ACCOMODATION RENTAL 2027

NAME :

FIRST NAME :

ADRESS :

POST CODE : TOWN :

COUNTRY :

CAR REGISTRATION : OBLIGATORY FOR ENTRY BARRIER HAVE YOU ALREADY VISIT US : ◯ YES ◯ NO

Cadre réservé au camping

Camping L'Étoile D'Or
Route de Taxo à la Mer
66700 Argelès sur Mer
Tél : 04 68 81 04 34
info@camping-etoiledor.com
www.camping-etoiledor.com

The management reserves the right to cancel a reservation the day of arrival if the persons are not registred on the contract or when the number exceeds the max capacity.

PERSONS PRESENTS

name	first name	date of birth

1 baby or child is one person,
minors not accompanied by their parents or legal guardian are not accepted.
max capacity : pitch 6 pers rental accomodation 8 pers (in function of the type)

RENTAL (min stay : july and august 7 days) choose your rental accomodation

gamme standard (7 till 12 years)

◯ Mobil home standard 2 R. airco 4 pers.
(Please note: accommodation 3 meters wide)

◯ cottage standard 2 R. airco 4 pers.

◯ cottage standard 3 R. airco 6 pers.

◯ cottage standard 3 R. 2 sdb. airco. 6 pers.

gamme privilège (0 till 7 years)

◯ cottage privilège 2 R. airco. 4 pers.

◯ cottage privilège 2 R. airco. 4 pers. PMR

◯ cottage privilège 2 R. airco. 6 pers.

◯ cottage privilège 3 R. airco 6 pers.

◯ cottage privilège R. 2bath. airco. 6 pers.

◯ cottage famille 4 R. airco 8 pers.

options: ◯ babykit ◯ babybed ◯ highchair ◯ sheet rental ◯ terrace ◯ BBQ (gas)

arrival date(after 4 pm) ____/____/2027

departure date (before 10 am) ____/____/2027

a)amount of the rental (including options)..... ____ €

b)deposit 30% (amount of the rental)..... ____ €

c)reservation cost.....20 €

d)cancellation guarantee * ◯ yes 5€/night ____ €

◯ no (I agree that I will have no refund)

*you need to tick yes or no.

amount payable by reservation (b+c+d) ____ €

the balance is payable 1 month before arrival (plus staytaxes). if the balance is not paid in the delay, your reservation will be cancelled and no refund of the deposit.

PITCH (tent caravan or camping-car)

choose your kind of rental and options (in annex)

◯ tent ◯ caravan ◯ campingcar

Size: ____

◯ babykit ◯ babybed ◯ highchair ◯ barbecue (gas)

arrival and departure every day (july/august min 7 days)

arrival date(after 3 pm) ____/____/2027

departure date (before 10 am) ____/____/2027

a)amount of the rental (including options and animals) ____ €

b)deposit:.....100 €

c)reservation cost:.....20 €

d) cancellation guarantee *

◯ yes 3€ / night ____ €

◯ no (I agree that I will have no refund)

*you need to tick yes or no..

amount payable at the time of reservat (b+c+d) : ____ €

The balance needs to be paid at the arrival date.
No cheques accepted

Payment

◯ chèque to sas camping L'Étoile d'Or

◯ banktransfer

◯ credit card : please contact us

◯ I do authorise to pay the outstanding balance, with my card details ,1 month before arrival ____ €

PROMOCODE :

◯ I have read the rental conditions and accept to be bound by them.

date : / / 2027

signature preceded by "read and approved"

TERMS AND CONDITIONS OF SALE

Last updated: 18 October 2026

To benefit from our services, please read the following terms and conditions carefully. These conditions govern the sale of stays and apply at the time the booking is made. Making a booking implies full acceptance of our terms and conditions.

1. BOOKING CONDITIONS

A booking only becomes effective once camping L'Étoile d'Or has accepted it, after receipt of the deposit and of the duly completed and signed booking contract, or after acceptance of the terms and conditions of sale when booking online. Every booking is subject to acceptance by camping L'Étoile d'Or. The campsite is free to accept or refuse a booking depending on availability and, more generally, on any circumstance likely to prevent the booking from being carried out.

Camping L'Étoile d'Or offers family-oriented stays, in the traditional sense, and its accommodation is specially designed for this purpose. Camping L'Étoile d'Or reserves the right to refuse any booking that would be contrary to this principle or that would seek to circumvent it.

The booking of a pitch or rental accommodation is personal. You may under no circumstances sublet or transfer your booking without the prior consent of camping L'Étoile d'Or. Minors must be accompanied by their parents or legal guardians. Pitch and rental numbers are not guaranteed. If required for planning reasons or in the event of force majeure, the management reserves the right to change the rental or pitch number.

2. CAMPING PITCH

The basic package includes the pitch for the tent, caravan or motorhome for 1 or 2 people, electricity, access for 1 vehicle only, and access to the toilet blocks and reception facilities. Pitches can accommodate a maximum of 6 people, whatever their age.

3. RENTAL ACCOMMODATION

Rental accommodation is fully equipped. The basic package is for 4 to 8 people depending on the type of accommodation, with access for 1 vehicle only. The campsite reserves the right to refuse entry to families arriving with more people than the capacity of the accommodation rented. Additional tents are not allowed. All our rental accommodation is non-smoking. Pets are not accepted in rental accommodation.

4. GROUP BOOKINGS

Any booking of more than 3 accommodation units by the same individual, or by different individuals who know each other and are travelling together for the same purpose on the same dates, is considered a group. The accommodation offered on the campsite's booking website or in our brochure is intended exclusively for individual customers.

For any group booking request, you must contact the campsite by e-mail or by phone before making your booking request. The campsite reserves the right to review the booking request before accepting or refusing it.

5. PRICES AND TOURIST TAX

The prices shown are valid for the season and are subject to change. They are expressed in euros per night, including VAT but excluding the administration fee, cancellation guarantee and tourist tax. The campsite reserves the right to change its prices at any time. Stays will be invoiced on the basis of the prices in force on the day of booking, subject to availability. We recommend checking the applicable price by contacting the campsite directly.

The tourist tax is **€0.86 per day per person** for everyone aged 18 and over.

6. PAYMENT TERMS

Rental accommodation: for bookings made more than 30 days before the start of the stay, a deposit of 30% of the amount of the services booked must be paid at the time of booking; the balance must be paid no later than 30 days before the start date of the stay. For bookings made less than 30 days before the start of the stay, the full amount is paid at the time of booking.

Camping pitch: a deposit of €100 is payable at the time of booking; the balance is paid on the day of arrival at the campsite. Cheques are not accepted on site.

Administration fee: an administration fee of €20 applies to every booking, for rental accommodation and camping pitches alike, in addition to the deposit.

If the balance is not paid within the stated period, the campsite reserves the right to cancel your booking and the deposit paid will be kept by the campsite. If paying with Chèques-Vacances (French holiday vouchers), they must be in the name of a person named on the contract.

7. CANCELLATION AND CHANGES

A. Changing your booking

Customers may ask to change their stay (dates and/or type of accommodation) by written request to the campsite (letter or e-mail) no later than 30 days before the arrival date, subject to availability and feasibility. No postponement to the following season will be accepted. Any request to extend your stay will be handled subject to availability and at the prices in force at the time of the request.

B. Unused services

Any stay not used, interrupted or shortened (late arrival, early departure) for reasons attributable to you will not give rise to a refund, postponement or credit note.

C. Cancellation by the campsite

If camping L'Étoile d'Or cancels, the amounts paid will be refunded, except in the event of force majeure. However, such cancellation will not give rise to the payment of damages.

D. Cancellation by the customer

Any request to cancel a stay must be made in writing and sent by e-mail to info@camping-etoiledor.com or by post to the campsite's address. Any cancellation terminates the booking, and the campsite reserves the right to offer the accommodation for rent again.

1) Customers who have not taken out cancellation insurance

Camping L'Étoile d'Or will keep the amounts paid for breach of contract.

2) Customers who have taken out the cancellation guarantee (including Covid-19)

Refund possible up to the day of your arrival. Camping L'Étoile d'Or offers a cancellation and interruption guarantee in the rental contract. Cancellation guarantee: **€5 per night for rental accommodation, €3 per night for a pitch**. If the event is covered by the terms and conditions (see below), the customer must provide all necessary information and supporting documents within 48 hours by e-mail: info@camping-etoiledor.com.

The guarantee entitles you to a refund or a credit note if one of the following events occurs before your arrival, not during your stay. You will be refunded the amount(s) paid, less the cost of the cancellation guarantee and the administration fee, on presentation of official proof. The credit note will be valid for 2 years (from its date of issue):

- serious illness, serious accident or death of a member of your family (parents and grandparents, children and grandchildren, or those of your spouse, sons-in-law and daughters-in-law, brothers, sisters, brothers-in-law and sisters-in-law);
- pregnancy complications before the 7th month;
- major material damage to your own property that requires your presence;
- redundancy, or cancellation or change of your leave dates by your employer;
- accident or total theft of your vehicle and/or caravan on the direct route to the place of your stay;
- in connection with Covid-19: infection of yourself or one of the participants in the stay, confirmed contact case or in quarantine because of Covid-19, requisitioned as part of the fight against Covid-19.

In the following specific cases, only a credit note can be issued (valid for 2 years from its date of issue):

- border closures;
- public health state of emergency;
- general quarantine and lockdown;
- administrative closure of the establishment.

These lists are exhaustive; any other reason will not be covered (e.g. personal reasons, separation, divorce…).

8. NO RIGHT OF WITHDRAWAL

In accordance with Article L221-28 of the French Consumer Code, the sale of accommodation services provided on a specific date is not subject to the 14-day withdrawal period.

9. YOUR STAY

1. Arrival

Arrival days vary depending on the period (please contact us). Camping pitches are available from 3 pm. Rental accommodation is available from 4 pm in high season (July & August); please contact us outside the high season.

No later than 48 hours before your arrival, you must have downloaded the **Cool'n Camp** app and, for rental accommodation, paid a security deposit of **€350** through our partner **Swikly** (Swikly is a trusted third party that lets you place your rental deposit by bank card; the amount is not debited and does not affect your card limit). You will receive an e-mail from Swikly containing a link to a form where you enter your card details; your deposit is then placed without any debit or impact on your limit. In the event of a dispute at the end of your stay, Swikly will act as a trusted intermediary.

You will be given an inventory to check within 24 hours (you must first download the Cool'n Camp app and create your account; if the app is not working, a paper inventory will be provided). Any claim made after this period will not be taken into account. Only the people registered at the time of booking may stay at the campsite.

2. During your stay

It is the camper's responsibility to take out insurance: camping L'Étoile d'Or declines all liability in the event of theft, fire, bad weather or any incident falling under the camper's civil liability. All customers must comply with the campsite rules. Each named tenant is responsible for any disturbance or nuisance caused by the people staying with them or visiting them. The aquatic areas are reserved for customers staying at the campsite (visitors do not have access).

3. Departure

Pitches must be vacated before 10 am. Rental accommodation must be vacated before 10 o'clock in the morning. The accommodation you leave will be inspected. If it is left perfectly clean, with nothing missing or damaged, your deposit will be returned. Otherwise, keeping the deposit does not rule out additional compensation if the costs exceed its amount. If the accommodation has not been cleaned before your departure, a cleaning charge of at least €100 will be withheld. For any late departure, an extra day may be charged at the current nightly rate.

10. PETS

Pitches: pets are accepted for a fee payable when you book, except category 1 and category 2 dogs (French classification of dangerous dogs). When allowed, they must be kept on a lead at all times. They are not allowed near the pools, in food shops or inside buildings. Dogs and cats must have an up-to-date vaccination record.

Rental accommodation: pets are not allowed.

11. GUESTS & VISITORS

Guests and visitors must be registered at reception. They are not allowed outside reception opening hours. They must park in the "visitors" car park. They do not have access to the pools, sports grounds, fitness room, toilet blocks…

12. VEHICLES

We allow 1 vehicle per pitch or rental. Any additional vehicle must be parked in the outside car park, which is not supervised.

Electric scooters are not allowed on the campsite; they may only be brought to the pitch while switched off.

13. SWIMMING POOLS

The rules displayed at the pool entrance must be strictly followed. Unaccompanied children are not allowed. For hygiene and/or safety reasons, boxer shorts, T-shirts, swim shorts, wetsuits, burkinis or clothing of any kind are not allowed. Only swimming briefs or swim trunks (boxer style) are allowed for men, and a traditional one- or two-piece swimsuit for women.

14. BEHAVIOUR

Any malicious, insulting or aggressive behaviour, and any act of discrimination, blackmail or harassment towards other customers or campsite staff, is strictly forbidden. Please also note that security cameras are installed on the premises.

15. WRISTBAND

A wristband will be fitted for each person at reception when you arrive. It must be worn visibly on the wrist throughout your stay and gives you free access to the facilities.

16. BARBECUES

Charcoal barbecues are strictly forbidden. Only gas or electric barbecues are permitted.

17. DISPUTES

In the event of a dispute, jurisdiction lies with the court in Perpignan. Any complaint concerning the non-conformity of services with the contractual commitments must be notified in writing (registered letter with acknowledgement of receipt) to camping L'Étoile d'Or within 30 days.

18. MEDIATION

In the event of a dispute with our establishment, if our reply does not satisfy you, you may refer the matter to the mediation centre **AVENIR CONSO**, 197 Boulevard Saint-Germain, 75007 Paris, France, one month after sending your written complaint (registered letter with acknowledgement of receipt). To do so, you must submit a file online on the following website: www.avenir-conso.com.

19. LIABILITY OF CAMPING L'ÉTOILE D'OR

The customer expressly acknowledges that the campsite cannot be held liable for false or inaccurate information communicated by its partners or any third party in their brochure or website (including social media), in particular presentation photos, descriptions, activities, leisure facilities, services and opening dates. All photos and texts used in the brochure or on websites are non-contractual and for information only. Some activities and facilities offered and described in the sales documents (brochure, website) may be withdrawn, in particular for weather reasons or in the event of force majeure, as defined by the French courts.

20. IMAGE RIGHTS

You authorise camping L'Étoile d'Or to photograph, record or film you during your stay and to use these images, sounds, videos and recordings on any medium (in particular on websites or web pages – including Facebook and Instagram – on presentation and promotional materials and in travel or tourist guides). This authorisation applies both to you and to the people staying with you. Its sole purpose is to promote and enliven the establishment and it may in no way harm your reputation. This authorisation is granted free of charge, for all countries and for a period of 5 years.

21. DATA PROTECTION

The processing of your personal data is described in our privacy policy, available on our website.

SAS Camping L'Étoile d'Or — 4-star campsite, leisure category — last reclassification on 29 April 2026 — prefectural order no. C66-007672-005