



General Conditions of Sale 2025

1. **Reserving a stay implies accepting these special conditions of sale.** Within the meaning of articles R. 211-5 and R.211-6 of the Tourism Code, our website constitutes a prior offer. However, Camping Les Plans expressly reserves the right to modify certain of the services offered, under the conditions provided for in article R.211-7. Any subsequent modification of the applicable VAT rate, occurring between the time when the rates were determined and the invoicing of the stay, will result in a corresponding modification of the price including tax. Likewise, variations in economic conditions may lead us to modify prices before signing the contract.
2. The reservation only becomes effective after written agreement from Camping Les Plans and after receipt of your reservation contract duly completed, signed, and accompanied by your 30% deposit made by credit card or bank transfer. The reservation is personal. It cannot under any circumstances be given, transferred or sold.
3. A reservation can't be guaranteed for a specific pitch or rental number. We will do our best to respond to your request, but this does not constitute a contractual guarantee.
4. **The occupancy of rental accommodation or a campsite is intended for a specific number of occupants.** Under no circumstances can it accommodate a greater number of people. On the day of arrival, management reserves the right to cancel any reservation where the people present do not correspond to those mentioned in the contract.
5. **Minors present on the campsite remain, for safety and health reasons, under the full responsibility of their parents for the duration of their stay.** The reservation for a stay for unaccompanied minor children will be refused and the management has the right to refuse any unaccompanied minor.
6. **The reservation fees are €15/stay for a reservation.** These reservation fees are under no circumstances refundable or deductible.
7. **Payment of a 30% deposit is required when booking.** The balance of the stay can be spread in instalments. It must be made no later than 30 days before the arrival date, by credit card or bank transfer. No additional time will be granted. For payments in ANCV holiday vouchers, these must be sent by registered mail with acknowledgment of receipt to the following address: Camping Les Plans – 2917 Route de Saint-Jean-du-Gard – 30140 MALET.
8. **For rentals, arrivals are between 4 p.m. and 6 p.m. in low season and until 7:30 p.m. in July - August.** Departures are before 11 a.m. For any departure beyond this time, the day started will be due. It is forbidden to change location without permission from reception.
9. **On campsites pitch, customers are required to be insured for themselves and their equipment.** The management declines all responsibility in the event of theft, loss or damage due to bad weather or accidents occurring within the grounds of Camping Les Plans.
10. **On campsites pitch, arrivals are between 4 p.m. and 6 p.m. in low season and until 7:30 p.m. in July - August.** Departures are before 11 a.m. For any departure beyond this time, the day started will be due. It is forbidden to change location without permission from reception.
11. **The rental must be returned to us in perfect clean condition.** Maintenance equipment is included in your rental. Cleaning products are not. If the cleanliness of the rental is not satisfactory, the amount of the cleaning fee (€100) will be retained. If the condition of the rental is deemed inadmissible, this package may be increased. Damages greater than the amount paid will be the responsibility of the customer.
12. **For camping pitch, a deposit of €50 will be required upon arrival by pre-authorization in the form of a bank card imprint (Visa or Mastercard) or in cash.** It guarantees breakage and degradation of the equipment rented in addition. It will be cancelled within 10 days of departure, after deducting any damage noted and the cleaning of the equipment (by our teams) if it is not returned clean.
13. **On the day of your arrival, the inventory will be carried out independently via our Coolin Camp application** in which you will indicate any comments you may have. This inventory will be taken as proof for the cancellation of your deposit. Please report any difficulty, damage or failure to reception on the same day. After this period, no complaints will be taken into account.
14. **The end of stay cleaning option** subscribed and valued 1100€ per rental or 200 € for the Tribe category) when booking or no later than 72 hours before your departure, does not include cleaning the kitchen, dishes or emptying the trash. The rental must be returned in respectable condition, otherwise a deduction from the deposit will be made.
15. Our rentals are furnished and equipped. Sheets (semi-durable) and blankets are not included except for the Prestige and Tribe categories. Bathroom linen can be included at an additional cost.
16. **Traffic in the campsite is possible for registered vehicles (1 per pitch) and is carried out at a maximum speed of 10 km/h with priority for pedestrians and cyclists.** No traffic is permitted between 11 p.m. and 7 a.m. In the event of non-compliance, the vehicle may be prohibited from entering the Campsite.
17. **The campsite barriers can be read from license plates.** They are open from 7 a.m. to 11 p.m. Outside of these hours, vehicles must be parked in the outdoor car park. If your license plate is damaged or unreadable for our cameras, you will have to park outside the campsite. If your vehicle is a moped, you will be provided with an access code. In order to avoid any damage to your vehicle or our barrier system, it must close and open again between each passage.
18. **Parking of vehicles, trailers, and other rolling objects is prohibited on driveways and access roads.** It must be carried out on the rented plot and not on neighboring plots even if they are not occupied.
19. **Charcoal barbecues, campfires and open fires are strictly prohibited (prefectural decree) due to the high risk of fire.** The management reserves the right to expel, immediately and without any compensation, any person who does not respect this instruction. Planches and gas barbecues are permitted.
20. **Any person outside the campsite is considered a visitor** and under the responsibility of their host. Each visitor must be notified and authorized by reception to enter the campsite. A daily bracelet will be given to them. This is charged at €5, regardless of the time spent on the campsite. Any person present on the premises and not declared at reception will be considered as an additional person for the total duration of the stay, for a daily rate of €11. The aquatic area is strictly prohibited to visitors. Visitors' vehicles must be parked in the outdoor parking lot of the campsite.
21. Pats, dogs and cats are accepted at an additional cost. They must be declared when booking or at the latest on the day of arrival. The up-to-date vaccination record (rabies required) and proof of identification must be presented at reception on the day of arrival, otherwise the animal will not be accepted. Animals must be kept on a leash and owners are required to remove any dirt they cause. Animals must not be left alone in the rental/on the pitches and they must not harm the neighborhood.
22. They are not allowed in the aquatic area, in the children's play area, in the toilet blocks or in the water reservoir. **1st and 2nd category dogs are prohibited.**
23. **For your safety, wearing a fabric bracelet, given upon your arrival, is mandatory** within the campsite for all participants in the stay.
24. **The aquatic area is reserved for campers.** All minors must be accompanied by a parent to enter the aquatic area. The slides are subject to height regulations (1.2m and 1.4m) which cannot be waived. Anyone who cannot swim must be equipped with a flotation device (armbands, vest) not provided by the campsite. Babies must wear swim diapers to enter the pools. **Use prohibited to drink, eat, vape or smoke in the aquatic area.** For hygiene reasons, access to the water park is done in swimsuits. Swimming shorts and swimwear, covering all arms and legs as well as large boxes are prohibited. All safety instructions are displayed at the entrance to the aquatic area. **Any person who does not respect all the rules will be refused access or expelled for the remaining duration of their stay.**
25. The river which borders the campsite (Gardon de Malet) is a protected natural area. Fishing is subject to conditions. Everyone is free to access the river at their own risk (fall, fracture, drowning... Swimming is not supervised).
26. **The campsite's playground and sports facilities are accessible during the day and until 8 p.m.** They are not supervised and animals are not allowed. Minors are, as for the rest of the campsite, the full responsibility of their parents. The management declines all responsibility in the event of an accident.
27. **The use of tobacco and electronic cigarettes is authorized in open spaces** with the exception of the aquatic area and the straw hut. Please throw your cigarette butts into the straws. The rental area non-smoking. The use of electronic cigarettes is also prohibited in rentals. In the event of non-compliance with this rule and if your rental smells of tobacco after your departure, a deodorization package will be retained from your deposit (€100).
28. **Charging stations for electric vehicles are available in the outdoor parking lot.** It is strictly forbidden to recharge in your rental accommodation, on your campsite, in the toilet blocks or for any other installation not provided for this purpose.
29. **During their stay, the customer and all those accompanying them may have photos or videos taken within the campsite.** By accepting these general conditions of sale, the customer authorizes the campsite, its representatives or any person acting with the permission of the campsite to use its image for advertising and communication purposes.
30. **For everyone's peace, noises that may disturb the neighborhood must be avoided. Silence is requested throughout the Campsite between 11 P.m. and 7 a.m.**
31. **It is forbidden to play, run, gather together, climb, shout or listen to music in the common toilet blocks.**
32. **Out of respect for the environment, each camper must carry out selective sorting according to the color code.**
33. **Waste must be thrown into the trash cans.** Everyone must ensure the cleanliness and good appearance of their accommodation or location.
34. **It is prohibited to pick, move or damage the vegetation and plantations of the Campsite.** It is prohibited to cut branches, drive nails into trees or dig on the land.
35. **Water is precious. Please don't waste it.** It is forbidden to wash your car at the Camping. Washing of linen, dishes and emptying of waste water is carried out in the appropriate places
36. **Any cancellation of your stay must be notified to Camping Les Plans in writing and by registered mail with acknowledgment of receipt.** The amounts already paid will be retained by the campsite, regardless of the time limit and the reason for this cancellation.
37. **It is possible to take out optional Campez Couvert cancellation insurance** at the time of your reservation. In the amount of 6% of the price of the stay. All the conditions of the cancellation insurance are available on our website www.camping-les-plans.fr. If you have subscribed to the cancellation insurance and an event prevents you from coming to the campsite or requires you to cut short your stay, after having informed the campsite management of this change, you must contact Campez Couvert in order to open a dispute. The campsite is not your event in the compensation process.
38. **In the event of non-occupancy of the premises or no-show on the day of arrival and in the absence of a written message from the tenant, the object of their reservation remains at their disposal until midday the following day.** After this period, Camping Les Plans reserves the right to put the accommodation back on sale. Amounts already paid are not subject to refund.
39. **For any request to modify your stay (date, category of accommodation, people) a registered letter with acknowledgment of receipt must be sent to the campsite.** The management will do its best to respond favorably to your request; this does not constitute a guarantee.
40. **Any interrupted or shortened stay, whatever the reason, will not give rise to a refund of the sums paid.** The rented period will be invoiced, even in the event of a cancelled or shortened stay.
41. **In accordance with the provisions of the Consumer Code concerning the mediation process for consumer disputes,** the customer has the right to use the mediation service offered by the Camping under "consumer law" free of charge. This mediation system can be contacted by: www.sasmediationsolution-convso.fr - ou par voie postale : SAS Mediation - 222 Chemin de la Bergerie - 01800 Saint-Jean de Moust.
42. **In the event of force majeure, the campsite may be unable to honour its commitments, in which case it reserves the right to cancel the corresponding reservations.**
43. Pursuant to article L.221-28 of the Consumer Code, the right of withdrawal cannot be exercised for the provision of accommodation services, other than residential accommodation, transport services of goods, car rentals, catering or leisure activities which must be provided on a specific date or period. In fact, the 7-day right of withdrawal does not apply to outdoor hotels and you do not have a right of withdrawal.
44. **Any breach of one or more of these conditions will be the subject of a warning and then, in the event of recurrence, expulsion of all persons present on the location concerned by non-compliance with the aforementioned clauses.**