoured or replaced by an equivalent or higher category.

Photographs, plans, descriptions, aerial views, illustrations, virtual tours and, more generally, all of Camping La Sardane's communication materials are provided for guidance only and have no contractual value.

Art. 4 – Arrivals and Departures

4.1 – Arrivals

Mobile Homes

Bookings are made by the week (arrival on Wednesday, Saturday, or Sunday), except for short breaks offered by Camping La Sardane.

Mobile homes are made available to holidaymakers **from 4:00 p.m.**, provided they are ready for occupation (cleaning, technical check, and preparation completed). Camping La Sardane does everything possible to meet this time, but it cannot constitute a contractual guarantee.

Pitches

Pitches are made available to holidaymakers **from 2:00 p.m.**, subject to availability and preparation.

4.2 – Departures

Mobile Homes

Accommodation must be vacated **by 10:00 a.m.** on the day of departure.

A departure time slot must be booked with reception in order to carry out the check-out inspection.

Departures before **8:00 a.m.** are only possible with reception's prior agreement and in accordance with the specific procedure communicated by Camping La Sardane.

Pitches

Pitches must be vacated **by 12:00 noon** on the day of departure.

Any unauthorised overstay past the departure time may result in an additional night being charged at the rate in force, without prejudice to any damage or harm caused to the campsite's operation.

Any early departure gives no right to a refund, price reduction, credit note, or postponement of the stay, except where the provisions of Article 6 of these Terms and Conditions apply.

4.3 – Return of Accommodation

On departure, the holidaymaker undertakes to return the accommodation in a **normal state of cleanliness**, cleared of all personal belongings, and in the same condition as noted on arrival, subject to normal wear and tear.

An optional cleaning package may be purchased by the holidaymaker; it only covers the cleaning of surfaces (floors, bathroom fixtures, worktops) and does not exempt the holidaymaker from washing and putting away the dishes before departure, nor from disposing of all their rubbish and taking it to the bins provided on the campsite, this obligation applying in all cases, whether or not this package has been purchased

The practical arrangements for returning the accommodation are set out in the Camping La Sardane campsite rules.

A holidaymaker's departure without a joint check-out inspection or without returning the keys does not prevent Camping La Sardane from inspecting the accommodation. Findings made by Camping La Sardane will be presumed accurate unless proven otherwise.

In the event of failure to meet the above obligations, or of damage found, Camping La Sardane reserves the right to charge the holidaymaker for all corresponding costs, in particular cleaning, repair, replacement, restoration, or any other loss incurred, in accordance with the rates in force. The holidaymaker undertakes to pay the sums claimed upon receipt of the corresponding invoice.

4.4 – Return of Access Devices

Holidaymakers are responsible for keeping safe and returning, in good condition, the keys, fobs, remote controls, access cards, electric-vehicle charging-point cards, and any other access device made available to them during their stay, with the exception of the identification wristband, the loss of which is governed by Article 8 of these Terms and Conditions.

On departure, all of these access devices must be returned to Camping La Sardane in accordance with the arrangements it communicates.

In the event of loss, failure to return, damage, or return of the item in an unusable condition, Camping La Sardane reserves the right to charge the main contracting party the full costs actually incurred for its replacement, reprogramming, deactivation, or any other necessary action.

Where the loss or non-return of an access device requires the replacement of a lock, cylinder, locking system, access-control system, or any other measure intended to ensure the safety of people, accommodation, or facilities, the full costs actually incurred may be charged to the main contracting party.

Art. 5 - Late Arrival

In the event of a delay, the holidaymaker is asked to notify Camping La Sardane as soon as possible.

Arrivals outside reception's opening hours are possible, provided Camping La Sardane is notified in advance. A specific procedure will then be communicated to the holidaymaker to allow them to be welcomed under the best possible conditions.

Payment of the balance and of all sums due (tourist tax, additional services, and any other payable amount) remains due within the time limits set out in Article 2 of these Terms and Conditions, including in the event of a delayed or late arrival. If payment is not made in full, Camping La Sardane reserves the right to withhold the accommodation keys or refuse access to the establishment until the situation is fully settled.

Once the balance of the stay has been paid, the accommodation or pitch remains reserved for 36 hours from the planned arrival date.

If the holidaymaker does not arrive, does not respond to calls or emails, and the balance has not been paid, Camping La Sardane reserves the right to cancel the booking and re-let the accommodation or pitch.

When a holidaymaker informs Camping La Sardane that they will arrive 1 to 2 days after the originally planned date, the balance of the stay must be paid no later than 1 to 2 days before the originally planned arrival date, in accordance with Article 2 of these Terms and Conditions, failing which the booking may be cancelled..

Camping La Sardane cannot be held liable for the consequences of a late arrival that has not been reported.

No refund, price reduction, credit note, or compensation will be granted in the event of a late arrival or failure to arrive resulting in particular from traffic jams, a road accident, a vehicle breakdown, the cancellation or delay of a train, flight, or ferry, industrial action, weather conditions, or any other event beyond Camping La Sardane's control.

Art. 6 - Cancellation, Amendment and Early Termination of the Stay

6.1 - Cancellation by the Holidaymaker

Any cancellation request must be made in writing (by post or email). The date on which Camping La Sardane receives this request will be taken as the effective date.

Any cancellation, whether total or partial and whatever the cause, does not waive the obligation to pay for the stay. The full price of the booked stay remains payable in full to Camping La Sardane. Sums already paid remain permanently retained by Camping La Sardane, and any remaining balance must be paid on first request, unless cover is granted under the Cancellation Guarantee on the terms set out in these Terms and Conditions.

A holidaymaker's failure to arrive on the planned arrival date (a "no-show") is treated as a cancellation and has the same financial consequences.

Where the Cancellation Guarantee has not been taken out, the financial consequences of cancellation are those set out in these Terms and Conditions.

Where the holidaymaker has taken out the Cancellation Guarantee, any refunds are governed exclusively by the terms of that guarantee.

The booking fee and the cost of the Cancellation Guarantee remain permanently retained by Camping La Sardane and are non-refundable under any circumstances.

These provisions apply without prejudice to cases where Camping La Sardane's liability is engaged, in particular where fault on its part is proven, in which case the mandatory legal provisions on refunds and compensation will apply.

6.2 - Amending the Booking

Any request to **amend the booking** (arrival or departure dates, length of stay, accommodation, pitch, number of people, options, or any other service) must **be made in writing**.

As the booking is firm and final once confirmed, **no amendment is a right that the holidaymaker is entitled to.**

Any amendment request is subject to the prior agreement of Camping La Sardane and can only be accepted **subject to availability** at the time it is processed.

Camping La Sardane remains free to accept or refuse any amendment request, without having to justify its decision.

Any accepted amendment may result in a revised rate, application of the rates in force on the date of the amendment, and, where applicable, processing fees.

Acceptance of an amendment request will only be final once confirmed in writing by Camping La Sardane.

Camping La Sardane is never obliged to accept the postponement of a stay to a different period or season.

6.3 – Shortening the Length of Stay

Any request to shorten the length of stay is subject to the provisions of Article 6.2.

Camping La Sardane remains free to accept or refuse any such request, in particular where bookings are sold exclusively for fixed periods (for example, by the week).

On an exceptional basis and subject to availability only, Camping La Sardane may offer the holidaymaker an alternative solution, such as different accommodation or a different stay matching the new length requested. This offer remains purely optional and does not, under any circumstances, constitute an obligation for Camping La Sardane.

If an amendment is accepted, the stay will be fully recalculated based on the rates in force applicable to the new length booked. Where this length falls under a different rate scale, in particular "short break" rates, the new amount may be higher than the price originally agreed.

Any request to shorten the length of stay made less than one month before the planned arrival date is treated as a partial cancellation. The nights removed remain payable in full and give no right to a refund, credit note, or postponement.

6.4 – Cancellation or Refusal to Perform the Contract by Camping La Sardane

6.4.1 – Impossibility of Performing the Contract

Where it is impossible to perform the contract for a reason beyond Camping La Sardane's control, in particular administrative closure, natural disaster, fire, other incident, decision of a public authority, major technical problem, force majeure, or any other event making the stay impossible, Camping La Sardane may, subject to availability:

- Offer accommodation or a pitch of an equivalent or higher category, at no extra cost; or
- Refund the sums paid, in accordance with applicable legal provisions.

No further compensation may be claimed, unless mandatory legal provisions state otherwise.

6.4.2 – Refusal of Access to the Campsite

Camping La Sardane reserves the right to refuse access to the campsite where the terms of the booking, these Terms and Conditions, or the campsite rules are not complied with, or where information provided at the time of booking is inaccurate, incomplete, or false.

This includes, without limitation:

- exceeding the maximum authorised capacity of the booked accommodation or pitch;
- the presence of an animal in accommodation, or during a period when animals are not permitted;
- the presence of more people than declared at the time of booking;
- any false statement affecting the booking, its rate, or the conditions of stay;
- the holidaymaker's refusal to rectify their situation;
- any breach of these Terms and Conditions, the campsite rules, or the specific booking terms that prevents the contract from being performed normally.

Where possible, and subject to availability only, Camping La Sardane may offer an alternative solution (suitable accommodation, a different pitch, or a rate adjustment). This offer remains purely optional and does not, under any circumstances, constitute an obligation.

In the absence of resolution or agreement between the parties, Camping La Sardane may refuse access to the campsite and terminate the booking **solely at the holidaymaker's fault**. In this case, **sums already paid remain permanently retained by Camping La Sardane, and the balance of the stay remains payable in full**, without prejudice to any damages Camping La Sardane may claim in compensation for the loss suffered.

Refusal of access to the campsite cannot, under any circumstances, be treated as a cancellation attributable to Camping La Sardane.

6.4.3 – Termination of the Contract During the Stay

Camping La Sardane reserves the right to immediately end the stay and expel any holidaymaker whose behaviour is contrary to these Terms and Conditions, the campsite rules, safety rules, public order, or the peace and quiet of the campsite.

This includes, without limitation:

- failure to comply with the campsite rules;
- violence, threats, insults, or aggressive behaviour towards staff, Management, or other holidaymakers;
- repeated nuisance behaviour;
- damage to facilities or accommodation;
- failure to comply with safety instructions;
- any behaviour likely to harm the proper running of the campsite or the safety of people and property.

In such situations, the contract is automatically terminated. The holidaymaker must leave the campsite immediately. No refund, credit note, or compensation will be granted for the unused part of the stay, without prejudice to Camping La Sardane's right to claim compensation for any damage suffered.

These provisions apply without prejudice to cases where Camping La Sardane's liability is engaged, in particular where fault on its part is proven, in which case the mandatory legal provisions on refunds and compensation will apply.

Art. 7 – Occupancy Capacity and Use of Pitches

The number of people occupying accommodation or a pitch must under no circumstances exceed the maximum capacity set at the time of booking.

Maximum capacities are as follows:

- **Rental accommodation: 2 to 10 people**, depending on the range of accommodation booked;
- **Traditional Pitch: 6 people maximum, including at least one and at most 4 adults;**
- **Comfort Pitch: 6 people maximum, regardless of age, including at least one adult;**
- **XL Pitch: 6 people maximum, regardless of age, including at least one adult;**
- **Woofi Pitch: 6 people maximum, regardless of age, including at least one adult.**

Maximum capacity includes all occupants, regardless of age. Babies, infants, and children are counted in full towards this capacity. No exceeding of capacity will be accepted, even temporarily or occasionally.

Minors may not stay alone: each accommodation or pitch must be occupied by at least one responsible adult for the entire duration of the stay.

Anyone staying at Camping La Sardane must be declared at the time of booking or, at the latest, before their arrival.

Any additional person who has not been declared must be reported to reception immediately. Camping La Sardane reserves the right to require the booking to be brought into line, applying the rates in force, where this is possible. Where the authorised maximum capacity is exceeded or such adjustment is not possible, Camping La Sardane may refuse access to the campsite or immediately terminate the contract solely at the holidaymaker's fault, with no refund, credit note, or compensation. Sums already paid remain permanently retained by Camping La Sardane, and the balance of the stay remains payable in full.

Vehicles

Unless specific provision is expressly made by Camping La Sardane, **only one vehicle is permitted per pitch or accommodation. This vehicle must be parked within the boundaries of the rented pitch; parking on access roads, communal areas, or neighbouring pitches is forbidden.**

As an exception, accommodation in **the Tribu range (10 people)** benefits from two vehicles, which must also be parked on the rented pitch under the same conditions.

Any additional vehicle must be parked in the pay car park at the campsite entrance or outside the establishment, subject to applicable regulations.

Charging Electric Vehicles

Charging electric or plug-in hybrid vehicles from the electrical sockets of accommodation, sanitary facilities, pitches, or any other Camping La Sardane equipment is strictly forbidden, except at facilities expressly provided for this purpose.

Any unauthorised connection may result in the immediate interruption of the electricity supply concerned, the billing of the electricity used and of any damage caused to the facilities, without prejudice to the measures provided for in these Terms and Conditions and the campsite rules.

Use of Pitches

A maximum of three items of equipment are permitted on a pitch, namely:

- one sleeping unit (motorhome, caravan, or converted camper van);
- one vehicle (car or motorcycle);
- one tent.

The following are considered **vehicles**: motorised or non-motorised means of transport intended for travel (car, motorcycle, quad bike, scooter, etc.).

Caravans, motorhomes, converted camper vans, folding trailer tents, and any other equipment intended for sleeping are considered **accommodation equipment** and not vehicles within the meaning of this article.

No additional structure (tent, marquee, gazebo, trailer, vehicle, or any other equipment) may be added to accommodation or a pitch without Camping La Sardane's prior agreement. Where authorised, such an addition may be subject to an extra charge in line with the rates in force.

Any additional vehicle or equipment that is not authorised, not declared, or installed outside the conditions set out in these Terms and Conditions may be subject to an extra charge in line with the rates in force and must be moved immediately at Camping La Sardane's request. Failing rectification, Camping La Sardane may refuse access to the campsite or terminate the contract under the conditions set out in Article 6 of these Terms and Conditions.

Checking Occupants

Camping La Sardane reserves the right to check at any time the number of occupants and vehicles present on accommodation or a pitch. The holidaymaker undertakes to present, on first request, any document allowing occupants' identity to be verified where necessary to check compliance with these Terms and Conditions. Any false statement, concealment of an occupant, or refusal to allow a check constitutes a serious breach of these Terms and Conditions and may result in the measures set out in Article 6 being applied.

Art. 8 – Wristbands

A permanent wristband will be issued from age 5 onwards, valid for the entire duration of the stay. Wearing the wristband (including badge-type wristbands) is compulsory to access the campsite and its activities. Failure to comply may result in expulsion with no refund (lost wristband = €3).

Art. 9 – Campsite Rules

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

 Any breach may result in immediate expulsion, with no refund or compensation.

Art. 10 – Minors

10.1 – Conditions for Admitting Minors

Minors not accompanied by their legal representative(s), within the meaning of Article 389 of the French Civil Code, are not admitted to Camping La Sardane.

Any minor staying without their legal representative(s), or accompanied by a person whose status does not clearly establish parental authority or authorisation to accompany the minor, may be asked for further supporting documents. Camping La Sardane may in particular require a written parental authorisation, family record book, court decision, proof of identity, or any other document establishing such authorisation.

In the absence of sufficient supporting documents, or in the event of legitimate doubt, Management reserves the right to refuse access to the campsite, with no refund, credit note, or compensation. Sums already paid remain retained by Camping La Sardane, and the balance of the stay remains payable in full, in accordance with these Terms and Conditions.

10.2 – Failure to Comply with These Provisions

Any false statement, presentation of inaccurate documents, concealment of a minor, or failure to comply with the provisions of this article may result in refusal of access to the campsite or, if noticed after arrival, the immediate termination of the contract solely at the holidaymaker's fault, with no refund, credit note, or compensation, in accordance with Article 6 of these Terms and Conditions.

10.3 – Responsibility of Legal Representatives

Parents or legal representatives remain solely responsible for the minors accompanying them throughout their stay. They are answerable for their safety, supervision, behaviour, and any damage they may cause to themselves, other holidaymakers, staff, facilities, or the campsite's property.

Minors must remain under the constant supervision of their legal representative(s). After midnight, they must always be accompanied by a responsible adult within the campsite.

Art. 11 – Kids' Clubs

- **Jardin des bambins (Toddlers' Garden):** for children aged 5 to 11, free activities for children from age 5 (limited to 25 children), Monday to Friday during school holidays (subject to availability).
- **Club des écureuils (Squirrels' Club):** for potty-trained children aged 2 up to (but not including) 5. 3 sessions per week, limited to 8 children.

Art. 11a – Water Park and Leisure Facilities

The water park, slides, water play areas, playgrounds, sports grounds, leisure areas, the gym, and all facilities made available to holidaymakers are accessible according to the hours and conditions set by Camping La Sardane.

For reasons that may include technical, health, weather, safety, maintenance, regulatory, or force majeure grounds, or any other circumstance beyond Camping La Sardane's control, all or part of these facilities may be temporarily closed, restricted, suspended, or made inaccessible.

Such closures, restrictions, or interruptions, where necessary for the establishment's proper operation or beyond any fault of Camping La Sardane, cannot give rise to any refund, price reduction, compensation, extension of stay, or damages.

Art. 11b – Activities on Offer

Activities, workshops, tournaments, kids' clubs, evening events, and more generally all activities offered by Camping La Sardane are organised according to a programme that may be changed.

Their organisation depends in particular on weather, health, technical, or safety conditions, the number of participants, the availability of staff, or any other circumstance beyond Camping La Sardane's control.

Camping La Sardane reserves the right to change, postpone, replace, restrict, or cancel any activity, and this cannot give rise to a refund, price reduction, compensation, termination of the contract, or damages.

Art. 12 – Pets

Pets are **forbidden during the periods shown on the Camping La Sardane website**, regardless of the type of accommodation (pitch or lodging), except for accommodation in the **Woofi** range, where they are admitted all season, under the conditions set out in these Terms and Conditions.

Category 1 and 2 dogs (**under the French legal classification of dangerous dogs**) are strictly forbidden on the campsite, regardless of the type of accommodation.

On pitches, dogs are admitted with no weight limit, up to a maximum of two (2) dogs per pitch, for a supplement of €5 per day per animal.

In lodgings (mobile homes and rental accommodation), dogs are admitted up to a maximum of two (2) dogs per lodging, provided their combined weight does not exceed 30 kg, for a supplement of €7 per day per animal. **This combined weight limit does not apply to accommodation in the Woofi range, where dogs are admitted with no weight limit, under the same pricing conditions.**

In all cases, dogs must be declared at the time of booking and must comply with the following conditions:

- be kept on a lead at all times within the campsite;
- never be allowed to roam free;
- their droppings must always be picked up immediately by their owner;
- not disturb the peace and quiet of other holidaymakers.

The animal's up-to-date vaccination record may be requested by Management at any time. If it is not presented, or if vaccinations are not in order, access to the campsite may be refused, or the animal must leave the establishment immediately.

No animal must be left alone in accommodation, even temporarily. Any breach of this obligation may result in the animal being excluded or the stay being terminated immediately, with no refund, credit note, or compensation.

Any noise nuisance, aggressive behaviour, damage, or inconvenience caused by an animal may result in its immediate exclusion or the termination of the stay contract solely at the holidaymaker's fault, under the conditions set out in Article 6 of these Terms and Conditions. Any damage caused by an animal will be charged to the holidaymaker, based on the actual repair costs found.

Art. 13 – Visitors

Visitors are admitted subject to conditions:

Visitors are permitted at Camping La Sardane, but have no access to any service or facility of the establishment, as these are reserved for holidaymakers staying on site. Their vehicle must remain parked outside the establishment.

Every visitor must **present a valid form of ID** at reception in order to be issued with an appropriate wristband.

Visitors and holidaymakers are **required to refer to the Campsite Rules** of the establishment and strictly comply with their terms (Article 8 of the campsite rules).

Art. 14 – Rates

- Rates vary depending on the period and the accommodation.
 - The rate schedule is no longer published but is available as an online quote simulator.
 - Dynamic pricing applies (prices may change).
 - Stays are charged based on the rate in force on the day of booking.
 - **Tourist tax** (local visitor tax): €0.86 per adult per night, not included. **Its amount is set by the relevant local authorities and may be changed without notice. The rate applied will be the one in force on the dates of the stay.**
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Art. 15 – Liability – Theft, Damage to Personal Belongings and External Nuisances

Except where fault by Camping La Sardane is proven, Management cannot be held liable for the loss, theft, damage, or any harm affecting the personal belongings of holidaymakers or their visitors, whether in the accommodation, vehicles, shared facilities, or any other area of Camping La Sardane.

It is up to holidaymakers to take out, if they wish, insurance covering their personal belongings. No claim may be brought against Camping La Sardane in the event of a loss.

Nor can Camping La Sardane be held liable for inconveniences, nuisances, or events beyond its control, including, without limitation:

- weather conditions (rain, wind, storms, heatwaves, hail, flooding, or any other weather event);
- the presence of pollen, dust, sand, resin, leaves, or any other natural element;

- the presence of mosquitoes, insects, spiders, reptiles, rodents, birds, or any other animal associated with outdoor living;
- cuts, interruptions, or malfunctions of electricity, water, gas, internet, telephone, or any other public or private network;
- the quality or availability of the Wi-Fi network or mobile phone network,
- Camping La Sardane guarantees neither a minimum data speed, nor full coverage of the establishment, nor constant availability of the Wi-Fi network or telecommunication networks. Performance may vary depending on location within the campsite, the number of connected users, technical conditions, or any other factor beyond Camping La Sardane's control;
- temporary interruptions of water, electricity, gas, television, internet, telephone, or any other service where necessary for maintenance, repair, safety, or improvement work, or resulting from an incident on public or private networks;
- nuisances, noise, odours, smoke, or emissions coming from outside the campsite;
- works carried out by local authorities, utility network operators, or any other party outside the campsite;
- events, markets, concerts, entertainment, sporting competitions, festivities, or fireworks organised near the establishment;
- agricultural, wine-growing, craft, or industrial activities that may generate odours, dust, smoke, or other temporary nuisances;
- road closures, diversions, traffic restrictions, parking difficulties, transport disruptions, or any administrative decision beyond Camping La Sardane's control.

Nor can Camping La Sardane be held liable for normal disturbances inherent to an outdoor holiday establishment, in particular those resulting from the presence of other holidaymakers, authorised entertainment, vehicle movements, maintenance work, green spaces, or any activity necessary for the proper running of the establishment.

The events and nuisances mentioned in this article, where beyond Camping La Sardane's control or arising from the normal constraints of running an outdoor holiday establishment, **as well as temporary service interruptions or the closure of certain facilities made necessary by technical, safety, maintenance, or improvement requirements**, cannot give rise to any price reduction, refund, compensation, termination of the contract, or damages.

Art. 16 – Invoicing

- The invoice is **issued at the end of the stay** and sent by email to the **main contracting party**, i.e. the person who made the booking.
 - The invoice is always issued in the name of the person who holds the booking. Once issued, it cannot be amended or reissued in the name of another participant in the stay.
 - A certificate of stay may be provided in addition to the invoice, on request from reception, and **cannot be issued before the end of the stay**.
 - The invoice includes a breakdown of the services booked, the total amount, applicable taxes, and any option or additional service used during the stay.
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Art. 17 – Insurance and Personal Liability

- Holidaymakers are liable for any damage caused to third parties or to the campsite's facilities.
 - It is recommended to take out **personal liability insurance** covering these risks.
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Art. 18 – Right of Exclusion

18.1 – Principle

Camping La Sardane reserves the right to immediately terminate the stay contract, without notice, refund, or compensation, and to require the immediate departure of the occupant(s) where their behaviour is likely to harm safety, peace and quiet, the proper running of the establishment, or respect for other holidaymakers, staff, or property.

18.2 – Grounds for Exclusion

This measure may, in particular, be taken, without limitation, in the event of:

- physical or verbal assault;
- insults, verbal abuse, threats, or intimidation towards staff, service providers, other holidaymakers, or anyone present on the campsite;
- violence, harassment, or discriminatory behaviour;
- clear intoxication or behaviour linked to alcohol or drug use that disturbs public order or the peace and quiet of the campsite;
- failure to comply with the campsite rules or safety instructions despite a warning from Management;
- refusal to comply with legitimate requests from Management or its representatives;
- damage, deterioration, or attempted damage to accommodation, equipment, facilities, or shared areas;
- fraud, false statements, or fraudulent use of facilities, services, or access devices;
- behaviour endangering the safety of people, property, or animals;
- repeated noise disturbance despite a warning;
- bringing in or using prohibited objects, products, or equipment;
- any breach of laws and regulations likely to expose Camping La Sardane to liability or harm its image.

18.3 – Intervention by the Authorities

Where the behaviour of a holidaymaker or of a person under their responsibility requires the intervention of the police, emergency services, or any other public authority, Camping La Sardane may terminate the stay contract immediately, with no refund or compensation.

18.4 – Consequences

The immediate departure of the main contracting party entails the departure of all persons named on the booking contract.

Sums paid for the stay remain retained by Camping La Sardane, without prejudice to the right to claim reimbursement for material damage, costs incurred, or any other compensation arising from the holidaymaker's actions.

Camping La Sardane also reserves the right to take any civil or criminal proceedings it deems necessary.

These provisions apply without prejudice to cases where Camping La Sardane's liability is engaged, in particular where fault on its part is proven, in which case the mandatory legal provisions on refunds and compensation will apply.

Art. 19 – Force Majeure

19.1 Camping La Sardane cannot be held liable for the total or partial non-performance of its obligations where this results from a force majeure event or an event beyond its control, within the meaning of Article 1218 of the French Civil Code.

The following are, in particular, considered as such, without limitation:

- natural disasters;
- fires, storms, floods, thunderstorms, hail, lightning, or violent winds;
- heatwaves, droughts, or exceptional frost;
- pandemics, epidemics, or health crises;
- restrictions or bans imposed by administrative or prefectural authorities;
- total or partial administrative closures;
- shortages or restrictions on water, electricity, gas, or other essential resources imposed by authorities or network operators;
- industrial action, strikes, acts of terrorism, riots, or public disorder;
- any other unforeseeable, unavoidable circumstance beyond Camping La Sardane's control.

19.2 Where a force majeure event occurs, Camping La Sardane may need to change the terms of the stay, restrict or suspend certain services or facilities, or even cancel the stay if circumstances require it, without its liability being engaged.

19.3 The financial consequences of a force majeure event will be dealt with in accordance with applicable legal provisions and, where applicable, the terms of any cancellation guarantee taken out by the holidaymaker.

Art. 20 – Complaints, Damage and Disputes

20.1 – Reporting During the Stay

Any difficulty, fault, nuisance, incident, material damage, accident, injury, or complaint relating to the stay must be reported without delay to Camping La Sardane reception, as soon as it is discovered and, where possible, before the holidaymaker's departure.

This report must enable the campsite to carry out the necessary checks, gather any witness statements, inspect the facilities concerned, and, where possible, provide an immediate solution.

20.2 – Complaints After Departure

Any complaint made after departure concerning a matter that could have been reported, noted, or dealt with during the stay may be rejected where Camping La Sardane was not given the opportunity to verify the facts, establish the circumstances, or remedy them.

The complaint must be made in writing and supported by any evidence useful to its assessment, in particular photographs, invoices, witness statements, reports, certificates, or expert assessments, depending on the nature of the damage claimed.

The holidaymaker's statement alone is not sufficient to establish fault or to engage Camping La Sardane's liability.

20.3 – Damage to Vehicles and Equipment

Any damage to a vehicle, caravan, motorhome, camper van, trailer, two-wheeler, or other equipment must be reported to reception without delay, so that Camping La Sardane can carry out the necessary checks.

The holidaymaker remains responsible for driving, and for the height, width, size, and manoeuvring of their vehicle. It is their responsibility to ensure that the routes taken are suitable for their vehicle and to comply with signage, staff instructions, and the routes indicated to them.

Camping La Sardane's liability cannot be engaged for damage resulting in particular from:

- a driving or manoeuvring error;
- misjudging the vehicle's size;
- using a road or lane that is not signposted or not suitable;
- failure to comply with signage or instructions given;
- collision with a tree, branch, hedge, kerb, or visible obstacle;
- a puncture or damage caused by an object on the road, unless fault by the campsite is proven.

In the event of disagreement as to the origin of the damage or the respective liability of the parties, this will be determined based on the findings made, the evidence produced, and, if necessary, the conclusions of insurers or a qualified expert. The holidaymaker's request alone cannot oblige Camping La Sardane to file a claim with its insurer or to admit liability.

20.4 – Seeking an Amicable Solution and Mediation

In the event of a complaint, the parties will first endeavour to seek an amicable solution.

If no satisfactory response is given to their written complaint, the consumer may refer the matter free of charge to the consumer mediator that covers Camping La Sardane.

CM2C – Centre de la Médiation de la Consommation de Conciliateurs de Justice (French consumer mediation body)

49 rue de Ponthieu

75008 Paris, France

Website: <https://www.cm2c.net>

Email: cm2c@cm2c.net

In accordance with the French Consumer Code, the consumer may also submit their mediation request directly via the mediator's website.

20.5 – Competent Jurisdiction

Failing an amicable agreement or resolution of the dispute through mediation, any dispute relating to these Terms and Conditions or to the stay will be brought before the courts having territorial jurisdiction in accordance with the legal provisions in force.

A consumer may in particular bring proceedings before the court with jurisdiction under the usual rules, or before the court for the place where they lived when the contract was concluded or the damage occurred. They cannot therefore be required to use only the court for the place where the campsite is located.

For contracts concluded between Camping La Sardane and a customer contracting as a trader, express jurisdiction is given to the competent courts within the jurisdiction of Perpignan, France, including in the event of multiple defendants or third-party proceedings.

Art. 21 – Protection of Personal Data

Personal information collected is used solely to manage bookings and to communicate with the holidaymaker.

Customers have the right to access, amend, or delete their data, in accordance with the GDPR (the EU General Data Protection Regulation).

Data controller: the controller responsible for processing personal data is Camping La Sardane (SAS Camping La Sardane, Avenue du Grau, 66700 Argelès-sur-Mer, France).

Data collected and purposes: depending on booking requirements, the data collected includes identification data (surname, first name, date of birth, address, email, phone number), payment data, and, where applicable, information relating to the vehicle and any accompanying animal. This data is used to manage bookings, invoicing, communication with the holidaymaker, and to comply with the campsite's legal and regulatory obligations.

Legal basis: this processing is based on the performance of the stay contract and, where applicable, on compliance with legal obligations.

Retention period: data is kept for the duration of the contractual relationship, plus the applicable statutory limitation periods, in particular for accounting and tax purposes.

Rights of individuals: in accordance with the GDPR, customers have the right of access, rectification, erasure, restriction, objection, and data portability, as well as the right to lodge a complaint with the CNIL (the French data protection authority, www.cnil.fr). These rights may be exercised by writing to contact@campinglasardane.fr

Art. 21a – Right to One's Image

In accordance with Article 13 of the Camping La Sardane Campsite Rules, Management reserves the right to use, free of charge, photographs and videos taken on the establishment's premises, including over time, in which a holidaymaker may appear, for the purposes of communicating about and promoting Camping La Sardane (website, social media, advertising materials). Any holidaymaker who recognises themselves in such materials and wishes to be removed may inform reception or Management, who will arrange removal as soon as possible.

Art. 22 – Official Contact Details

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

These Terms and Conditions of Sale cancel and replace any previous version. Version effective from 1 October 2026.