

GENERAL TERMS

1: BOOKINGS

Bookings are final subject to the settlement of a deposit 30 %. Booking fee: 10 €

A holiday contract will be sent to you as reception of your deposit. Contract is nominative and can't be transferred.

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 characteristics of your request.

2: RENTALS

In low season, arrivals are everyday until 7 pm

In high season, arrivals are on Saturday or Wednesday until 7 pm

You must inform us for late arrival after 7pm.

Departure is between **7am and 10am or before. Beyond 10 a.m., any half hour started will be charged 20 €**

The rental is intended for a specific number of occupants, it cannot under any circumstances be occupied by a greater number of people (children and babies included). Any false information will cancel the booking.

Only one vehicle is included in the price. A car space is provided per accommodation.

The campsite is equipped with a 2 people cottage for people with reduced mobility.

3 : RENTAL SUPPLEMENT

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

Rental of sheets pack - Towels pack – Tea towels pack - Baby pack (porta cot + high chair). (Subject to availability)

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

4: TERMS OF SETTLEMENT

The balance must be paid at least one month before arrival without any reminder otherwise the booking will be cancelled without any refund.

Any booking made during the month before your arrival must be paid entirely by credit card or bank transfer.

5: PAYMENTS

Cash – Credit card – Bank transfer

6: DEPOSIT

A deposit of 300 € will be requested on your arrival (bank imprint or cash).

Each item in the renting takes stock of, tenant has to check the inventory and report the day of arrival to the desk if anything is missing or broken. Past the allotted time tenant will be held as responsible.

We reserve the right to keep a part of or entire amount in case of deterioration, breakage or lack of material.

We give your deposit back upon the departure after the general inventory if everything is proper.

Cleaning has to be done and the renting has to be returned in a perfect state if the cleaning is not done or not well done, the cleaning service will apply depending on the number of rooms.

The cleaning service varies depending on the number of rooms:

1 bedroom: 80€ - 2 bedrooms: 90€ - 3 bedrooms: 100€

Key renting lost: 60 €

7: PET

Only one dog by renting (- 10 kg)

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

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

Your pet must be kept on a leash in the campsite for the duration of 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 your dog outside of campsite.

Animals can't stay alone in the rental and are forbidden on the beach monitored.

8: CANCELLATION

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

9 : 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.

10 : 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.

11 : 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 or by telephone cannot be subject to a right of withdrawal.

12 : 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 quietude 13500 MARTIGUES stating your name and address with proof of identity.

13 : 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

14: INFORMATIONS

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

The access to the campsite are not allowed to the vehicles between 10 p.m. and 7 a.m.

It is forbidden to connect the cables to recharge the electric cars in the rentals

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 campsite

Ball games are not allowed in the campsite, your children are under your supervision and your responsibility

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