

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 reservation is made. Booking a stay at Les Méditerranées implies that you fully accept our general terms and conditions.

BOOKING CONDITIONS

- The reservation becomes effective only with the agreement of Les Méditerranées after the deposit has been received and the reservation contract has been duly completed and signed, or after the general terms and conditions have been accepted when booking online.
- All reservations must be accepted by Les Méditerranées campsites. Les Méditerranées campsites are free to accept or refuse a reservation, depending on availability, and generally speaking, any circumstances that may affect our guests' well-being. Les Méditerranées campsites offer family oriented stays, in a traditional way, the accommodation is specially designed for this purpose. Les Méditerranées campsites reserve the right to refuse any reservation which would be contrary to this principle, or which would seek to divert it.
- The reservation of a campsite pitch or an accommodation is made on a strictly personal basis. Under no circumstances may you sublet or transfer your reservation without the prior consent of Les Méditerranées campsites.
- Minors must be accompanied by their parents or legal guardians.
- Pitch or accommodation numbers are not guaranteed. In case of planning necessity or in case of force majeure, the campsite reserves the right to change the accommodation or pitch number.

Camping pitch: The basic package includes the pitch for the tent, caravan or motor home for 1 or 2 people, one vehicle, access to the sanitary facilities and reception facilities.

Accommodation: The rental is fully equipped. The capacity is from 4 to 8 places according to the type of accommodation. Only one vehicle is accepted. Les Méditerranées campsites reserve the right to refuse access to the village to groups or families with a number of participants superior than the capacity of the rented accommodation. No additional installations or child tents are accepted next to the rented accommodation.

Booking fees: Les Méditerranées offer booking fees on rentals. For camping pitches, please refer to the contract.

RATES AND TOURIST TAX

- Prices may vary depending on the date of booking. To know the exact price, please check our website www.lesmediterranees.com or contact our campsites.
- Rates are for one night and are in Euros, including VAT (see what our prices include on the previous page).
- Les Méditerranées may apply promotional offers during the season (periods and products to be determined) The tourist tax varies according to the city.

PAYMENT TERMS

- For reservations made more than 30 days before the beginning of the stay, a deposit of 30% of the total balance must be paid upon booking. The balance must be paid at the latest 30 days before the beginning of the stay.
- For bookings made less than 30 days before the start of the stay, full payment must be made upon booking.

YOUR STAY

1. Arrival

- Depending on the period, the arrival and departure days may vary.
- Rental accommodation: a deposit of €300 is taken online before your arrival.
On the day of your arrival you will be greeted from 12.00 pm; the handing over of the keys is guaranteed at 5.00 pm.
- Campsite pitch: on the day of your arrival you will be greeted from 2:00 pm.

2. During your stay

- The guest is responsible for looking after his/her personal belongings (bicycle, etc.). Les Méditerranées campsites decline all responsibility in case of theft, fire, bad weather, etc. and in case of an incident that falls under the guest's civil liability. All guests must comply with the provisions of the rules and regulations as well as the Charter of Les Méditerranées.
- Each guest is responsible for any disturbance or nuisance caused by persons staying with or visiting him/her.

3. Check-out

- **Camping pitch:** On the day of departure indicated on your contract, the pitch must be vacated before 11am. The pitch must be left clean.
- **Accommodation:** On the day of departure indicated on your contract,

the accommodation must be vacated, by appointment, before 10 am. The check out is done from 8am to 10am. In case of departure outside these hours, please come to the reception desk.

For any departure after 10 am, you may be charged for an additional day at the current nightly rate.

The accommodation will be left perfectly clean and the inventory may be checked. Any broken or damaged object will be at your expense, as well as the restoration of the premises if necessary. The deposit will be returned to you at the end of your stay after deduction of the indemnities retained, on a supporting invoice, for any damage noted at the end of your stay. The retention of the deposit does not exclude additional compensation if the costs are higher than the amount of the deposit. If the accommodation has not been cleaned properly before your departure, a cleaning fee of €100 will be charged. Cleaning package (can be booked 48 hours before your departure): DÉCOUVERTE, COSY and COLLECTION rentals: €60. SIGNATURE accommodations: the cleaning package is included in the price of the accommodation.

PETS

Animals are accepted at Les Méditerranées campsites for a fee payable at the time of your reservation, with the exception of 1st and 2nd category dogs. When they are allowed, they must be kept on a leash at all times. They are prohibited near the swimming pools, in the grocery stores and in the buildings. The vaccination booklet for dogs and cats must be up to date.

VISITORS AND EXTRAS

Visitors are required to register and any extra must be paid at the reception desk. The access to the swimming pools and the entertainment is not free of charge for visitors: €10/person. The vehicle cannot be parked inside the campsite.

WRISTBAND

One wristband per person will be given to each guest at the reception desk upon arrival. It must be worn visibly on the guest's wrist during the stay and will give the guest free access to the 3 campsites.

SWIMMING POOLS

Wearing swimming shorts and modest swimsuits is strictly prohibited. Only swimsuits (1 piece or bikini for women, swim briefs for men) are allowed.

Access to the pools is regulated, some areas are reserved for adults. Minors benefit from a specific time slot.

BARBECUES

Charcoal barbecues are strictly forbidden. Only gas or electric barbecues are tolerated.

DISPUTE

In case of dispute, jurisdiction is delegated to the courts located in the place of presence of Les Méditerranées campsites.

Any eventual complaint concerning the non-conformity of the services in relation to the contractual commitments must be notified in writing (LRAR) to Les Méditerranées campsites.

MEDIATION

In the event of a dispute, you may contact us in the following manner:
- sending an email to info@nouvelle-floride-camping.com.
- sending a letter by registered mail with acknowledgement of receipt to Camping Nouvelle Floride - 562 avenue des Campings - 34340 Marseille-Plage.

You also have the possibility of referring the matter to a consumer ombudsman, within a maximum of one year from the date of the written complaint, by registered letter to the following address: BAYONNE MEDIATION - 32 rue du Hameau - 64200 BIARRITZ.

RESPONSIBILITY OF THE CAMPSITES LES MÉDITERRANÉES

The customer expressly acknowledges that Les Méditerranées cannot be held responsible in case of erroneous information communicated by its partners or by third parties, as well as via any other paper or digital support (brochure, website, social networks...) regarding the campsites and in particular photos, activities, services and dates of operation.

All photos and texts used in the brochure, on the campsites' website, social networks and partner sites are non-contractual and are only indicative. It may happen that certain activities or facilities proposed and indicated in the descriptions appearing on these communication media may be removed, in particular for climatic reasons or in the event of force majeure as defined by the French courts.

COMPUTING AND FREEDOM

In accordance with the general data protection regulations of 25 May 2018, we are committed to ensure the highest level of protection for your

personal information. Your data is used to guarantee you a service quality with an optimum treatment of your reservations and a personalized communication concerning Les Méditerranées.

You can find our personal data protection charter on our website or by simple request.

The information provided upon reservation is confidential and is not transmitted to any third party. They will be used exclusively for the processing of your reservation and for personalized communication concerning Les Méditerranées. In accordance with the French Data Protection Act of 6 January 1978, you have the right to access, rectify and oppose any personal data concerning you. To do so, simply send us a request by mail to the following address indicating your name, first name and address: Les Méditerranées - avenue des campings - 34340 Marseille-Plage.

IMAGE RIGHT

Les Méditerranées, as well as any person designated by Les Méditerranées to act as a substitute, reserves the right to use any photographic, video, sound or recording medium in which you may appear for future publications. This authorization is valid for you as well as for the people staying with you. Its sole purpose is to ensure the promotion and animation of the establishments and will not in any way harm your reputation. This authorization is granted free of charge, for all countries and for a period of 5 years.

MINI CLUB AND TEEN CLUB

Children can come to the Mini-Club from the age of 5 to 12 years old. Any child under the age of 5 years will not be accepted at the Mini Club under any circumstances.

Teen Club welcomes teenagers from 13 to 17 years old in July and August only.

SPONSORSHIP AND LOYALTY PROGRAMS

The terms and conditions of the Sponsorship program as well as the terms and conditions of the Loyalty program can be found at www.lesmediterranees.com. It is however specified that once the balance of your reservation has been paid, no discount voucher will be accepted and no refund will be made.

CANCELLATION AND MODIFICATIONS

1. Modification of your reservation

- You can change your booking, in the current year, free of charge up to 15 days before the start date of your stay, depending on the availability in the camping-village.
- **Without a written message from you** indicating a postponement of your arrival date, the accommodation may be put up for sale 24 hours after the arrival date mentioned on the contract, and you will consequently lose the benefit of your reservation.

2. Unused Services

Any stay not consumed, interrupted, or shortened (late arrival, early departure) due to your fault will not be refunded.

3. Cancellation due to Les Méditerranées campsites

In the case of a cancellation due to Les Méditerranées campsites, the sums paid will be refunded, except in case of force majeure. However, this cancellation will not give rise to the payment of damages.

4. Cancellation due to the guest

If the stay is interrupted or cancelled by a client who has not taken out insurance, Les Méditerranées campsites will not reimburse the sums paid and/or due under any circumstances.

The right of withdrawal of 7 days does not apply to the campsite. Consequently no refund will be made (except for cancellation conditions).

CANCELLATION INSURANCE

Les Méditerranées offer a rental contract cancellation insurance through its partner Gritchen Affinity: 4% of the total cost of the stay (Covid 19 extension included).

In case of cancellation, the guest must inform the campsite of his withdrawal, by mail or email, as soon as an event that prevents his departure occurs. If the loss is provided for in the general conditions (available on the website www.campeze-couvert.com or at the campsite), the customer must notify the insurer within 48 hours and provide all the necessary information and supporting documents:

- online by internet: www.campeze-couvert.com
- by e-mail: sinistre@campeze-couvert.com
- by mail: Gritchen Toledo & Associates - Claims Department
27 Rue Charles Durand - CS 70139 - 18021 BOURGES Cedex.

For more information, all the general terms and conditions of the insurance can be found at www.campeze-couvert.com. In case of interruption or cancellation of the stay by a client who has not taken out the insurance, Les Méditerranées will not reimburse the sums paid and/or due.