

# 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 or entering the establishment implies full acceptance of our general terms and conditions of sale and the regulations.

## BOOKING CONDITIONS

- The reservation becomes effective only with the agreement of Les Méditerranées and after the deposit has been received and after the reservation form has been duly completed and signed, or after the general terms and conditions of sale 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 any circumstances that may affect the execution of the reservation made. Les Méditerranées campsites offer family oriented stays, in the traditional sense, 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 rental 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.
- The plans and photos of the accommodation are for illustrative purposes only. The layout and features of the rooms may vary from one model to another.

**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 light vehicle is accepted. Les Méditerranées campsites reserve the right to refuse access to the village to groups or families with a number of participants greater than the capacity of the rented accommodation. No additional installations or child tents are accepted next to the rented accommodation.

**Booking fees:** Les Méditerranées does not charge booking fees for rentals, except in case of cancellation or modification of your reservation. For camping pitches, administration fees are applicable according to the period.

## 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](http://www.lesmediterranees.com) or contact directly our campsites.

**Pitch:** This corresponds to one night for 1 or 2 people, excluding all surcharges and tourist tax. Prices are in euros and include VAT.

**Accommodation:** These prices are per night, excluding surcharges and tourist tax. All prices are in euros and include VAT.

- Les Méditerranées may apply promotional offers during the season (periods and products to be determined).
- The amount of 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 amount of the services reserved must be paid at the time of booking at the camping-village. 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 at the time of booking.

## YOUR STAY

### 1. Arrival

- Depending on the period, the arrival days are variable.
- Rental accommodation: a deposit of €300 must be paid online before your arrival (€600 for Family PRESTIGE accommodation). You will be welcomed from 12:00 pm ; the delivery of the keys is guaranteed by 5pm at the latest.
- Camping pitches: on the day of your arrival you will be welcomed from 2pm.

### 2. During your stay

- The guest is responsible for looking after his/her personal belongings (bicycle, etc.). Les Méditerranées campsites decline all responsibility in the event of theft, fire, bad weather, etc. and in the event 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 the Mediterranean.
- 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 form, the pitch must be vacated before 11am. If you depart after 11:00 AM, an extra day may be charged at the current nightly rate. The pitch must be left clean.

- **Accommodation:** On the day of departure indicated on your form, the accommodation must be vacated, by appointment, before 10 am. The check out is done on appointment only between 8am and 10 am. 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 in a perfect state of cleanliness and the inventory can 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 by the inventory of fixtures at the end of your stay. The deposit will be returned to you at the end of your stay, after deduction of the compensation deducted, on the basis of a supporting invoice, for any damage found. The retention of the deposit does not exclude additional compensation if the costs are higher than the amount of the deposit.

The cleaning package (bookable 48 hours before your departure) is €70 in COSY and COLLECTION rentals. SIGNATURE and PRESTIGE rentals: the cleaning package is included in the price of the accommodation. If the accommodation has not been properly cleaned before your departure, a cleaning fee of €150 will be charged. The management reserves the right to apply penalties if it finds, out of a lack of respect, that the accommodation is returned in a flagrantly dirty or damaged state.

## 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. You may be asked to provide the vaccination booklet and the up-to-date civil liability insurance certificate. Unusual pets are not allowed.

## VISITORS AND EXTRAS

The number of visitors may not exceed the maximum occupancy of the pitch or rental accommodation. Subject to acceptance by the management, visitors may be admitted to the campsite under the responsibility of the campers receiving them. Visitors must first go to reception with their host and leave a proof of identity for the duration of the visit. Access to swimming pools and entertainment is subject to a fee for visitors: €10/person/day.

In this case, visitors must leave the campsite by 11 p.m. at the latest. Vehicles must be parked outside the campsite. Visitors may also request additional services, which must be paid for at reception. Depending on availability, parking spaces may be offered to visitors at €15/day. In this case, the parking space must be vacated by 11 p.m. Please note that additional parking spaces are primarily reserved for customers staying at our campsites.

## 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 modesty 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 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](mailto:info@nouvelle-floride-camping.com).
- sending a letter by registered mail with acknowledgement of receipt to Camping Nouvelle Floride - 562 avenue des Campings - 34340 Marseillan-Plage.

You also have the possibility to seize a mediator of the consumption free of charge, within a maximum delay of one year as from the date of the written claim, LRAR by depositing a file on line on the following Internet site [www.bayonne-mediation.com](http://www.bayonne-mediation.com) or by mail: Bayonne Médiation - 32, rue 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 ensuring the highest level of protection for your personal information. Your data is used to guarantee you a quality service 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 that you communicate to us at the time of your 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 Marseillan-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 youths from 12 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](http://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

Changes to your booking can be made, subject to availability in the camping complex. For each modification, a handling fee of €90 will be charged.

- Changes to your reservation can be made free of charge, subject to availability in the campings.
- Without a written message from you indicating a postponement of your arrival date, the accommodation may again be available 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.

### 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. A handling fee of €90 will be charged.

The right of withdrawal of 14 days does not apply to the campsite. Consequently no refund will be made (except for cancellation conditions).

## CANCELLATION INSURANCE

**Les Méditerranées offers a rental contract cancellation insurance through its partner Critchen Affinity: 4% of the total cost of the stay.**

In case of cancellation, the guest must imperatively inform the campsite of his withdrawal as soon as an event occurs that prevents his departure by mail or email. If the loss is provided for in the general conditions (available on the website [www.campeze-couvert.com](http://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](http://www.campeze-couvert.com).
- by e-mail: [sinistre@campeze-couvert.com](mailto:sinistre@campeze-couvert.com)
- by mail: Critchen 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](http://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, a handling fee of €90 will be charged.