

# General terms & conditions of sale

LES MÛRES

## **BOOKING CONDITIONS**

- Your reservation will be effective after acceptance and after receipt of the deposit of the booking contract duly completed and signed, either after acceptance of the general terms and conditions when booking online.
- Camping pitches and mobile home will be allocated in the order in which reservations are registered. The management reserves the right to change the allocation of the pitch on arrival.
- The reservation of a camping pitch or a mobile home is made on a strictly personal basis. You may not under any circumstances sublet or transfer your reservation.
- Minors must be accompanied by their parents or legal guardians.
- Our pitches can only be occupied by a maximum of 6 people.

## **TERMS OF PAYMENT**

### **1. Camping pitch**

- The reservation becomes effective only after our agreement and after receipt of a deposit of 220€.
- The balance of the stay must be paid on arrival. All stays must be entirely paid according to the booking dates, no discount in case of late arrival or early departure. Each family succeeding one another on a same pitch will have to make its own reservation.

### **2. Mobile homes**

- A deposit of 40% of the total amount of the stay must be paid upon booking.
- The balance must be paid on arrival.

## **CANCELLATION INSURANCE**

- Cancellation fees can be covered by the cancellation insurance proposed by the campsite in partnership with Campez Couvert, for a cost of 3% of the amount of the stay (including tax) in rental and camping pitch.

This insurance that can be taken out when booking the stay, offers the possibility to the customer to be reimbursed by Campez Couvert for the cancellation fees in case of occurrence of an event preventing his departure, or the nights not consumed on his stay in case of the occurrence of an event delaying his arrival or shortening his stay.

The events covered are those provided in the General Conditions of the Cancellation Insurance available on our website. In the event of a covered loss, the customer must inform the campsite of his withdrawal and contact Campez Couvert by following the procedures described on the Campez Couvert web site, within 10 days of the occurrence of the incident and by providing Campez Couvert with the necessary information for the claim and supporting documents.

### **Overview of conditions:**

#### **1. Before your departure**

If any of the following events occur and force you to cancel your stay, you will be refunded of the deposit paid (upon providing appropriate proof) :

- Death, accident or serious illness (including COVID 19), hospitalisation of the insured, a relative or close family member.
- Pregnancy complications of the insured.
- State of pregnancy against • indicating the stay by its very nature of it.
- Economic dismissal, conventional termination.
- Damages serious fire, explosion, water damage.
- Contraindication and further information of vaccination.
- Depression, mental, nervous or mental illness.
- Serious damage to the vehicle
- Getting a job.
- Deletion or modification of paid holidays.
- Professional transfer.
- Refusal of visa tourist.
- Theft in professional or private premises.
- Convocation: for the adoption of a child, as a witness or juror, for an organ transplant, for a remedial examination.
- Natural disasters (within the meaning of Law No. 86-600 of 13 July 1986 as amended).
- Cancellation of one of the persons accompanying the insured (maximum 9 persons)
- Separation (divorce or termination of PACS).

#### **2. Interruption of stay**

During your stay, if any of the events listed above occur and force you to interrupt your stay, you will be refunded the corresponding amount to the part of the stay not carried out and already invoiced by the campsite. See the general terms and conditions for details of warranties, exclusions and franchises.

## **NO RIGHT OF WITHDRAWAL**

In accordance with article L.221-28 of the French consumer code, the campsite informs its customers that the sale of accommodation services provided on a specific date, or according to a given periodicity, is not subject to the provisions relating to the 14-day withdrawal period.

## **CANCELLATIONS AND MODIFICATIONS**

All cancellations must be notified in writing or by e-mail and confirmed by a certified letter with supporting documentation.

### **1. Modification of your reservation**

The client may request a modification of his stay (dates, type of accommodation, etc.) in writing to the campsite (mail or e-mail) according to availabilities and possibilities. No postponement will be accepted for the following season. In the absence of modification, the client will have to complete his stay under the initial booking conditions or cancel it according to the conditions of the cancellation insurance.

- Any request to increase the duration of your stay will be made according to availability and current rates.

- Any request to reduce the duration of your stay is considered as a partial cancellation and will be subject to the terms and conditions of cancellation and interruption of stay.

### **2. Unused services**

Any interrupted or shortened stay (late arrival, early departure) by the customer will not give rise to a refund or a voucher.

### **3. In case of administrative restrictions related to COVID-19**

For any of the following events occurring prior to arrival or during the stay (preventing the stay):

- Border closures
- Administrative closure of the campsite
- Quarantine upon client's arrival or return to their country
- Limiting travel to a number of kilometres that does not allow you to come to the campsite

According to current government guidelines, a voucher of a corresponding amount corresponding to the deposit paid or to the nights not consumed, valid 18 months, will be issued by the campsite.

### **4. Cancellation due to the campsite**

In the event of cancellation by the campsite, except in the case of force majeure, the stay will be fully refunded. However, this cancellation will not result in the payment of damages.

### **5. Cancellation by the client**

#### **5.1 Customers without a voucher**

##### **• Mobil-Home**

**a.** In case of cancellation by the customer without subscription to the cancellation insurance.

**Case 1** – Cancellation more than 30 (thirty) days before the beginning of the stay: the 40% deposit paid will be reimbursed except for a cancellation penalty of 50€.

**Case 2** – Cancellation less than 30 (thirty) days before the beginning of the stay: the 40% deposit paid will be kept by the campsite as a fee cancellation.

**b.** In case of cancellation by the customer with a subscription to cancellation insurance.

**Case 1** – Cancellation at more than 30 (thirty) days before the beginning of the stay: the 40% deposit paid will be reimbursed except for a cancellation penalty of 50€.

**Case 2** – Cancellation less than 30 (thirty) days before the beginning of the stay: the deposit is covered in accordance with the general terms and conditions of the cancellation insurance.

##### **• Camping Pitch**

**a.** In case of cancellation by the customer without subscription to the cancellation insurance.

**Case 1** – Cancellation more than 30 (thirty) days before the beginning of the stay: the 220€ deposit will be reimbursed except for a cancellation penalty of 50€.

**Case 2** – Cancellation less than 30 (thirty) days before the beginning of the stay: the deposit of 220€ will be kept by the campsite as a cancellation fee.

**b.** In case of cancellation by the customer with a subscription to cancellation insurance.

**Case 1** – Cancellation more than 30 (thirty) days before the beginning of the stay: the 220€ deposit will be refunded except for a cancellation penalty of 50€.

**Case 2** – Cancellation less than 30 (thirty) days before the beginning of the stay: the deposit paid are covered in accordance with the general terms and conditions of the cancellation insurance.

## **5.2 Customer with a voucher**

### **• Mobil-Home**

**a.** In case of cancellation by the customer without subscription to the cancellation insurance.

**Case 1** – Cancellation more than 30 (thirty) days before the beginning of the stay : if the value of your voucher was less than the 40% deposit requested, the additional amount paid at the time of the reservation will be refunded except for a cancellation penalty of 50€. The value of your voucher will be reimbursed at the end of the 18 months initially planned on the 2020 season (only for reimbursable vouchers).

**Case 2** – Cancellation less than 30 (thirty) days before the start of the stay: the deposit of 40% of the amount of the stay will be kept by the campsite as cancellation fee (voucher included).

**b.** In case of cancellation by the customer with a subscription to the cancellation insurance.

**Case 1** – Cancellation more than 30 (thirty) days before the beginning of the stay : if the value of your voucher was less than the 40% deposit requested, the additional amount paid at the time of the reservation will be refunded except for a cancellation penalty of 50€. The value of your voucher will be reimbursed at the end of the 18 months initially planned on the 2020 season (only for reimbursable vouchers).

**Case 2** – Cancellation less than 30 (thirty) days before the beginning of the stay: the deposit paid are covered in accordance with the general terms and conditions of the cancellation insurance.

### **• Camping Pitch**

**a.** In case of cancellation by the customer without subscription to the cancellation insurance.

**Case 1** – Cancellation more than 30 (thirty) days before the beginning of the stay : if the value of your voucher was less than the 220€ deposit requested, the additional amount paid at the time of the reservation will be refunded except for a cancellation penalty of 50€. The value of your voucher will be reimbursed at the end of the 18 months initially planned on the 2020 season (only for reimbursable vouchers).

**Case 2** – Cancellation less than 30 (thirty) days before the start of the stay: the deposit of 220€ will be kept by the campsite as a cancellation fee (voucher included).

**b.** In case of cancellation by the customer with a subscription to the cancellation insurance.

**Case 1** – Cancellation more than 30 (thirty) days before the beginning of the stay : if the value of your voucher was less than the 220€ deposit requested, the additional amount paid at the time of the reservation will be refunded except for a cancellation penalty of 50€. The value of your voucher will be reimbursed at the end of the 18 months initially planned on the 2020 season (only for reimbursable vouchers).

**Case 2** – Cancellation less than 30 (thirty) days before the beginning of the stay: the deposit paid are covered by the guarantee according to the general terms and conditions of cancellation.

## **YOUR STAY**

### **1. Deposit**

• Customers staying in a mobile home will receive a deposit request of 200€ (bank imprint) by e-mail 10 days before their arrival. All you need to do is click on the secure link and fill in the necessary information.

At your departure:

• If everything is in order we will simply cancel the bank imprint.

• If we notice any material damage or if the mobile home is not left in good housekeeping conditions, we will take the amount relating to these damages.

### **2. Arrival**

• Rental accommodation: the mobile home will be available from 3pm. In case of early arrival, every effort will be made to reduce the waiting time.

• Camping pitch: the reserved pitch will be available from 3pm.

### **3. During the stay**

• The campsite declines all responsibility in case of theft, fire, bad weather etc. that may occur on the pitch or common areas of the campsite (parking...)

• Each holidaymaker is responsible for any disturbances caused by people who stay with him or visit him.

### **4. Departure**

• Rental accommodation: the mobile home must be vacated before 9am on the day of departure. The accommodation will be returned clean and in good condition. Any broken or damaged object will be at your expense. In case the accommodation has not been cleaned before your departure, a cleaning fee of 70€ will be charged.

• Campsite pitch: the pitch must be vacated before 12pm on the day of departure. The pitch must be left clean.

• For rentals whose end-of-stay cleaning included, the mobile home must be returned in a state of «use», dishes made, kitchen tidied up and rubbish discarded.

## **LITIGATION**

All customers are obliged to comply with the internal regulations of the establishment. In the event of a problem, the commercial court will have sole jurisdiction. Compulsory liability insurance. Image rights: You expressly authorise and without compensation the campsite to use on any support pictures of you or your children that could be taken during your stay, for the advertising needs of the campsite.

## **INFORMATION AND FREEDOM**

The information you provide us during your booking will not be transmitted to any third party. This information will be considered by the campsite as confidential. They will only be used by the campsite's internal services for the processing of your order and to strengthen and customize the communication and the offer of services reserved to the campsite customers according to your interests. In accordance with the French Data Protection Act of 6 January 1978, you have the right to access, rectify and oppose personal data concerning you. You can simply request this by sending us a post mail to the following address with your surname, first name and address: Camping des Mûres 2721 rte du littoral 83310 Grimaud.

