



General terms and conditions

CAMPING LA CIGALE

1. BOOKING CONDITIONS

- 1.1. Under no circumstances may You sub-let or transfer Your reservation without Our prior consent. Minors must be accompanied by their parent(s) or legal guardian(s).
- 1.2. These Terms will become binding on You and Us when We provide You with booking confirmation for the Booking which will be in writing to You (booking confirmations are sent via email if an email address is held regardless of the method of Booking), at which point a contract will exist between You and Us.
- 1.3. By submitting a Booking You are agreeing to these Terms and You agree to adhere to Our Site Policy which can be viewed on Our web site <https://www.camping-lacigale-ares.com>
- 1.4. Camping La Cigale is a family run campsite, for families who wish to enjoy a peaceful and quiet stay. We reserve the right to refuse any booking that might contravene this.
- 1.5. We may revise these Terms or Your Booking from time to time under any circumstances, at any time up until the day of arrival. We will notify You as soon as reasonably possible and endeavor to provide an alternative where practicable. If We amend or cancel Your Booking, We will transfer Your Deposit to another booking or refund it to You, however, compensation payments will not be payable to You in any circumstances.
- 1.6. Pitches
The basic package includes the pitch for one tent or caravan or camper van for up to two people, access to the facilities block, communal facilities and 1 car (if not in a campervan/motorhome).
- 1.7. Rentals
The rental accommodation is fully equipped. The basic package accommodates up to 5 people (depending on the type of accommodation) with access to the communal facilities. We reserve the right to refuse access to La Cigale to any party whose number exceeds the capacity of the Services rented.
- 1.8. Booking fees
 - 1.8.1. Rentals: a booking fee is payable, 20€ per transaction, Cabane, Cabanon or Mobile Home
 - 1.8.2. Pitches: a booking fee is payable, 15€ in July and August, 5€ for all other dates.

2. GROUP BOOKING

- 2.1. Our Site is managed on an individual booking basis, i.e. pitches and rentals are intended for individual customers. Any request of 2 or more individual bookings made by the same person, or, from 2 or more different people knowing each other prior to arrival at La Cigale will be considered as a group.
- 2.2. For any group booking request, please contact us by email or through our contact page on our website We reserve the right to review all booking requests before they are accepted or refused.

3. PRICES AND TOURIST TAX

- 3.1. Prices shown are effective for the 2021 season and include VAT. Tourist Tax is a French legal requirement. It is charged at the standard rate of 0.33€ per adult per day throughout the tourist season.

4. PAYMENT

- 4.1. If Your booking is made more than 30 days before the start of the holiday, We will ask You to make an advance payment Deposit as notified to You which shall be 30% of total booking cost or 150€ whichever is greater.
- 4.2. If the total cost of the Booking is less than the minimum Deposit (150€), We will charge the full amount at the time You make the booking.
- 4.3. Rentals: The balance will be due no less than 30 days prior to your arrival. For any reservation made within 30 days of the agreed arrival date the full amount is due at the time of booking.

- 4.4. If You do not arrive within 24 hours of Your arrival date, We reserve the right to re-let the accommodation and retain Your full payment.
- 4.5. **Pitches:** We will provide confirmation of Your Booking and the balance of the invoice is payable by You upon Your arrival at Camping La Cigale.

5. HOW TO AMEND OR CANCEL

5.1. Booking amendment

If You wish to amend Your Booking You may do so by contacting Us by telephone or email and We shall accommodate Your request if possible. We are unable to postpone your stay to the following season. If We are unable to meet the amendment requested, booking shall remain in place or You can cancel it under the conditions of Your cancellation insurance.

- 5.1.1. Any request to extend Your stay will be considered with reference to availability and applicable prices.
- 5.1.2. Any request to reduce the length of your stay will be considered a partial cancellation and will be subject to the terms of cancellation and interruption of stay.

5.2. Unused services

No refund shall be given for any delayed or shortened stay on Your part, (Your late arrival or Your early departure). We advise You to consider insurance cover for this purpose.

5.3. Our rights to cancel

In the unlikely event that We must cancel or curtail Your Booking We shall not be liable for compensation claims. We may exercise Our discretion and cancel the Contract for Services at any time with immediate effect if You are in breach of Our Policy.

5.4. Your rights to cancel

5.4.1. Rentals:

- 5.4.1.1. If You cancel Your Booking more than 30 days before Your arrival, only the deposit will be charged.
- 5.4.1.2. If You cancel Your Booking between 30 and 15 days before Your arrival, 30% of the stay (excluding reservation fees and cancellation insurance if purchased) will be refundable.
- 5.4.1.3. If You cancel Your reservation within 15 days of the start date of Your holiday the full amount paid by You will be retained. In this situation You should contact Your insurance provider. If You selected the Gritchen Assurances Campeze Couvert cancellation insurance, You should contact them at www.campeze-couvert.com.

5.4.2. Pitches:

- 5.4.2.1. If You cancel Your Booking before June 15, 50% of the deposit will be refunded.
- 5.4.2.2. If You Cancel Your reservation after June 15, holiday the full amount paid by You will be retained. In this situation You should contact Your insurance provider. If You selected the Gritchen Assurances Campeze Couvert cancellation insurance, You should contact them at www.campeze-couvert.com.

6. Special Covid Provisions for 2021

6.1. You may request a refund (except the booking fee) if:

- 6.1.1. New confinement measures are put in place in France or your home country which cover part or all your booking dates.
- 6.1.2. If the Government of your home country bans travel to France during part or all your booking dates or the French or your home Government imposes a quarantine on French soil outside our campsite.
- 6.1.3. Or if We are unable to proceed with your reservation.

6.2. For greater protection, We strongly recommend You to consider the Campeze-Couvert Cancellation Insurance (only 3,5% of your stay), which will allow you to claim a refund if; You contract Covid in the month preceding Your departure; If You are boarding following temperature measurement, and additional benefits (details on our website, booking section).

7. YOUR STAY

7.1. Arrival

7.1.1. Pitches: We have no minimum duration of stay and subject to availability You can choose to arrive on any day subject to availability. Arrival times are between 2 p.m. and 6 p.m.

7.1.2. Rentals: Arrivals are on Saturday from 2 p.m. to 6 p.m. The keys to your Rental are collected from our reception where We shall require a deposit of 270 (200 € for accommodation, 70 € for the “end of stay cleaning” option).

7.2. During your stay

7.2.1. You are responsible for the security of Your personal items. We shall not be held responsible in the event of a claim against Your civil liabilities. You are accountable for ensuring that You and Your party read and understand your responsibilities for any disturbances caused by You and/or Your party and guests.

7.3. Departure

7.3.1. Rentals: On the day of departure as shown on your contract, the accommodation must be vacated by 10am. We shall agree an appointment with You to review the exit inventory. All the accommodation is expected to be in the same condition as handed over by Us on Your arrival, clean and tidy with all inventory items in place and in good condition. Any broken or damaged objects as well as refurbishment of the accommodation if necessary, will be at replaced or repaired by Us at your expense. Should any replacement/repair costs be necessary We shall provide You with invoices for any damage noted during the exit inventory and deduct the amount from Your deposit. Should replacement/repair costs exceed Your deposit then You will be required to pay Us the balance before You depart.

Subject to satisfactory hand back of the accommodation Your deposit will be returned to You.

7.3.2. If the accommodation is not in the same condition as handed over by Us on Your arrival a cleaning fee (minimum 70) € TTC will be retained.

7.3.3. Rentals and pitches: For any delayed departure, You may be charged an additional day at the rate shown on Our tariff.

8. PETS

8.1. Pets are permitted, (except dogs which are listed in France's 1st and 2nd categories or listed under the UK Dangerous Dogs act 1991), with payment required when the booking is made. Your pet(s) must always be kept on a lead. They are prohibited from swimming pool areas and all the facilities block areas. Dogs must never be left alone on the campsite, even locked up, when their owners leave site. Owners remain legally responsible for their pets, and are also requested, so far as possible, to exercise their dogs out of the campsite, avoid them fouling the site and to clean up all mess. Dogs' and cats' vaccination certificates must be up to date.

9. IMAGE RIGHTS

9.1. You give permission to Us, and to any person chosen by Us, to take photographs of You or Your party, to record or photograph You or Your party during Your stay at Camping La Cigale and to use the resulting images and recordings for Our promotional purposes (in particular on Camping La Cigale's website and social media). No claim will be accepted regarding any perceived reputational damage through Our use of images and recordings.

10. DISPUTES

- 10.1. Any complaint or dispute prior to Your stay should be reported to Us by mail or e-mail. Any complaint or dispute during your stay should be raised with Our Manager.

11. OTHER IMPORTANT TERMS

- 11.1. Reference to any products, services, processes, trade names, trademarks or other information of third parties does not imply or constitute an endorsement, sponsorship or recommendation by Us. Links to other services not operated by Us are solely for Your convenience. We are not responsible for any products, services, processes, trade names, trademarks or other information provided by third parties.
- 11.2. Information is shared with our bank and involved third parties (such as insurance and credit card providers) for authorisation of payment transaction. We shall not disclose Your details to any other person without Your consent unless there is an emergency situation that requires it or We are legally required to do so. By placing a Booking You agree to comply with Our privacy policy which is available online at <https://www.camping-lacigale-ares.com>.
- 11.3. This contract is between You and Us. No other person shall have any rights to enforce any of its terms save for any decision made in a court of law.
- 11.4. Camping La Cigale is insured by GAN Assurance France, under the following number: 004855210104001 .
- 11.5. Each of the paragraphs of these Terms operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.