

# General terms and conditions

To benefit from the services offered by Les Méditerranées, please read the general terms and conditions below carefully. These conditions govern the sale of holiday stays and are valid from the moment the order is placed. Booking a stay at Les Méditerranées implies that you fully accept our general terms and conditions.

## BOOKING CONDITIONS

- The booking comes into effect solely with the agreement of Les Méditerranées, after receipt of the deposit and the completed and signed contract, or after acceptance of the general terms and conditions in the case of online bookings.
- All bookings are subject to acceptance by Les Méditerranées. Les Méditerranées is free to accept or to refuse any bookings, depending on availability and, more generally, any circumstances that may impede fulfilment of the booking. Les Méditerranées proposes family-oriented holidays, in the traditional sense; the accommodation is designed especially for this purpose. Les Méditerranées reserves the right to refuse any booking which does not comply with this principle, or which tries to abuse it.
- The booking of a camping pitch or rental accommodation is made on a strictly personal basis. Under no circumstances may you sub-let or transfer your booking without the prior consent of Les Méditerranées.
- Minors must be accompanied by their parents or legal guardians.
- The specific numbers of the camping pitches or the rentals are not guaranteed. In the event of force majeure or for scheduling requirements, the management reserves the right to change the camping pitch or rental cabin number.

**Camping pitches:** The basic price includes the pitch for the tent, caravan or camper-van for 1 or 2 people with one car, as well as access to the toilet and shower blocks and campsite facilities.

**Rentals:** Rental accommodation is fully-equipped. The basic capacity is for 4 to 6 people depending on the type of rental.

Les Méditerranées reserves the right to refuse access to the campsite village to groups or families who exceed the capacity of the rented accommodation.

**Booking fees:** Les Méditerranées does not charge booking fees for rental accommodation. For camping pitches, please see the contract.

## PRICES AND TOURIST TAX

- The prices indicated are valid for the 2019 season. The prices given are in euros per night, including VAT (see what our prices include on the previous page).
- Les Méditerranées may apply special offers during the season (periods and products to be determined).
- The tourist tax varies depending on the municipality.

## PAYMENT TERMS

- For reservations made more than 30 days before the first day of the stay, a deposit of 30% of the price of your stay must be paid at the time of booking. The remainder must be paid at latest 30 days before the first day of the stay in the camping village.
- For reservations made less than 30 days before the first day of the stay, payment must be made in full at the time of booking.

## YOUR STAY

### 1. Arrival

- Arrival days may vary according to the periods (see price list).
- Rental accommodation: on the day of your arrival at Les Méditerranées a deposit of €300 will be requested. The keys to your accommodation will be available as of 5pm.

- Camping pitches: on the day of your arrival, you may check in at reception from 2pm onwards.

### 2. During your stay

Camper should have personal insurance: campers are responsible for supervising their personal items (bikes, etc.). Les Méditerranées cannot be held responsible for any thefts, fires, bad weather, etc. or for any incidents involving the campers' civil liability. All customers must comply with the internal regulations.

Each registered tenant is responsible for any trouble or disturbances caused by the people staying with him/her (or visiting).

### 3. Departure

• **Rental accommodation or camping pitches:** on the day of departure mentioned in your booking contract, you must leave the rental accommodation before midday and the camping pitch before 11am.

The accommodation shall be handed back in a perfectly clean state, and the inventory may be checked. You shall be charged for the cost of replacing any broken or damaged items, including repairs to the premises if required. The deposit shall be returned at the end of the stay, less any costs retained (justified by invoices) for any damage noted during the inspection of the premises on departure. Money retained from the deposit does not exclude any possible claims for additional compensation in the event that the costs exceed the deposit.

• **Rental accommodation:** if your accommodation is not properly cleaned before you leave, you will be charged a cleaning fee.

The inspection of rental accommodation is carried out between 9am and midday during the low season and between 8am and midday during peak season. In the event a tenant leaves early, without the accommodation having been inspected, or outside these time slots, a cleaning fee will be invoiced (€100 in STANDARD and COMFORT and €120 in PREMIUM).

• For any late departure, an extra day may be charged at the valid price for the day in question.

## PETS

**Camping pitches:** pets are accepted at Les Méditerranées subject to a fee payable when you book, except dogs of category 1 and 2. When pets are authorised, they must be kept on a leash at all times. They are not allowed by the pools, in the food shops or buildings. The vaccination booklet for dogs and cats must be up to date.

**Rentals:** pets are prohibited in the rental accommodation.

## VISITORS AND SURCHARGES

Visitors must inform the campsite of their arrival and any surcharge must be paid at reception. Visitors must pay a fee in order to have access to the pools and activities: €10/person.

Their vehicle must be parked outside the campsite.

## CLEANING

STANDARD and COMFORT rentals: €100 – PREMIUM rentals: €120.

## IDENTIFICATION BRACELETS

When you arrive at reception, you and every member of your party will receive a bracelet. You should wear it on your wrist during your stay; it will allow you to come and go freely on the three sites and to have access to the facilities.

## SWIMMING POOLS

Swimming shorts are strictly forbidden. Only swimming trunks or swimming suits (one piece or bikini for women) are allowed.

## BARBECUES

It is strictly forbidden to light or use charcoal or wood burning barbecues. Only gas or electric barbecues are allowed.

## DISPUTES

In the event of disputes, the applicable jurisdiction will be that of the courts located in the municipality in which Les Méditerranées is situated. Any claims concerning non-compliance of services with contractual commitments must be made by registered letter with acknowledgement of receipt to Les Méditerranées.

## MEDIATION

In the event of a dispute or claim, you can contact us in the following ways:

- by sending an email to [info@nouvelle-floride-camping.com](mailto:info@nouvelle-floride-camping.com)
- by sending a registered letter with acknowledgement of receipt to the Camping Nouvelle Floride – 562 avenue des Campings – 34340 Marseillan-Plage, France.

You may also refer the matter to a consumer mediation body within a maximum period of one year from the date of the written complaint (by registered letter), by submitting an online file on the following website [www.mediacys.fr](http://www.mediacys.fr) or by sending a letter to: Mediacys – 73 Boulevard de Clichy – 75009 Paris, France.

## RESPONSIBILITY OF LES MÉDITERRANÉES

The customer expressly accepts that Les Méditerranées cannot be held liable for any incorrect information communicated by its partners or by third parties, or for erroneous information contained in any paper or digital documents (brochure, website, social networks, etc.) concerning the campsites, and notably the photos, activities, services and operating dates. All the photos and texts used in the brochure, on the website and social networks or on partner websites are non-contractual and are solely used as an indication.

It is possible that certain activities or facilities proposed and mentioned in the description given in these communication materials may be cancelled, notably due to weather conditions or in cases of force majeure as defined by the French courts.

## PROTECTION OF INFORMATION

In accordance with the General Data Protection Regulation of 27 April 2016, we undertake to ensure the highest level of protection regarding your personal data.

Your data are used to ensure the best possible service when processing your booking and for sending personalised communication about Les Méditerranées.

You can consult our data protection charter on our website or may request a copy of it.

The information you provide when booking is confidential and will not be divulged to a third party. The information shall only be used to process your booking and to send you personalised communication about Les Méditerranées.

In accordance with the French Data Protection Act of 6 January 1978, you have the right to access, rectify and delete personal information concerning you. To do this, you should send a written request to the following address indicating your surname, first name and address: Les Méditerranées – Avenue des campings – 34340 Marseillan-Plage, France.

## IMAGE RIGHTS

Les Méditerranées, and any person designated by Les Méditerranées to act on its behalf, reserves the right to use any photographs, videos, or sound recordings in which you might appear in its future publications. This authorisation concerns both you and the people staying with you.

The sole purpose of this use is to promote the campsites and facilities and under no circumstances may the images be used to harm or damage your reputation. This authorisation is granted free of charge, and is valid for any country for a period of five years.

## KIDS' CLUB and TEEN CLUB

Children from 5 to 12 years old are welcome to attend the Kids' Club. Children under 5 years old will under no circumstances be accepted at the Kids Club.

The Teen Club is open for children between 13 and 17 years old in July and August only.

## SPONSORSHIP AND LOYALTY PROGRAMMES

The conditions governing the application of the Sponsorship programme and the Loyalty programme can be found on the website [www.lesmediterranees.com](http://www.lesmediterranees.com). Please note that once the outstanding amount for your booking has been paid, no reduction voucher will be accepted and no reimbursement made.

## CANCELLATION AND CHANGES

### 1. Changing your booking

• Modifications to your booking can be made free of charge, subject to availability in the campsite.

• **In the event that we receive no written message** indicating your wish to postpone your arrival date, the accommodation may be made available for rent again 24 hours after the arrival date mentioned in the contract, and you will therefore lose your booking.

### 2. Services not used

Any stay that is unused, interrupted or cut short by you (late arrival, early departure) shall not be reimbursed.

### 3. Cancellation by Les Méditerranées

In the event of cancellation by Les Méditerranées, the amounts paid for the stay shall be fully reimbursed, except in cases of force majeure. A cancellation made by Les Méditerranées shall not give rise to the payment of any compensation.

### 4. Cancellation by the camper

In the event that the stay is interrupted or cancelled by a customer who has not taken out cancellation insurance, Les Méditerranées shall not under any circumstances refund the amounts already paid and/or due.

## CANCELLATION INSURANCE

**Les Méditerranées offers cancellation and interruption insurance with the rental contract in partnership with Gritchen Affinity.** Cancellation insurance: for rentals €5/night – for camping pitches: fixed price of €18.

Should an event prevent a customer from fulfilling their booking, then the customer must notify the campsite of their cancellation by letter or email as soon as the incident occurs. If the incident is provided for in the general terms and conditions (available on the website [www.campezcouvert.com](http://www.campezcouvert.com) or from the campsite itself), the customer must notify the insurance company within 48 hours and provide all the requisite information and supporting documents:

- online via internet: [www.campezcouvert.com](http://www.campezcouvert.com)
- by e-mail: [sinistre@campez-couvert.com](mailto:sinistre@campez-couvert.com)
- by letter: Gritchen Toïède & Associés - Service sinistres  
27 Rue Charles Durand – CS 70139 – 18021 BOURGES Cedex.

For further information, please refer to the general terms and conditions of the insurance policy on the following website: [www.campezcouvert.com](http://www.campezcouvert.com). In the event that the stay is interrupted or cancelled by a customer who has not taken out cancellation insurance, Les Méditerranées shall not under any circumstances reimburse the amounts already paid and/or due.