

# General terms & conditions of sale

LES MÛRES

## **BOOKING CONDITIONS**

- Your reservation will be taken into account only after acceptance of the general terms and conditions of sale when booking online and after receipt of the deposit.
- Camping pitches and mobile homes 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.

## **RATES AND TOURIST TAX**

- Prices shown are valid for current bookings. They are per night in euros, including VAT.
- The amount of the tourist tax is set by the commune of Grimaud. The amount may vary depending on the tax applicable on the day of invoicing.
- Rates may vary during the season.

## **TERMS OF PAYMENT**

### **1. Camping pitch**

- Reservations only become effective after our acceptance and after receipt of a deposit corresponding to 20% of the total amount of the stay. The minimum deposit will be 200€. For stays of less than 200€, the total amount of the stay will be charged.

- 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 of the stay must be paid on arrival. All stays must be paid fully in accordance with the booking dates. No reductions are possible for late arrivals or early departures.

## **CANCELLATION INSURANCE**

- Cancellation fees can be covered by the cancellation insurance proposed by the campsite in partnership with Campez couvert, for a cost of 4,2% of the amount of the stay (including tax) in rental and camping pitch.

The insurance that can be taken out when booking the stay, offers the possibility to the customer to be reimbursed by Campez Couvert the deposit paid 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.

## **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) in writing to the campsite more than 30 days prior to arrival (by post or e-mail), according to availabilities and possibilities. No postponement will be accepted for the following season the stay, must therefore take place before 13 October 2024. 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.

### **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 indemnity 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 cancellation fee.

**b.** In case of cancellation by the customer with a subscription to the 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 indemnity 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 deposit will be reimbursed except for a cancellation indemnity of 50€.

**Case 2** – Cancellation less than 30 (thirty) days before the beginning of the stay: the deposit 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 deposit will be refunded except for a cancellation indemnity 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 indemnity 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 indemnity 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 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 : if the value of your voucher was less than the deposit requested, the additional amount paid at the time of the reservation will be refunded except for a cancellation indemnity 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 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 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

• For customers staying in a mobile home, a deposit of 300€ will be required on arrival and a deposit of 500€ for customers staying in a Prestige pool or jacuzzi (by credit card imprint or cash).

Any major damage not reported within 24 hours of your arrival will be at your expense.

On your departure we do not carry out an inventory of fixtures, the mobile home will be checked by our housekeepers at the time of cleaning.

• 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 4pm. 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 10am 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.

