



GENERAL TERMS AND CONDITIONS OF SALE 2026

ARTICLE 1: PURPOSE – GENERAL TERMS AND CONDITIONS OF SALE – CAMPING LE PARADIS – Version 2026

These general terms and conditions define the respective obligations of the company SARL Le Paradis, represented by its campsite *Camping Le Paradis*, registered with the RCS under number 79924694800011, represented by its general manager Mr. Pinheiro Frédéric (hereinafter the “Campsite”), and of the client (hereinafter referred to as the “Client(s)”), in the context of the sale of stays by the Campsite via the website <https://www.campingleparadis-carcans.com> (hereinafter referred to as the “Website”) or any other sales channel made available to Clients.

These general terms and conditions of sale (hereinafter referred to as the “T&Cs”) aim to define the rights and obligations of the parties in the context of renting camping pitches (hereinafter referred to as the “Pitch(es)”) and/or rental accommodations (hereinafter referred to as the “Accommodation(s)”) within the Campsite.

ARTICLE 2: ACCEPTANCE OF THE GENERAL TERMS AND CONDITIONS AND THE CAMPSITE RULES

By booking a Pitch and/or an Accommodation at the Campsite, the Client acknowledges having fully read, understood, and definitively accepted, without reservation, the present T&Cs.

For an online booking, such acceptance is formalized by ticking the box associated with the following statement: “*I acknowledge having read the General Terms and Conditions of Sale.*” This acceptance has the same legal value as a handwritten signature from the Client.

For a booking made through another channel (telephone or on-site), the Client acknowledges having received the internet link granting access to the T&Cs with their booking documents and having accepted them. It is further reminded that the T&Cs are always accessible and downloadable from the Website.

The Client also undertakes to read and comply with the internal rules of the Campsite (hereinafter referred to as the “Campsite Rules”).

ARTICLE 3: BOOKING

● Booking conditions

Reservations may only be made by an adult with legal capacity.

The Client undertakes to book a stay in their own name and on their own behalf, and to occupy the selected Accommodation or Pitch for the entire duration of the stay.

Minors must be accompanied by their parents or legal guardians.

● Booking procedures

Reservations can be made as follows:

- **On-site:** dated and signed at the time of payment on site.
- **By phone:** by calling 05.56.03.33.57. A PDF copy of the T&Cs will be sent by email, and payment via remote sales will constitute acceptance.

The Client may place an option on an Accommodation or Pitch by calling 05.56.03.33.57 or 06.08.24.33.50 (Frédéric or Karine).

Once the option is placed, the Campsite will send the T&Cs in PDF format for approval.

This option is only valid for 48 hours from the moment the Client receives the option contract. After this time, the Campsite will automatically cancel it.

If the Client confirms the option and pays the deposit required by the Campsite within the given deadline (see Article 6 for payment methods), the option becomes a confirmed booking, subject to the Client receiving an email confirmation from the Campsite sent to the email address provided.

- **Via the Website:** a stay can only be booked once the Client has created an account and is logged in. The Client selects the Accommodation or Pitch according to availability displayed by the Campsite.

For online bookings, the reservation only becomes contractually valid once the deposit has been paid in full **and** once a written confirmation email summarizing all details of the stay has been received.

If the balance is not paid within 30 days before the Client’s arrival, the stay will be considered cancelled, and the cancellation terms described below will apply.

● Booking payment

Every firm booking request from the Client requires the following payments:

Camping Pitch:

- Deposit of 30% of the total stay + booking fees + optional cancellation insurance.
- Balance due no later than 30 days before arrival. If not paid on time, the booking is considered cancelled and cancellation fees apply.

Rental Accommodation:

- Deposit of 30% of the total stay + booking fees + optional cancellation insurance.
- Balance due no later than 30 days before arrival. If not paid on time, the booking is considered cancelled and cancellation fees apply.

The booking only becomes valid once the Client receives written confirmation from the Campsite (e.g., confirmation email summarizing all booking details).

- **Participants in the stay**

- **Group bookings:**

Every participant, regardless of age (including babies and young children), counts as an occupant for capacity rules.

- **Minors:**

For safety reasons, minors not accompanied by their legal guardians for the entire stay are not accepted.

- **Maximum capacity:**

For safety and insurance reasons, each Pitch or Accommodation is limited to **6 persons maximum**.

If the number of occupants exceeds this capacity at arrival, the Campsite reserves the right to refuse access without any refund.

ARTICLE 4: NO RIGHT OF WITHDRAWAL

In accordance with Article L.221-28 of the French Consumer Code, the Client is informed that sales of accommodation services provided for a specific date or period are **not subject to the statutory 14-day withdrawal period**.

ARTICLE 5: SERVICES

- **Pitches**

A Pitch is an empty space intended to accommodate the Client's tent, caravan, or motorhome.

The Client's stay price is calculated on the basis of a package that includes electricity, one vehicle, and one main installation (1 caravan, or 1 tent, or 1 motorhome).

Additional participants are charged separately (hereinafter referred to as the "Rate").

The maximum capacity is **6 persons** per Pitch.

The Rate includes:

- one tent + one vehicle, **OR**
- one caravan + one vehicle, **OR**
- one motorhome.

The Rate also includes access to reception facilities, entertainment, sanitary facilities, and, depending on the chosen package, electricity supply or other options.

Extra charges (additional persons, vehicles, pets, etc.) are **not included** in the base Rate.

- **Rental Accommodations**

Rental Accommodations are fully equipped.

The base package allows between **2 and 6 persons (babies included)** depending on the type of Accommodation.

The Campsite reserves the right to refuse access to groups or families arriving with a number of participants exceeding the authorized capacity.

ARTICLE 6: RATES, TOURIST TAX & ECO-CONTRIBUTION

- **Rates**

The applicable rate is the one in force at the time of booking.

Prices are expressed in **euros (€), inclusive of VAT**, but **exclude** the tourist tax, local taxes, and optional supplements.

Any change in tax rates or VAT (currently 10%) may result in price adjustments.

Regardless of the booking type (Pitch or Accommodation), extra fees may be charged for additional persons, vehicles, tents, pets, or visitors.

- **Dynamic pricing**

The Campsite applies **dynamic pricing** (price adjustments depending on demand).

Therefore, prices may fluctuate upwards or downwards.

As a result, Clients may pay different prices for the same type of stay. Clients who paid the highest price cannot claim reimbursement of the difference compared to a promotional or lower rate.

- **Tourist tax & eco-contribution**

A **tourist tax**, collected on behalf of the Municipality of Carcans, is payable upon arrival, per night and per person over 18 years old.

An **eco-contribution** is also payable upon arrival, per night and per person. This contribution helps cover natural resource consumption (water supply) and waste treatment (sewage, household waste, etc.).

It amounts to **€0.45 per person per night**.

- **Booking fees**

Booking fees amount to **€28** for both Pitches and Accommodations.

ARTICLE 7: PAYMENT

- **Deposit and deadlines**

- For bookings made **more than 30 days before the start of the stay**: a **30% deposit** of the total stay must be paid at the time of booking. The balance must be paid no later than **30 days before arrival**.
- For bookings made **less than 30 days before arrival**: **full payment** of the stay is required at the time of booking.

- **Non-compliance with payment conditions**

If the Client does not comply with the above payment conditions, the Campsite reserves the right to suspend or cancel the booked services and/or suspend the execution of its obligations.

- **Accepted payment methods**

Both deposits and balances can be paid using the following methods:

- **Bank card** (Carte Bleue, VISA, Mastercard) via the secure Website payment system. Client's bank details are protected by SSL encryption through the Payzen platform. The Campsite has no access to card numbers except for payment execution.

- **Bank transfer** (national or international):
IBAN: FR76 1330 6001 0823 0574 4549 182
BIC/SWIFT: AGRIFRPP833
- **ANCV holiday vouchers** (paper or CONNECT). These must be sent by registered mail with acknowledgment of receipt, using “declared value” shipping, to:
Camping Paradis Carcans Lacanau, 32 route de Philibert, 33121 Carcans.
The vouchers must be detached from their booklet, unstapled, and not taped/glued to any support. The Campsite declines responsibility in case of loss or theft during shipment.
- **Payment in 4 installments with fees** via **FLOA BANK**. The FLOA BANK General Terms and Conditions apply:
<https://www.floabank.fr/conditions-generales-paiement-plusieurs-fois>

ARTICLE 8: CANCELLATION AND MODIFICATIONS

• Modification or cancellation by the Client

The Client is reminded that they **do not benefit from the statutory right of withdrawal** (Article L221-28-12 of the French Consumer Code).

Any request for modification or cancellation must be sent:

- by email to info@leparadis-carcans.fr, or
- by registered mail with acknowledgment of receipt to:
Camping Le Paradis Carcans Lacanau, 32 route de Philibert, 33121 Carcans.
- Modifications are subject to availability and Campsite approval and may result in additional fees.
- Extending the stay will be charged at the current rate.
- Switching from a higher range to a lower range will not result in any refund.
- A reduction in the length of stay is treated as a **partial cancellation** and subject to cancellation rules.

• Cancellation fees applied by the Campsite:

- More than 30 days before arrival → 30% of the total price + booking fees + insurance fees (if applicable).
- Less than 30 days before arrival → 100% of the total price + booking fees + insurance fees (if applicable).

• Modification or cancellation by the Campsite

If the Campsite cancels the Client’s booking for reasons **other than force majeure** (as defined by established case law), the Client will be informed by email as soon as possible.

The Campsite will make its best efforts to offer an alternative solution.

If no acceptable replacement is found, **all amounts paid will be fully refunded within 72 hours**.

ARTICLE 9: CANCELLATION INSURANCE

The price of the stay **does not include cancellation insurance**.

This insurance is optional and can be added at the time of booking.

We strongly recommend subscribing to a cancellation and/or interruption insurance.

Partner: **NEAT**, 1 place de la Ferme Richemont, 33000 Bordeaux – ORIAS n°22004644 – SAS with a share capital of €58,462 – RCS BORDEAUX n°913 676 581.

Website: <https://www.neat.eu/>

Email: sinistre@neat.eu

Insurance details are also available on our website:

<https://www.campingleparadis-carcans.com/wp-content/uploads/2023/01/assurance-Support-commercial.pdf>

ARTICLE 10: STAY

• Arrival

- **Pitches:** arrivals from **2:00 p.m.**
- **Accommodations:** arrivals from **4:00 p.m.**. Upon key handover, a **security deposit** will be required.

• Departure

On the day of departure indicated on the contract, the Accommodation and/or Pitch must be vacated **before 10:00 a.m.**

For any late departure, the Campsite reserves the right to charge an additional night at the current rate.

• Unused services

Any interrupted or shortened stay (late arrival, early departure) or no-show will not entitle the Client to any refund.

• Security deposit

A **deposit** (amount specified on the Website) will be requested upon arrival.

It will be refunded at the end of the stay or within 7 days by mail, provided the Accommodation/Pitch is returned in good condition and properly cleaned.

The Campsite reserves the right to retain part or all of the deposit in case of:

- damage to the Accommodation/Pitch or its contents,
- missing equipment,
- insufficient cleaning (cleaning fees will be deducted).

• Cleaning requirements:

At departure, the Accommodation/Pitch must be left in a clean condition (floor cleaned, dishes washed, trash bins emptied, cupboards clean, kitchen and bathroom/WC cleaned).

If the Client notices any issues upon arrival, they must notify the Campsite **in writing within 24 hours**.

Without such notification, complaints will not be processed.

If the Accommodation/Pitch is not returned in proper condition, the Campsite may charge a **cleaning fee of at least €95 incl. VAT**, deducted from the deposit, after informing the Client.

Optional cleaning service:

The Client may request an end-of-stay cleaning service at an additional cost (depending on Accommodation type). This option does not exempt the Client from basic cleaning obligations (emptying bins, washing dishes, folding blankets, etc.).

Other deposits:

A separate deposit may be required for the rental of barbecues, bicycles, access badges, or other special services.

• Responsibility

According to French Civil Code Article 1952, the liability of hoteliers does not apply to camping services.

Therefore, the Campsite is not liable in case of loss, theft, or damage to personal belongings within Accommodations, Pitches, common areas, or parking lots.

The Client remains responsible for the safety of their Accommodation/Pitch and should take precautions (closing doors, windows, etc.).

• Service availability

Facilities (swimming pool, restaurant, activities, entertainment, etc.) may not be available year-round due to weather conditions, force majeure, or seasonal operation.

Temporary unavailability will not give rise to refunds or price reductions.

The Campsite will make its best efforts to inform Clients about works or improvements taking place during their stay.

• Termination of the contract for Client misconduct

The booking contract will be automatically terminated in the following cases:

- **No-show:** If the Client does not arrive within **24 hours** of the scheduled start date, without prior notice. The Campsite will consider the stay as abandoned. All sums paid will be retained, and no refund will be made.
- **Repeated violations:** If the Client or companions repeatedly breach the Campsite Rules after written warning by email, the Campsite may terminate the contract with immediate effect. The Client will then be required to leave within **3 hours** of notification, without refund.

ARTICLE 11: CAMPSITE RULES

The Client undertakes to read the Campsite Rules before arrival.

These Rules govern the Client's stay in addition to the present T&Cs.

The Rules are displayed at the campsite entrance and at reception.

During the stay, the Client agrees to comply with the Rules and ensure that all accompanying persons and/or visitors also comply with them.

In case of non-compliance, the Campsite reserves the right to enforce the Rules, including applying sanctions up to and including exclusion of the Client, **without refund** of the stay.

ARTICLE 12: VISITORS

Visitors are admitted to the Campsite only after reporting to reception and paying the applicable visitor fee.

Visitors are allowed to use the Campsite facilities, **except aquatic areas**.

ARTICLE 13: ANIMALS (limited to those under 15 kg)

Animals are accepted (excluding dogs of category 1 and 2) subject to payment of a fee at the time of booking.

Animals must be kept on a leash at all times.

They are strictly prohibited around swimming pools, in food shops, and in buildings.

Vaccination records for dogs and cats must be up to date.

Owners must pick up their pets' waste and dispose of it in household waste containers (not in organic waste).

ARTICLE 14: AUTHORIZATION TO REPRODUCE AND DISTRIBUTE IMAGE

During the Client's stay, the Campsite may take photographs and/or videos for entertainment and/or communication purposes, in which the Client and their companions may appear.

By accepting these T&Cs, the Client is deemed to authorize the Campsite to use such images and videos for the above purposes. The

Client also guarantees this authorization for all accompanying persons.

Any specific refusal must be notified in writing to the Campsite.

The Client or any accompanying person may request the removal of an identifiable image within a reasonable timeframe by sending a written request to the Campsite.

ARTICLE 15: CAMPSITE CONTACT DETAILS

For any information or questions, the Client may contact the Campsite at:

- Email: info@leparadis-carcans.fr
- Phone: 05.56.03.33.57
- Postal address: Camping Le Paradis, 32 route de Philibert, 33121 Carcans

ARTICLE 16: COMPLAINTS – DISPUTES

Any complaint concerning difficulties encountered during the stay must be sent by registered letter with acknowledgment of receipt, within 20 days after the end of the stay, to:

Camping Le Paradis, 32 route de Philibert, 33121 Carcans

or by email to: info@leparadis-carcans.fr

If a non-conformity is observed during the stay, the Client must notify the Campsite within 24 hours, by phone at 06.08.24.33.50, with written confirmation by email or mail.

Any request for re-examination must be made within 14 days following the Campsite's written reply; otherwise, the case will be considered closed.

In the event of a dispute not resolved with the Campsite, and within one year of the initial written complaint, the Client may refer the matter to a consumer mediator:

CM2C – 14 rue Saint Jean, 75017 Paris

Email: ayunghing@free.fr – Tel: 06.09.20.48.86

French law applies exclusively to this contract.

Mediation is free of charge, except for legal or expert fees chosen by the Client.

Additionally, the European Commission provides an online dispute resolution platform:

<https://webgate.ec.europa.eu/odr/main/index.cfm?event=main.home.show&lng=FR>

ARTICLE 17: APPLICABLE LAW AND JURISDICTION

These T&Cs are governed by French law.

They are written in French and may be translated into other languages. In case of litigation, only the French version is legally binding.

If one clause is deemed invalid, this does not affect the validity of the remaining clauses.

Any dispute concerning validity, interpretation, execution, or termination shall fall under the jurisdiction of the French courts, regardless of the Client's country of origin, unless otherwise required by mandatory law.

ARTICLE 18: PERSONAL DATA

The personal data processing carried out by the Campsite for booking purposes is governed by the Privacy Policy available on the Website. The Client may request an electronic version of this Privacy Policy by **writing to: info@leparadis-carcans.fr**

e following address: info@leparadis-carcans.fr indicating your name, first name and address.