

## GENERAL TERMS

### 1: BOOKING

Bookings are final subject to the settlement of 30% deposit.

Booking fee: 10€

A holiday contract will be sent to you as reception of your deposit.

You can subscribe to cancellation insurance when you book. We advise you to read its general terms.

Minors are not admitted without their parents. Any false information will cancel the booking without any refund.

We keep the right to change the number of your rental agreement, trying to respect the characteristic of your request.

### 2: CAMPING PITCH

The basic package includes the pitch for

1/2 people + 1 Camper

or 1/2 people + 1 Caravan + 1 car

or 1/2 people + 1 tent + 1 car.

Access to sanitary facilities and infrastructure.

3 packages are available: Sea view or Serenity or Ease without electricity

In low and high season arrivals are every day.

**During July and August the booking are from 7 nights minimum**

**Arrival are daily from 2 p.m to 7 p.m. - Departure until 12 o'clock.**

The days are counted from 12 to 12 o'clock. Each day began must be paid.

**Guests have to settle their stay upon arrival, possible additional costs the day before departure.**

**The delayed arrivals or advanced departures are not refund.**

**The pitch is equipped for a specific number of people; it's never possible to stay with more people (children, toddlers or babies included).**

If you delay your arrival without contacting us, the pitch will be kept for 24 hours and then will be canceled without refund of your deposit.

Sanitary block with showers without coiner.

The campsite is equipped of one cabin for disabled people and one for babies.

**If electricity, a 25 m minimum cable is required (obligatory, French socket).**

### 3: PITCHES SUPPLEMENTS

All supplements will be charged: People or children, animal, additional car, visitors...

Children under 2 years old do not have to pay.

Tourist tax from 18 years old: 0.86 € / day / person.

### 4: PAYMENT

Credit card – Bank transfer - Cash

### 5: DEPOSIT

- Keys: 25 € each

- Adaptor: 30 €

### 6: PET

Only one dog by pitch – 10 kg

For the pet admitted in the campsite, you must bring the vaccination book.

(Dogs considered dangerous, category 1 and 2 and big dogs and some breeds are not allowed in the campsite).

Your pet must be in leash all long your stay. It must be calm and mustn't bark if there are others dogs or people.

We ask you to respect the cleanliness and take out your dog outside of campsite.

**Pet can't stay alone on the pitch and it is forbidden on the beach monitored.**

### 7 : CANCELLATION

***Every cancellation must be notified in writing and will be effective at the date we receive the e-mail.***

For any cancellation or early departure, amounts paid are not refund, except in case of subscription to a cancellation insurance

**Without insurance subscription, cancellation will not result in any refund whatever the reason.**

To claim to an eventual refund, we invite you to subscribe to **the cancellation/interruption insurance when booking.**

Consult the insurance company CAMPEZ COUVERT.

**Regarding the reimbursement or postponement of the stay following the COVID-19 without cancellation insurance:**

We will apply government guidelines if were confined or administratively closed during the period of your stay.

### 8 : RESPONSIBILITY

The responsibilities of the campsite, beyond its legal responsibility is not liable for theft, loss or damage of any kind during or following a stay. Breakdown or decommissioning of technical equipment, breakdown or closure of installations.

Campsite is not in charge of external provider mentioned on our website.

All customers must comply with the provisions of the internal regulations. When a resident disturbs or causes nuisances to other residents or undermines the integrity of the facilities, it can be terminated immediately and without compensation to stay, without prejudice to requests for repairs as camping and others could argued against him.

### 9 : IMAGE RIGHTS

You authorize the campsite to use the photos of you and / or your child could be taken during your stay, on any medium, for communication purposes of Camping Les Mouettes without any compensation.

### 10 : RIGHT OF WITHDRAWAL

Under Article L121-20-4-2 of the Consumer Code, the right of withdrawal does not apply to accommodation services and leisure activities provided on a date or at specified intervals. So that, all orders made on the site [www.campinglesmouettes.com](http://www.campinglesmouettes.com) or by telephone cannot be subject to a right of withdrawal.

### 11 : COMPUTING AND FREEDOM

The information you provide to us when placing your order will not be passed on to any third party.

This information will be considered by Camping les Mouettes as confidential. They will be used only by internal camping services for processing your order and to reinforce and personalize the communication. According to the IT law and freedoms of January 6, 1978 you have the right to access, rectify, modify or delete your personal data.

For this simply make the request by mail or e-mail to Camping Les Mouettes 16 chemin de la quiétude 13500 MARTIGUES stating your name and address with proof of identity.

### 12 : COMPLAINT

In case of dispute and after entering the customer service of our institution by recorded delivery within 15 days of the stay, you can enter a mediator consumption within a maximum period of one year from the date of the written complaint, by recorded delivery, to the operator.

The coordinates of the mediator may be entered by the customer:

CM2C 14 rue Saint Jean 75017 PARIS - 01.89.47.00.14 - [www.cm2c.net](http://www.cm2c.net)

### 13: INFORMATIONS

Desk opens from 9 a.m. to 12 / 2 p.m. to 7

The access to the campsite is forbidden to the vehicles between 10 p.m. to 7 a.m.

Wearing wristband is mandatory, it helps to enhance the entrance to the campsite supervision.

**As a safety measure, it's forbidden to connect the cables to recharge the electric cars in the rentals (risk of fire)**

Washing machine and dryer (token sold at the desk)

Free WIFI area, pitch are not covered by the WIFI

**Charcoal barbecues are forbidden inside the camping and ball games as well.**

Possibility to have breakfast or half-board at the campsite restaurant.

At your disposal at the desk: books, games, hair dryer and ironing board.

Local tax and TVA is on rate in force at the day of booking. It can be changed without notice.

You can book a fridge or a gas barbecue

**Every booking made means the acceptance of our general conditions**