

Domaine de Pradines, route de Millau D28, 30750 Lanuéjols, +334.37.82.73.85,
contact@domaine-de-pradines.com, RCS Nîmes

Terms and conditions sale and useful information for your stay

For GROUP reservations (9+ persons), please contact us of the Terms and Conditions.

The reservation becomes effective after receipt of the deposit by the establishment and once the customer has received a written confirmation by the establishment. The deposit is deducted from the total due and the balance is to be paid at least 30 days before the arrival date. You must tick the box below to tell us that you have read and accepted our terms of sale and email us this document back.

The booking of a camping pitch or rental is strictly personal. You cannot under any circumstances rent or transfer your booking without the prior consent of the establishment. In case of a *force majeure* or exceptional situation, the campsite reserves the right to change the rental or the number of the pitch.

Minors must be accompanied by their parents or legal guardians.

Pitches: the renting of a pitch includes the pitch for tent or caravan + 2 vehicles parked on the pitch or 1 motorhome, access to sanitary facilities and camping facilities. The number of people cannot be greater than 6. The establishment reserves the right to refuse access to families or groups with a higher number of people. The pitches are selected around mid-June in chronological order of booking. According to our availability we try to take into account the needs and requests that you have communicated to us on your reservation but we cannot guarantee that all your needs will be met. Please note your requirements in order of importance in the Comments box when you make your reservation.

Rentals : The number of people cannot exceed that specified for the type of rental chosen (see website). The property reserves the right to deny access to families or groups with more than the capacity of the rental. All rentals are non-smoking.

LOCAL CITY TAX

The city tax is between 0.22 € and 0.70 € depending on the type of accommodation and is not included in the rate. It is applied per day and per person over 18 years old. The amount is subject to modification of the Community order.

CONDITIONS OF PAYMENT & DEPOSIT

We accept payments by bank transfer, bank card and cash.

Pitches: the deposit of 55€ is requested at the reservation. The balance of the stay will be paid on site upon arrival.

Rentals: a deposit of 30% of the total amount of the stay must be paid upon booking. The balance of the stay is to be paid at least 30 days before the date of your arrival. For bookings made less than 30 days before the start date of the stay, full payment must be made at the time of booking.

ABSENCE OF RIGHT OF RETRACTION

In accordance with Article 221-28 of the Consumer Code, the establishment informs its customers that the sale of accommodation services provided on a specified date or for a specific length is not subject to the provisions relating to the 14 days retraction delay

CANCELLATION and MODIFICATION OF STAY

Postponement of the arrival date: In the absence of written message from the client stating that he had to postpone the date of his arrival, the accommodation will be available again for sale 24 hours after the arrival date mentioned on the reservation and the amounts paid will remain with the establishment.

Unused services: Any interrupted or abbreviated stay (late arrival or early departure) will not give rise to a refund.

Cancellation: Cancellations must be notified in writing (mail or email). In case of a cancellation less than 30 days before the start date of your stay, 100% of the sums paid will be kept by the establishment. In case of cancellation received more than 30 days before the date of the beginning of your stay, the entire stay is due, and we recommend you contact us.

We advise you to take out a cancellation insurance with a private insurer or with our partner Gritchen Affinity (CampezCouvert). In case of subscription of this insurance, 2.7% of the amount of the stay excluding options and visitor's tax, our partner Gritchen Affinity agrees to refund all or part of the stay to our guests according to the general conditions of the contract. In case of cancellation, notify the establishment of your withdrawal as soon as an event preventing your departure has occurred by email or post. If the event is covered in the general conditions (available on the website www.campez-couvert.com or from the establishment), notify the insurer within 5 working days and provide all necessary information and supporting documents). In case of cancellation due to the establishment, except in cases of *force majeure*, the stay will be fully refunded. This cancellation cannot in any case lead to the payment of damages.

YOUR STAY

Arrivals / Departures: The reception is open **in July and August: 8h30 to 12h30 & 15h to 20h** (these times may change at the beginning and end of the season) **Mid-season: 15h-19h** (on request)

Pitches: are available from 3 pm (and at the latest 8 pm) and must be vacated by midday. Out of season, these conditions can be discussed. You must notify the reception of your departure no later than the day before.

Rentals: Arrivals are between 15h and 20h, departures before 10 am. Out of season, these conditions can be discussed.

Security deposit for rentals: a deposit of 200 € is requested on arrival. **Cleaning is not included** in the rental price rentals must be left clean. Cleaning option possible, to be reserved in advance. The deposit can be paid in cash or by leaving a valid passport. Thank you for having this deposit ready for your arrival. The deposit will be returned after the rental has been checked the day of departure and after satisfaction of the establishment. Failing compliance, a deduction will be made for the cost of returning the rental to a satisfactory state and the value of the missing or damaged equipment.

Rules of procedure: The client agrees to respect and to ensure compliance by the persons accompanying the rules of the establishment. The latter is available on request by email or on site at the reception of the establishment.

Insurance: It is up to the customer to be insured. The client is responsible for monitoring his personal belongings. The establishment declines all responsibility in the event of theft, fire, bad weather, and in the event of incidents involving the civil liability of the holidaymaker.

ANIMALS

Pets (2 maximum in rentals) are accepted, provided they are vaccinated (presentation of the vaccination book on arrival), tattooed and kept on a leash. A supplement applies. Their excrement will have to be picked up by their owner. The animals can not be left alone in the rental or on the pitch.

DISPUTE

Any claim regarding the non-compliance of the services supplied by the establishment with its contractual commitments must be reported by registered letter with acknowledgment to the establishment within 30 days of the end of the stay. An amicable solution will be sought. Failing this, the dispute will be settled by the courts of NIMES.

MEDIATION

In the case of a dispute with our establishment and if the answer does not satisfy you, you have the possibility to contact the Mediation Medicys Center, after a period of one month following the sending of your notification by registered letter with acknowledgment. To do this, you must submit an online file on the website www.medicys.fr or send a file by mail: Medicys - 73 Bd de Clichy - 75009 PARIS

RIGHT TO IMAGE

You accept that the establishment, Domaine de Pradines, as well as any person who represents the establishment, to photograph you, to record you or to film you during your stay and to exploit these images, sounds, videos and recordings on any support (on the website, Facebook page, on all presentation and promotional materials). This authorisation is as valid for you as for the persons accompanying you. Its sole purpose is to promote and animate the establishment and will not in any way damage your reputation. This authorisation is granted free of charge for a period of 5 years. We very rarely make promotional actions and we usually ask permission before taking images of persons who clearly appear on the image and not just in the background. Please keep us informed in writing (this writing should be countersigned by management) if you do not wish to appear on these communication media.

FREEDOM of INFORMATION

The information you provide to us with will not be passed on to any third party. It is considered confidential and will be used only by the establishment. In accordance with the Data Protection Act of 06 January 1978, you have the right to access, rectify and oppose personal data concerning you. For that, it is enough to us to make the request by mail. We send a newsletter by mail once a year. If you do not wish to receive this you will be able to unsubscribe.

PRACTICAL INFORMATION and SPECIFIC INFORMATION for RENTALS

Take a flashlight because there is not much lighting on the site which allows to observe the stars!

We are at altitude, **900 meters**, take adapted gear.

To come up to us do not use only the GPS or Internet and download directions on our website Useful Info. We are in Lanuéjols in Gard (30) and not Lozere (48). Take a road map which you will need to visit our area.

BEDDING and WHAT TO BRING

Linen is not provided (sheets, towels). Sheets are obligatory. Possible rental (the beds are not made). In July and August also bring shower mats and tea towels.

Gîtes, Large House, Chalets, Yurts, Bubbles and Bungalows: duvets and pillows provided. For each bed bring pillowcase (square), sheets for mattresses and large sheets to put under the duvet or a duvet cover or sleeping bag. For stays of 2 weeks sheets are provided (there may be an extra charge if you ask for a change of sheets).

The Nest and Comfort Tents: no duvet or blankets. Pillows provided (square format). Bring duvet / sleeping bag and sheets for mattresses and pillows.

Accessories: toilet paper, garbage bags and washing up product are provided to start your stay and sold in our small grocery store to continue your stay. Bring of a big blanket for picnicking, folding chairs, kids' bikes etc

HEATING

Gites, Chalets and Bungalows: electric radiators. Some cottages have wood burning stoves. Wooden crate € 8, to be ordered before 7pm. 4-seater yurts: wood stove. Wood is available at mid-season. Cageot suppl or in summer 8 €, to order before 19h.

The Nest, Canadian Tents, Bubble and Yurt 2-seater: no heating.

I have read and accepted the general conditions of sale, please tick

Signature

Date