



General Terms and Conditions of Sale Camping Le Canigou.

In order to take advantage of the services offered by Camping Le Canigou, we ask that you read the general terms and conditions below carefully. These conditions govern the sale of stays and are valid at the time the order is placed. By booking a stay, you fully agree to our general terms and conditions.

TERMS OF BOOKING

- A reservation is only confirmed and effective once the campsite has approved it, after receiving the deposit, and after either the completed and signed reservation contract or your acceptance of the general terms and conditions for online bookings has been received.
- Reservations are only binding on **Camping Le Canigou** if the campsite has accepted them. **Camping Le Canigou** is free to accept or refuse reservations based on availability and any circumstances that may hinder the fulfillment of the booking. **Camping Le Canigou** offers stays for families in the traditional sense, and its accommodations are specifically designed for this purpose. The campsite reserves the right to refuse any reservation that goes against this principle or attempts to circumvent it.
- The reservation for a campsite pitch or a rental is strictly for personal use. You may not, under any circumstances, sublet or transfer your reservation without the prior consent of the campsite.
- Minors must be accompanied by their parents or legal guardians.
- Camping pitch
The basic package includes a pitch for a tent, caravan, or motorhome, along with access to the sanitary facilities and other on-site amenities.
- Rental
Rental accommodations are equipped. The basic package is for 4 to 6 people, depending on the type of rental unit and the campsite.
Camping Le Canigou reserves the right to refuse access to groups or families arriving with more people than the capacity of the rented accommodation.
- Booking fees
The booking fees are €25 per rental and per bare pitch.

GROUP RESERVATION

- Any reservation for more than two accommodations or pitches made by the same person, or by different individuals who know each other and are traveling together for the same reasons on the same dates at Camping Le Canigou, is considered a group.
- The accommodations offered on the Camping Le Canigou website are intended exclusively for individual customers.
- For any group booking request, you must contact the Campsite by email. Camping Le Canigou reserves the right to review the reservation request before accepting or refusing it.



PRICES, « TOURIST TAX » ET « WASTE FEE »

- The prices shown are valid for the 2026 season. They are per night (or more, if indicated) and are in euros, including VAT (please see the first page of the price list for what our rates include).
- The amount of the tourist tax is set by the Conflent Canigou Community of Communes and will be charged at €0.85 per adult, per night.
- The "household waste fee" covers the processing of waste: household garbage, and recyclable bulky items. This is a budget allocation for compensation and awareness purposes (€0.63 per person over 4 years old, per night).
- Should the VAT rate (10% in 2025) change, Camping Le Canigou would adjust its rates for the upcoming season, with an impact on reservations already made, whether increasing or decreasing the price as needed.

PAYMENT CONDITIONS

- For reservations made more than 30 days before the start of the stay, a deposit of :
 - 25% of the total price for a bare pitch
 - 50% of the total price for a rental accommodation,

Must be paid to the campsite upon booking. The remaining balance must be paid no later than **30 days before the start date of your stay**.

- For reservations made less than 30 days before the start date of the stay, full payment must be made at the time of booking.

CANCELLATION AND MODIFICATIONS

1. **Modifying Your Reservation**

You can make changes to your booking at no extra cost, as long as the requested dates or accommodation are available at Camping Le Canigou.

If we do not hear from you about a delayed arrival, your accommodation may be re-rented 24 hours after the arrival date noted on your contract, and you will, as a result, forfeit your reservation.

2. **Unused Services**

Any stay that is interrupted or shortened (due to late arrival or early departure) by you will not be eligible for a refund.

3. **Cancellation by Camping Le Canigou**

In the event of a cancellation by Camping Le Canigou, except in cases of force majeure, the stay will be fully refunded. However, this cancellation will not be grounds for a claim for damages.

4. **Cancellation by the Camper**

Cancellation fees may be covered by the cancellation guarantees offered by the "Campez couvert" insurance. For more information, please consult the general insurance terms and



conditions of "Campez couvert" on our website. No refund will be issued without having subscribed to the cancellation guarantee.

YOUR STAY

1. Arrival

- Depending on the season, arrival days may vary
- Rental Accommodations: On your arrival day at Camping Le Canigou, you will be welcomed from **4:00 p.m.** When you receive the keys to your rental, a **€150 deposit will be required for the accommodation and its inventory. An additional €50 cleaning deposit will also be requested and will be charged if the cleanliness of the accommodation requires extra cleaning costs.**

2. During Your Stay Campers are responsible for their own belongings (bicycles, etc.). The campsite accepts no liability for incidents that are the civil responsibility of the camper. All guests must comply with the internal rules and regulations. Each named guest is responsible for any disturbances or nuisances caused by the people staying with them or visiting them.

3. Departure

- **Rental Accommodations** : On the departure day indicated on your contract, the rental accommodation must be vacated before **10:00 a.m.**
- The accommodation must be left in a clean condition, and the inventory may be checked upon your departure. Any broken or damaged items will be your responsibility, as will any necessary restoration of the premises. The deposit will be returned to you at the end of your stay, with any deductions itemized on a justifying invoice for damages noted during the final inspection. Retaining the deposit does not exclude additional compensation should the cost of damages exceed the deposit amount. A cleaning fee with a minimum value of **€45 (including VAT)** will be charged for these rental accommodations (depending on the period; see the Prices page). This fee covers deep cleaning and disinfection. It is not a full-service cleaning.

PETS

Pets are welcome at the campsite, with a maximum of one pet per rental accommodation, for a fee payable at the time of your reservation. Please note that Category 1 and 2 dogs are not allowed. When permitted, pets must be kept on a leash at all times and are prohibited from the swimming and beach areas, food shops, and all buildings. A current vaccination record for all dogs and cats is required. A fee of **€17 per stay** will also be applied to cover the additional cleaning needed due to the pet's presence.

DISPUTES

All complaints regarding the conditions of your stay must be made on-site to the Management so that they can find an immediate solution. If you are not satisfied with their response, you have the option to contact the Mediation Center: **Le Centre de la Médiation de la Consommation de Conciliateurs de Justice**. Adresse : 49 Rue de Ponthieu, 75008 Paris Représenté par son président Monsieur René Jalin

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



RESPONSIBILITY OF CAMPING LE CANIGOU

The client expressly acknowledges that Camping Le Canigou cannot be held liable for any false information provided by its partners or any third party that may be mentioned in the Camping Le Canigou brochure or on its website. This includes, but is not limited to, presentation photos, descriptions, activities, leisure facilities, services, and operating dates.

All photos and texts used in the brochure or on the Camping Le Canigou website are non-binding and for illustrative purposes only. It is possible that certain activities and facilities offered by Camping Le Canigou and indicated in the brochure's description may be discontinued, particularly due to weather conditions or in cases of force majeure as defined by French courts.

DATA AND PRIVACY RIGHTS

The information you provide to us when you make a booking will not be passed on to any third parties. This information will be treated as confidential by Camping Le Canigou and will be used only by our internal departments to process your order and to enhance and personalize our communications and services for our customers based on your interests. In accordance with the Data Protection Act of January 6, 1978, you have the right to access, correct, and object to the use of your personal data. To do so, simply send us a request by mail to the following address, including your full name and address:

Camping Le Canigou
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