

Camping Municipal du Cap de l'Homy  
600, avenue de l'Océan  
40170 Lit et Mixe  
Tél : +33(0)5 58 42 83 47  
E-mail : [contact@camping-cap.com](mailto:contact@camping-cap.com)

**Subject: The new reservation system.**

*(You are receiving this e-mail because you made a reservation with our campsite over the last two years)*

Dear Client,

You will have noticed that our website has had a makeover. In order to adapt to the new, responsive technological constraints (smartphone compatibility) and above all to guarantee the safety of distance payments, this was a necessary change.

Our new page has recently been published online, at the same address as before:

<http://www.camping-cap.com> . It will be added to progressively until it becomes a full website.

**Online reservations almost in real time:**

**On 15 January at 10am**, our new reservation platform will be operational and directly accessible on our new Web page. You can select the criteria yourself (dates, standard pitch, pitch with electricity or bungalow, number of accompanying individuals, etc.) and you will get an overview almost in real time of remaining availability. There are many benefits:

- You can move the dates depending on availability if there are no remaining pitches on your initially selected date;
- You can view the cost of your stay directly (depending on the information which you have entered)
- The response time between your reservation request and its acceptance by the campsite will be improved;
- Payment operations will be simplified: pre-payment of the deposit will be made when the reservation request is entered. It will be transformed automatically into a definite payment of the deposit once your request has been validated by the campsite.

*N.B.: If your bank card is Visa or Mastercard, please check with your bank that it is Secure 3D compatible. Depending on the bank, a code may be sent to you by telephone in order to guarantee the security of the transaction.*

**Some precautions to take:**

**Please complete all the columns on the online form** to make sure that your reservation is appropriate for your situation (dates, equipment, pitch with electricity or without, bungalow, number of accompanying individuals, information on the vehicle, etc.). **Any change or reimbursement<sup>(1)</sup> will be impossible after pre-payment of the deposit, which will be binding.**

**<sup>(1)</sup> See the terms and conditions on our website.**

**What about the pitch number?**

You may also make **observations**, specifying your preferred pitch/bungalow or zone. However, you are simply stating a preference, and we can under no circumstances guarantee the requested number or zone. The system will allocate a pitch/bungalow to you (subject to availability) depending on

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the criteria which you have entered, **but you will receive your number only with the reservation confirmation, i.e. after your request and the payment have been accepted.** We know that many of you wish to know their number before making a final decision, but this is no longer technically possible. We, too, have been forced to change our way of working.

**Type of vehicle:**

On this form, you must also state the type of your vehicle and whether or not you sleep in it. This information is essential, so that we can ensure that your pitch is accessible for your equipment.

N.B.: Your request may be rejected at a subsequent stage, due to the information entered, incompatibility, e.g. of the equipment with the pitch (such as an equipped van on a non-accessible tent pitch), or because there is no space left. In such cases, you will be informed by e-mail and your account will not be debited.

Although it has been necessary for us to change the reservation system, we have also taken account of your ideas for improvement and hope that you will enjoy the new advantages.

We look forward to welcoming you at 'Cap de l'Homy' and thank you for your loyalty.

Best regards,

Management

Ms Elise DUFAU  
*Assistant Manager*

Ms Frédérique DEFOY  
*Manager*