General terms and conditions of sale

LES MÛRES

BOOKING CONDITIONS

Your booking will be processed once you have accepted the general terms and conditions of sale when booking online and your deposit has been received.

Pitches will be allocated in the order in which bookings are registered. Management reserves the right to change your pitch allocation on arrival.

Bookings for camping pitches and mobile homes are strictly personal. Under no circumstances may you sublet or transfer your booking.

Minors must be accompanied by their parents or legal guardians.

Our pitches may accommodate a maximum of 6 people.

PRICES AND TOURIST TAX

The prices shown apply to current bookings. They are per night, in euros, including VAT.

The tourist tax is set by the municipality of Grimaud. The amount may vary according to the tax applicable on the invoicing date.

Prices may change during the season.

PAYMENT CONDITIONS

1. Camping pitches

Your booking becomes effective only after our approval and receipt of a deposit of 20% of the total cost of your stay. The minimum deposit is €200. For stays costing less than €200, the full amount will be charged.

The balance must be paid on arrival. The full cost of the stay must be paid according to the booked dates, with no reduction for late arrival or early departure. Each family staying successively on the same pitch must make its own booking.

2. Mobile homes

Your booking becomes effective only after our approval and receipt of a deposit of 40% of the total cost of your stay. The minimum deposit is €300. For stays costing less than €300, the full amount will be charged.

The balance must be paid on arrival. The full cost of the stay must be paid according to the booked dates, with no reduction for late arrival or early departure.

CANCELLATION INSURANCE

Cancellation costs may be covered by the cancellation insurance offered by the campsite in partnership with Campez Couvert, at a cost of 4.5% of the total price of the stay, including VAT, for both rental accommodation and touring pitches. This insurance may be taken out when booking. It allows the customer to claim reimbursement from Campez Couvert of the booking deposit if an event prevents departure, or of unused nights if an event delays arrival or cuts the stay short. Covered events are those specified in the General Conditions of Cancellation Insurance available on our website.

For a covered claim, the customer must notify the campsite of the cancellation and contact Campez Couvert according to the procedure described on its website, within 10 days of the event, providing Campez Couvert with the necessary information and supporting documents.

Cancellation insurance applies only to events occurring from 30 days before your arrival date onwards.

NO RIGHT OF WITHDRAWAL

Under Article L.221-28 of the French Consumer Code, the campsite informs customers that accommodation services supplied on a specified date or over a specified period are not subject to the provisions governing the 14-day withdrawal period.

CANCELLATIONS AND CHANGES

All cancellations must be made in writing or by email and confirmed by registered letter with supporting documentation.

1. Changes to your booking

The customer may request changes to the stay (dates, accommodation type) by writing to the campsite (letter or email) more than 30 days before arrival, subject to availability and feasibility. No postponement to the following season will be accepted; the stay must therefore take place before the end of the 2027 season. If no change is made, the customer must stay under the original booking conditions or cancel in accordance with the cancellation insurance conditions.

Any request to extend the stay is subject to availability and the applicable rates.

2. Unused services

Stays interrupted or shortened by the customer (late arrival, early departure) do not entitle the customer to a refund or credit voucher. In the event of a no-show on the scheduled arrival date, the mobile home or pitch will be held for 24 hours and the deposit will be retained.

3. Cancellation by the campsite

If the campsite cancels, except in cases of force majeure, the stay will be refunded in full. Such cancellation will not, however, entitle the customer to damages.

4. Cancellation by the customer

Deposits paid using French holiday vouchers (chèques-vacances) are non-refundable. For deposits paid by other means, the following conditions apply:

Mobile homes

a. Without cancellation insurance

Cancellation more than 30 (thirty) days before the start of the stay: the deposit paid will be refunded, less a €70 cancellation charge.

Cancellation less than 30 (thirty) days before the start of the stay: the campsite will retain the deposit as a cancellation charge.

b. With cancellation insurance

Cancellation more than 30 (thirty) days before the start of the stay: the deposit paid will be refunded, less the €70 cancellation charge and the insurance premium.

Cancellation less than 30 (thirty) days before the start of the stay: amounts paid are covered in accordance with the general conditions of the cancellation insurance.

Camping pitches

a. Without cancellation insurance

Cancellation more than 30 (thirty) days before the start of the stay: the deposit paid will be refunded, less a €70 cancellation charge.

Cancellation less than 30 (thirty) days before the start of the stay: the campsite will retain the deposit as a cancellation charge.

b. With cancellation insurance

Cancellation more than 30 (thirty) days before the start of the stay: the deposit paid will be refunded, less the €70 cancellation charge and the insurance premium.

Cancellation less than 30 (thirty) days before the start of the stay: amounts paid are covered in accordance with the general conditions of the cancellation insurance.

YOUR STAY

1. Security deposit

Customers staying in mobile homes must provide a security deposit on arrival (PLBS credit card pre-authorisation or cash). The deposit is €500 for Prestige Pool or Jacuzzi accommodation and €300 for all other categories.

Any major damage not reported within 24 hours of arrival will be charged to you.

We do not carry out a joint inspection on departure. Our housekeeping team will check the mobile home when cleaning it.

If everything is in order, we will simply cancel the card pre-authorisation.

If we find damage or the mobile home has not been left in an acceptable state of cleanliness, we will charge the corresponding amount.

2. Arrival

Rental accommodation: the mobile home will be available from 4 pm. If you arrive early, every effort will be made to reduce your waiting time.

Camping pitches: the booked pitch will be available from 3 pm.

3. During your stay

The campsite accepts no liability for theft, fire, adverse weather, etc. occurring on pitches or in communal areas of the campsite (car park, etc.).

Each holidaymaker is responsible for disturbances caused by people staying with or visiting them.

4. Departure

Rental accommodation: the mobile home must be vacated before 10 am on departure day and left clean and in good condition. Any broken or damaged items will be charged to you. If the accommodation has not been cleaned before departure, a €70 cleaning fee will be charged.

Camping pitches: the pitch must be vacated before noon on departure day and left clean.

For rental accommodation with end-of-stay cleaning included, the mobile home must be left in a reasonably tidy condition, with dishes washed, the kitchen tidied and rubbish removed.

DISPUTES

All customers must comply with the campsite's internal rules. In the event of a dispute, the commercial court shall have sole jurisdiction. Personal liability insurance is compulsory. Image rights: you expressly authorise the campsite, without remuneration, to use on any medium photographs of you or your children that may be taken during your stay, for the campsite's advertising purposes.

PERSONAL DATA

The information you provide when placing your order will remain confidential and will not be disclosed to third parties. It will be used only by the campsite's internal departments to process your order and personalise our communications and offers according to your interests. Under the French Data Protection Act of 6 January 1978, you have the right to access, correct and object to the processing of your personal data. To exercise this right, please write, giving your surname, first name and address, to: Camping des Mûres, 2721 route du Littoral, 83310 Grimaud, France.

