

General conditions of sale: Camping Canoë Gorges du Tarn

In order to be eligible to use the services provided by Camping Canoë Gorges du Tarn, we request that you read the following general conditions carefully. These conditions govern the sale of holidays and take effect from the moment your booking is placed. By booking a holiday, you agree to fully comply with our general conditions.

BOOKING CONDITIONS

- The reservation becomes effective solely with the agreement of the Campsite, upon receipt of the deposit and either upon receipt of the booking contract duly completed and signed, or upon your agreeing to the general conditions of sale when booking online.
- Camping Canoë Gorges du Tarn is not bound by bookings unless Camping Canoë Gorges du Tarn has accepted them. Camping Canoë Gorges du Tarn is free to accept or refuse bookings, depending on availability and, in general, depending on any circumstances that are likely to be prejudicial to the execution of the booking made. Camping Canoë Gorges du Tarn offers family holidays, in the traditional sense, and the accommodation has been specially designed for this purpose. Camping Canoë Gorges du Tarn reserves the right to refuse any booking that might contravene or attempt to pervert this principle.
- Booking of camping pitches or rented accommodation is made strictly on a personal basis. Under no circumstances may you sub-let or transfer your reservation without the prior consent of the Campsite.
- Minors must be accompanied by their parents or legal guardians.

Camping pitches

The basic package includes the pitch for the tent, caravan or camper van for one or two people, access to the toilet blocks and to the residential facilities.

Renting

- The rental accommodation is fully equipped. The basic package ranges from 2 to 12 places, depending on the type of accommodation.
- The Camping Canoë Gorges du Tarn reserves the right to refuse access to the Campsite to groups or families whose number exceeds the capacity of the accommodation rented.

Booking fees

Camping Canoë Gorges du Tarn does not charge a booking fee for rental accommodation and pitches.

GROUP BOOKINGS

- All bookings made for more than 4 accommodation units by one person or made by different people who know each other and who are travelling together for the same reasons and for the same holiday dates at the same Camping Canoë Gorges du Tarn, are deemed to be group bookings.
- Accommodation appearing on the commercial Camping Canoë Gorges du Tarn website is intended exclusively for individual bookings.
- For all group booking requests, you must contact the Camping Canoë Gorges du Tarn in question by telephone, email or via the "[CONTACT US](#)" section. The campsite contacted reserves the right to examine booking requests before accepting or declining them.

PRICES AND TOURIST TAX

- - The prices indicated are valid for the 2025 season. They correspond to one night and are in euros, including VAT. The prices indicated are subject to change. The campsite reserves the right to modify the rates at any time. Stays will be charged on the basis of the rates in force on the day of booking, subject to availability. It is advisable to check the applicable rate by contacting the campsite directly. Offers and promotions are neither cumulative nor retroactive.
- The tourist tax for 2025 is €0,60 per day and per person over 18 years old.

CONDITIONS OF PAYMENT

- For bookings made more than 30 days before the start of the holiday, the deposit of 30% of the total price of the facilities booked must be paid to the Campsite at the time of booking. The balance must be paid to the Campsite no later than 30 days before the start of a holiday.
- For bookings made less than 30 days before the holiday start date, payment must be made in full at the time of booking with the Campsite.
- **MEDIATION** In the event of a dispute with one of the establishments in our group, you can contact us in the following way: - Send a letter by registered mail with acknowledgement of receipt to the campsite manager - 11 Rue de la Combe - 12640 Rivière sur Tarn. If you are not satisfied with the response, you can refer the matter to the Medicy's Mediation Centre, after a period of one month following the sending of these letters/emails. You must submit a file online on the following website www.medicys.fr or by post: Medicy's - 73 Boulevard de Clichy - 75009 PARIS.

CANCELLATION AND ALTERATIONS

1. Booking alterations

The customer can ask for the modification of his stay (dates and/or types of accommodation) by writing to the campsite (by post or email) subject to availability and options. Postponements until the following season are not permitted. If no alterations are made, customers must spend their holidays as they were agreed when initially booked, or cancel them in line with the conditions pertaining to the cancellation guarantee if subscribed.

- Requests to extend the duration of stays will be dealt with subject to availability and in line with applicable prices.
- Requests to reduce the duration of stays are deemed to be partial cancellations and will be subject to the terms and conditions which apply to cancellation and termination of stays.

2. Unused facilities

Any stay that is interrupted or cut short (late arrival, early departure) by you shall not give rise to any reimbursement.

3. Cancellation by Camping Canoë gorges du Tarn.

In the event of cancellation by Camping Canoë Gorges du Tarn, except in the case of force majeure, the stay will be reimbursed in full. This cancellation shall not however incur the payment of damages and interest.

4. Cancellation due to the camper

In case of cancellation of your reservation: Case 1: without subscription to the cancellation insurance, the sums paid will be kept by the campsite without any refund, as cancellation fees. - Case 2: with subscription to the cancellation insurance, according to the conditions provided (illness, serious accident, loss of work, administrative summons...), and on presentation of the necessary proofs, the sums paid will be reimbursed, except for the amount of the cancellation guarantee which will be retained as a cancellation fee.

YOUR STAY

1. Arrival

- Rental accommodation: on the day of your arrival in the Campsite, you may check in from 4 p.m., and you will be required to pay a deposit on being handed the keys to your accommodation.

2. During your stay

It is up to campers to ensure they have insurance cover: campers are responsible for looking after their personal belongings (bicycles etc.). The campsite shall in no event be held liable in case of an incident involving campers' civil liability. All visitors must comply with the provisions of the internal regulations. Each named tenant is responsible for disturbances and nuisance caused by persons staying with or visiting them.

3. Departure

- Rental accommodation: on the day of departure specified in your contract, the rental accommodation must be vacated by 10 a.m. The accommodation shall be left perfectly clean and the inventory may be checked. Any breakage or damage shall be payable by you along with any repairs to the premises, if that should prove necessary. At the end of your stay, the deposit shall be refunded to you after deduction of compensation retained, on production of the supporting invoices, against possible damage ascertained during the departure inventory. The retention of the deposit does not preclude additional compensation in the event of the expenses being greater than the amount of the deposit.
- Rental accommodation: in the event of the accommodation not having been cleaned before your departure, a fixed cleaning charge of at least €70 or €140 including taxes shall be invoiced to you (see the prices page from the Campsite).
- For any delayed departure, you may be charged for an additional day at the price applicable for that night.

PETS

Pets are permitted (except dogs which are listed in France's 1st and 2nd categories), with payment required when the booking is made. When admitted, they must be kept on a lead at all times. They are prohibited from swimming pool areas, in food shops and in buildings. Dogs' and cats' vaccination certificates must be up-to-date.

IMAGE REPRODUCTION RIGHTS

You give permission to Camping Canoë Gorges du Tarn, as well as to any person chosen by Camping Canoë Gorges du Tarn, to take photographs of you, to record you or to film you during your stay with Camping Canoë Gorges du Tarn and to use the resulting images, sounds, videos and recordings using any media (especially on Camping Canoë Gorges du Tarn websites and web pages, including Facebook - Insta, on Camping Canoë Gorges du Tarn information and promotion media and on travel and tourism guides). This permission applies for you as well as for people staying with you. The sole purpose of this is to promote and to provide information about Camping Canoë Gorges du Tarn establishments and the Camping Canoë Gorges du Tarn network, and may in no event damage your reputation. This permission is provided free of charge for all countries and for a period of 5 years.

DISPUTES

Complaints regarding non-compliance of services with regard to contractual commitments may be sent to the manager of the Camping Canoë Gorges du Tarn by post or email.

CAMPING CANOË GORGES DU TARN RESPONSIBILITY

The client acknowledges that Camping Canoë Gorges du Tarn may not be held responsible for any false information supplied by its partners or by any third party that might be specified in the Campsite brochure or on its website, concerning the residential premises, and particularly its photographs, descriptions, activities, leisure activities, services and dates of operation. All photographs and text used in the Camping Canoë Gorges du Tarn website do not form part of any contractual obligation. They are for information purposes only.

DATA-PROCESSING AND LIBERTIES

The information you provide us with at the time of your booking will not be transmitted to any third party. Camping Canoë Gorges du Tarn shall treat this information as confidential. It shall be used solely by the Camping Canoë Gorges du Tarn internal services for processing your booking and to reinforce and personalise communication and the services offered to Camping Canoë Gorges du Tarn clients concerning your centers of interest. In accordance with the data-processing and liberties law of 6 January 1978, you have the right to access, amend and change personal data relating to you. To do this, simply write to us at the following address, stating your full name and address:

Camping Canoë Gorges du Tarn
11 rue de la Combe
12640 Rivière sur Tarn
N° SIRET : 83994145700021