GENERAL TERMS AND CONDITIONS OF SALE 2025

1. Service Provider Details

SAS CAMPING LA SERRE
5, Chemin de la Serre, 09600 AIGUES-VIVES, FRANCE
Tel.: +33 (0)5 61 03 06 16
Email: contact@camping-la-serre.com
Website: https://www.campinglaserre.com
Trade and Companies Register (RCS) Foix: 810 314 427
Chairman: SARL NEW LIFE (951 596 485 RCS Foix)

Camping La Serre is affiliated with the Maeva Respire range, distributed by Maeva.com, a brand of the Pierre & Vacances – Center Parcs Group.

2. Purpose and Scope

These General Terms and Conditions of Sale apply to all bookings made with Camping La Serre, whether for rental accommodation or bare pitches. They set out the terms of booking, payment and cancellation, as well as the mutual commitments of the customer and the campsite. The customer must read these terms before making any booking. Any booking implies their full and unreserved acceptance.

3. Booking Conditions

A booking becomes effective upon receipt of a deposit of 30% of the total price of the stay. The balance is due 30 days before the arrival date. For bookings made less than 30 days before arrival, the full amount of the stay must be paid.
The customer must check that the information shown on their order (dates, type of accommodation, number of people, etc.) is correct and report any error to the service provider immediately so that it can be corrected. Late claims cannot be taken into account.

4. Tourist Tax

A tourist tax applies per night and per adult (aged 18 and over), at the current rate set by the local authority (communauté de communes). It is payable in addition to the price of the stay and may vary from one year to the next.

5. Eco-participation Fee

An eco-participation fee is charged to each customer, per night and per person. It contributes to waste sorting, waste management and the campsite's environmental efforts. This fee is separate from the tourist tax.

6. Stay Arrangements

6.1. Changes to the Stay

Any request to change a stay (dates, type of accommodation, number of people, etc.) must be made in writing and will be considered subject to availability. A change does not constitute a cancellation. Fees may apply depending on the type of change. If the change cannot be made, the original cancellation conditions will apply.

6.2. Interrupted Stay

No refund will be given for any stay interrupted or shortened by the customer, for whatever reason. Customers are advised to take out the cancellation insurance offered to cover this type of situation.

6.3. No-show

If the customer fails to arrive without prior notice, the accommodation or pitch will be released 24 hours after the scheduled arrival date. No refund will be given, and the full price of the stay will remain due.

7. Customer Obligations

The campsite's internal rules can be consulted at reception.
The customer undertakes to comply with all provisions of the campsite's internal rules, available at reception and displayed on site. The customer must hold civil liability insurance covering any bodily injury or property damage for which they may be held liable. The customer must also comply with the rules concerning animals, hygiene and safety. Any inappropriate behaviour or behaviour contrary to the rules may result in the customer's exclusion from the campsite, without refund of the stay.

8. Service Provider Obligations

The service provider undertakes to provide the services booked in accordance with the description on the website and/or in the quotation sent. It guarantees the conformity of the accommodation, its upkeep, the safety of the facilities and the accessibility of services throughout the opening period. In the event of a failure, the customer may submit a complaint with supporting evidence, which will be dealt with as quickly as possible. The campsite cannot be held liable in cases of force majeure or for acts of third parties.

9. Pets

Pets are accepted (maximum 2 per accommodation), subject to a supplement. An up-to-date vaccination record is mandatory. Category 1 and 2 dogs (as defined by French law) are not allowed. Pets must be kept on a lead.

10. Payment and Cancellation Conditions

The balance of the stay must be paid no later than 30 days before the arrival date. For late bookings (less than 30 days before arrival), full payment is required at the time of booking.
In the event of cancellation:
- More than 30 days before arrival: the deposit is retained by the campsite.
- Less than 30 days before arrival: no refund will be given.

- In the event of early departure or late arrival: no refund will be given. For rentals and pitches, the balance must be paid in full 30 days before your arrival. If you book less than 30 days before your arrival, the stay must be paid in full at the time of booking.

11. Optional Cancellation Insurance

The customer may take out the optional Flex+ cancellation insurance offered through our partner NEAT (ORIAS no. 22004644). This insurance notably covers: cancellation with supporting documents (100% refunded), interruption of stay, late arrival, rental damage, veterinary fees and changes of dates. It can be taken out at the time of booking. Details at: https://declare.neat.eu/campings-independants

12. Personal Data

The information collected at the time of booking is required to manage the stay and the customer relationship. In accordance with the GDPR, each customer has the right to access, rectify and delete their data. For any request: contact@camping-la-serre.com

13. Mediation and Disputes

In the event of a dispute, after first contacting the campsite's customer service, and failing a satisfactory response within 60 days, the customer may refer the matter free of charge to the CM2C mediator: www.cm2c.net – 14 rue Saint Jean, 75017 Paris, France.
These General Terms and Conditions of Sale are governed by French law.

14. Updates

Last updated: May 2025.

15. Force Majeure

In the event of force majeure (severe weather, fire, administrative closure, epidemic, natural disaster, etc.), the campsite reserves the right to modify or cancel all or part of the stay. In this case, the customer will be offered a postponement or a credit note, without any further compensation. Force majeure means any event that is unforeseeable, irresistible and beyond the control of the service provider.

16. Liability

The campsite cannot be held liable for theft, loss or damage to customers' personal belongings during their stay. Customers are advised not to leave valuables in the accommodation and to remain vigilant. The facilities are checked regularly, but customers remain responsible for their belongings and for supervising minors.

17. Transfer of Contract and Subletting

Any transfer of a booking to a third party must be authorised in advance and in writing by Camping La Serre. Subletting of accommodation or pitches is strictly prohibited. The rental contract is personal, and any non-compliant use may result in cancellation without refund.

18. Bookings via Partner Platforms

Some bookings may be made via partner distribution platforms, including Maeva.com (a brand of the Pierre & Vacances – Center Parcs Group) or other specialist websites. Camping La Serre may therefore offer its accommodation in two ways:
- Freesale: open availability with no quota, with immediate confirmation
- Allotment: quotas of accommodation reserved for certain distributors

Whatever channel is used, the rental contract is concluded directly between the customer and SAS Camping La Serre, the sole provider of the stay. These General Terms and Conditions of Sale apply in full to any booking made via a third-party distributor, whether affiliated or not.