

Operator details

Camping Parc d'Audinac les Bains is operated by SAS CAMP MOUNTAIN, whose registered office is located at 148 route de Belloc, 09200 Montjoie-en-Couserans, France. The company is registered with the Foix Trade and Companies Register under SIREN number 828548750. Telephone: +33 5 61 66 44 50

Email: campingaudinac@gmail.com

Booking

Your booking becomes binding once the campsite has accepted it, received an advance payment of 30% of the price of your stay together with the booking fee, and sent you written confirmation. This advance payment is an "acompte" under French law, rather than "arrhes", a deposit allowing withdrawal subject to statutory consequences.

The booking is personal to the named customer. Subletting or transferring the booking to another person is prohibited without the campsite's prior written consent.

Customers must provide accurate information about everyone staying at the campsite and report any changes before arrival. The number of occupants, including babies, must not exceed the maximum capacity of the booked accommodation or pitch.

An administrative error may be corrected. An inaccurate declaration may only result in termination of the contract if it constitutes a sufficiently serious breach, particularly where it prevents compliance with occupancy limits or safety rules. Except in justified urgent circumstances, the campsite will ask the customer to resolve the situation before terminating the contract.

Please note: minors who are not accompanied by their parents will not be admitted.

Payment of the balance

The balance must be paid no later than fifteen days before your arrival date. For bookings made less than fifteen days before arrival, the full price is payable at the time of booking.

If payment is not received, the campsite will send the customer a formal written demand stating the amount due, a reasonable deadline for payment, and the possibility of terminating the contract if payment is not made. If this demand remains unanswered, the campsite may give notice of termination. The financial consequences will be determined in accordance with the cancellation terms below, without charging compensation more than once for the same loss.

Your invoice will be provided on the day of departure.

Payment methods

Payment must be accompanied by the signed booking contract. Accepted payment methods are bank cheque, bank transfer, paper ANCV holiday vouchers, ANCV Connect, and payment card.

IBAN: FR76 1660 7000 5168 1216 7734 151
BIC: CCBPFRPPPPG

Card payments are processed through a secure payment system. Customers must not send their full card details by email or post. The card security code is not retained after the transaction.

Prices, tourist tax and environmental contribution

For touring and camping pitches, prices include:

A pitch for your tent, caravan or motorhome. The price of your stay is based on a package that includes pitch rental, accommodation for two people, and one of the following: one tent with one vehicle, one caravan with one towing vehicle, or one motorhome.

The package also includes access to campsite facilities, entertainment and shared sanitary facilities. Depending on the package selected, it may also include an electrical hook-up and other options.

You must select one of the following packages:

Nature Package: a pitch without electricity.

Comfort Package: the Nature Package with electricity.

Grand Comfort Package: a large pitch with water, electricity and wastewater drainage connections on the pitch.

Water and electricity are provided solely for the needs of your stay. Charging electric or hybrid vehicles is not included and is prohibited on pitches.

Additional charges, such as extra guests, extra vehicles or pets, are not included in these packages and will be added to the price.

For rental accommodation, prices include:

Rental of the accommodation for the specified number of people. A baby counts as one person.

Water, electricity and gas for use in the rental accommodation. Charging electric or hybrid vehicles is not included and is prohibited.

Access to the swimming pools from 14 May to 13 September, play areas, shared sanitary facilities and certain activities.

Please note: only one vehicle is permitted per pitch. A second vehicle must be parked in the free private car park outside the campsite.

Prices do not include:

Booking fees or the optional cancellation cover.

Tourist tax or the environmental contribution.

Extras such as pets, bed linen and towel hire, television hire, end-of-stay cleaning, certain activities, and equipment hire, including bicycles.

Security deposits.

Prices are stated in euros and include all applicable taxes. The summary provided before booking specifies the price of the stay, the €20 booking fee, any additional charges and the options selected.

The environmental contribution is a charge collected by the campsite, separate from the tourist tax. It applies per night to guests over two years old. Tourist tax is calculated according to the rate set by the relevant local authority and any applicable statutory exemptions. The amounts of both the tourist tax and the environmental contribution are provided before booking.

Security deposits

A security deposit of between €60 and €200, depending on your accommodation, will be required on arrival to ensure that the accommodation is returned in good condition and thoroughly clean. You may arrange the security deposit before arrival through a dedicated online portal.

On arrival, we will give you a checklist to complete and return to reception within 24 hours. On your departure day, please follow the cleaning instructions, including cleaning the accommodation, defrosting and cleaning the refrigerator, and washing and drying the dishes.

During your stay, you will be asked to arrange a time for the departure inspection. A member of the campsite staff will inspect your accommodation, and your security deposit will be returned within fifteen days. Any deductions will be justified. Normal wear and tear will not be charged.

Barbecues and cooking appliances

Charcoal barbecues are prohibited on pitches, including pitches occupied by rental accommodation. Only gas and electric griddles, also known as planchas, are permitted.

These appliances must be used outdoors, in accordance with safety instructions and the electrical capacity of the installation.

Their use remains subject to any restrictions or bans imposed by the relevant authorities.

Pets

Cats are not accepted in rental accommodation. This restriction does not apply to touring and camping pitches.

One dog may be accepted in designated rental accommodation, provided it is declared at the time of booking and the stated additional charge is paid. A maximum of one animal is permitted per touring or camping pitch.

Dogs classified under French law as category 1 or category 2 are not permitted. Permitted animals must remain under their owner's supervision, be kept on a lead, and never be left alone on the pitch or in the accommodation. Owners must clean up after their animals and comply with applicable health and hygiene rules.

These provisions are subject to the statutory access rights of guide dogs and assistance dogs.

Extract from the campsite rules

All guests undertake to comply with the campsite rules, use the accommodation without damaging it, and respect the peace and quiet of the campsite.

Swimming pool: children must be accompanied by an adult.

The swimming pool is exclusively for campsite guests. Swimming shorts are strictly prohibited in the pool area. Appropriate swimwear must be worn. Drinking, eating and smoking are strictly prohibited within the pool enclosure. Failure to comply may result in exclusion from the pool area.

Quiet hours: motor vehicles must not exceed 10 km/h. Vehicle movement is prohibited between 11 pm and 8 am, when the entrance barrier is closed. Sound from audio equipment must not be audible beyond the boundaries of your pitch. From 11 pm, everyone **must respect their neighbours' right to rest**.

Late arrival and early departure

Customers must inform the campsite of any delayed arrival by telephone or in writing, specifying their revised arrival date or time.

If the customer does not arrive on the scheduled date and has not contacted the campsite, the campsite will attempt to contact them. A booking cannot be terminated solely because the customer is more than 24 hours late without having sent a written message. Any termination due to the customer's absence will be notified and will comply with applicable legal requirements.

A late arrival or early departure chosen by the customer does not entitle them to a reduction in the agreed price, subject to their statutory rights, particularly where the campsite fails to fulfil its obligations, and to the terms of any cancellation option purchased.

No right of withdrawal

Under Article L221-28, paragraph 12, of the French Consumer Code, accommodation and pitch bookings for a specific date or period do not qualify for the fourteen-day right of withdrawal applicable to certain distance contracts. The cancellation terms set out in these general terms and conditions remain applicable.

Cancellation by the customer without the cancellation option

If the customer cancels their stay before the arrival date without having purchased the cancellation option, amounts already paid for the accommodation or pitch will be retained by the campsite and converted in full into a credit issued in the customer's name, except where a refund is legally required.

Customers must send their cancellation request by email to campingaudinac@gmail.com or by post to SAS CAMP MOUNTAIN, 148 route de Belloc, 09200 Montjoie-en-Couserans, France.

The credit may be used for a new stay at Camping Parc d'Audinac les Bains during the current season or the following season. It expires on the campsite's closing date for the season following the one originally booked. For example, a stay booked for 2027 gives rise to a credit that may be used until the end of the 2028 season.

The new booking is subject to availability and the rates applicable to the dates and accommodation selected. The credit is deducted from the price of the new booking and may cover all or part of the required advance payment. The customer must pay any difference.

If the price of the new stay is lower than the value of the credit, the remaining balance may be used until the same expiry date. Cancelling a booking paid for using this credit does not extend its validity.

The campsite will send the customer written confirmation stating the amount of the credit and its expiry date. The credit cannot be exchanged for a cash refund and expires if it is not used before that date, subject to the customer's statutory rights.

Booking fees relating to the processing of the booking remain payable to the campsite and are not refunded. Tourist tax and amounts paid for additional services that have not been provided will be refunded.

This arrangement does not apply if the campsite cancels the stay or if a refund is due under the law or the cancellation option. In these circumstances, a credit may only replace a refund with the customer's agreement.

Cancellation option without supporting evidence, up to eight days before arrival

We recommend purchasing our optional cancellation cover.

Cost: 6% of the booking amount.

The cancellation cover must be paid in full at the time of booking and is non-refundable.

It entitles you to a full refund of the booking payments made, excluding booking fees and the cost of cancellation cover, without providing supporting evidence, for any cancellation requested at least eight days before the start of your stay.

For cancellations received less than eight days before arrival, the refund provided under this option no longer applies. The customer will instead benefit from the credit arrangement described under "Cancellation by the customer without the cancellation option", subject to their statutory rights.

Arrival and departure times

Rental accommodation and pitches are available from 3 pm on the day of arrival.

Rental accommodation must be vacated by 10 am on the day of departure. Pitches must be vacated by 2.30 pm.

Any arrival or departure outside these times requires the campsite's prior agreement.

Telephone marketing

Calls required to manage a booking are separate from marketing calls.

The campsite will only make marketing calls after obtaining the customer's prior consent, unless a statutory exception applies. Consent is optional, separate from acceptance of these general terms and conditions, and may be withdrawn at any time.

Permission to use photographs and videos

Taking and using photographs or videos in which a customer can be identified for advertising purposes requires their prior, express consent, separate from acceptance of these general terms and conditions.

The consent must specify the publication channels, purposes and duration of use. For minors, consent must be obtained from their legal representatives.

Refusing consent has no effect on the booking or the services provided during the stay.

Personal data

SAS CAMP MOUNTAIN processes the personal data required to manage enquiries, bookings, stays, invoicing and complaints, and to comply with its legal obligations.

Information about legal bases, recipients, retention periods, any data transfers and individuals' rights is provided in the privacy policy available on our website.

Customers may exercise their rights in accordance with applicable regulations by writing to campingaudinac@gmail.com. They may also lodge a complaint with the CNIL, the French data protection authority.

Complaints and disputes

Customers may submit a written complaint by email to campingaudinac@gmail.com or by post to SAS CAMP MOUNTAIN, 148 route de Belloc, 09200 Montjoie-en-Couserans, France.

Customers are encouraged to report any problems during their stay so that the campsite can seek a solution. Failure to report a problem during the stay or within twenty days of departure does not remove their statutory rights.

If a prior written complaint has not led to a satisfactory resolution, the customer may refer the matter free of charge to the campsite's consumer mediator within one year of that complaint, subject to the statutory admissibility requirements.

Consumer mediation organisation: CM2C
Mediator's address: 49 rue de Ponthieu, 75008 Paris, France
Website: <https://www.cm2c.net>
Email: cm2c@cm2c.net
Telephone: +33 1 89 47 00 14