

GENERAL TERMS AND CONDITIONS OF SALE

The registration for one of our holidays automatically implies the acceptance of these general terms and conditions by the two contracted parties.

The Management's obligations

When the campsite MER-SABLE-SOLEIL accepts a booking for one of its holiday rentals it accepts the obligation to provide the service required on the condition of its availability and after written confirmation by us.

The Client's obligations

The client accepts that the rental accommodation is only to be used as a residence of leisure.

Payment

Firm reservation requests must come through our web site or be made by written request accompanied by the signed reservation contract and a deposit of 25% of the total price of the desired rental (or the equivalent of the price of a one-night stay if the total stay is less than 5 nights), otherwise the request will not be considered. Then, you will receive a written, dated reservation confirmation. From this date onwards your reservation is considered firm and definite. It is your responsibility to contact the campsite if you do not receive the written confirmation. Any incomplete reservation request will not be accepted. The balance of your stay needs to be paid upon arrival. No reduction will be made in the case of a late arrival or an early departure with respect to the dates mentioned in the rental contract. If the required holiday rental is not available for the requested period the full total of the payment received from you will be reimbursed. Your preferred choice of rental will be satisfied if at all possible, the campsite cannot be held responsible if your request cannot be satisfied.

Arrivals and departures

Your arrival is programmed for between 3,00 pm and 8,00 pm on a Saturday. Please contact us if you believe you will be late : if you do not arrive on the pre-arranged day we will consider this as a cancellation of the contract and the accommodation will be put out to rent the following day from 8,00 am. Saturday departures must be completed by no later than 9,00 am (10,00 am all other days). If your departure is outside reception opening hours your deposit will be sent to you after the satisfactory completion of the departure inventory buy us (in the case of a cash deposit any corresponding bank charges will be supported by the client).

Cancellation

Your reservation is considered as firm and definite as soon as we send you the written confirmation. However, if you need to cancel your reservation you need to do so by registered mail (or email) at least 30 days before your arrival date, the balance of the payment will not be requested, but we will retain the deposit. If the cancellation request reaches us less than 30 days before your arrival date, then you will be liable to pay for the first week of your stay (or the total amount if it is less than one week), minus the deposit already paid. If your cancellation request reaches us 15 days before your arrival you will be liable to pay the full amount of your stay. You have the possibility to take out cancellation insurance for the price of 3% of your total stay. You can consult the guarantees included in the policy on the campsite's web site. We will send you all relevant information upon request. In the case of a cancellation by us after our written confirmation and before your arrival date we will reimburse all payment without delay.

Withdrawal

In accordance with the provisions of L221-28 of the French Consumer Code, the right of withdrawal cannot be exercised for contracts for the provision of accommodation services, other than residential accommodation, which must be provided on a specific date or period.

Security and cleaning deposit / Inventory

For all rental accommodations a deposit of €200 is required per rental, to be paid upon arrival. The inventory is to be carried out by the client and any eventual anomalies or damage must be signalled on the document provided upon your arrival. This document must be returned the same day for all stays of less than 5 nights and no later than the following day before 12,00 noon for stays of 5 nights or longer. This sum will be returned at the end of your stay after the departure inventory carried out on the day of departure if the rental is left as you found it, minus any deduction necessary for the replacement of any lost or broken material or a fixed price €60 cleaning charge. If the inventory document was not returned to reception at the beginning of your stay (as detailed previously) you will be liable for any damage or lost material and this will be deducted from the deposit even if you contest your innocence. The final cleaning is your responsibility. You also have the possibility to pay a final cleaning charge of 60 euros.

Insurance

The client/tenant is required to provide his own insurance for theft, fire and water damage for his own rental, the furniture and that of his neighbours. All persons staying on the campsite must be covered by a personal civil liability insurance. The client is covered by the campsite's own civil liability insurance for any corporal damage or damage to his material of which the campsite is recognised responsible excluding any damage emanating from outside forces such as, but not limited to, gales, storms, tornadoes ...

Conditions concerning rental accommodations

The client undertakes to respect the rules and regulations of the campsite and all corresponding legal rules, regulations and requirements appertaining to the camping industry and any other linked commercial activities and also all town planning and municipal regulations. The client accepts the site in its state at the beginning of his rental period. The client undertakes to respect the surroundings and installations and to not alter or modify them in any way. Under no circumstances can the client transfer or cede the reservation, which is in his name and personal to him, to a third party, without the prior written authorisation of the management.

Visitors

The client must inform the management without delay of the presence or visit of any person who is not included in his reservation. These people must be registered as visitors. If the visit lasts longer than one day a supplement will be charged.

Pets

Animals (cats and dogs only) are accepted at the price of €4 per day. Vaccination documents are obligatory and must be shown. Animals must be kept on a lead and must not be left alone in the rental accommodation. Dogs in categories 1 and 2 are not permitted.

Internal rules and regulations

The client undertakes to respect the internal rules and regulations of the campsite and to ensure that the persons in his rental accommodation do likewise. The management will put an immediate end to any stay, without reimbursement or compensation, for the non-respect of the internal rules and regulations or for any behaviour considered as unneighbourly or disruptive of the campsite's peace and quiet.

Complaints

Any eventual complaint concerning your stay needs to be put in writing and sent by registered post with acknowledgement receipt in the month following your stay to this address : MER-SABLE-SOLEIL, chemin du Mouret-Leucate plage 11370 LEUCATE or by email to info@mer-sable-soleil.com. You can also make your complaint directly to the reception. All complaints will be recorded in our complaints book and will be treated in due course.

Resiliation

The non-respect of any of the conditions in this contract by either parties, will, after a formal notice itself non-respected, result in the cancellation of the contract without need to fulfil any formal or judicial procedure, there will be no reimbursement nor compensation.

Litigation

In respect of article L,612-1 of the consumers' code, you can, without charge, appeal to the mediation service MEDICYS on whom we depend, by email following this link : <https://app.medicys.fr/?proId=1acc4bc7-c8a5-4d6e-8490-2990aa40170f> or by post : ME-DICYS-73 boulevard de Clichy – 75009 PARIS

Personal information

Mer Sable Soleil undertakes to respect the conditions laid out in the regulation (UE) n°2016/679 of 27 April 2016 regarding the protection of personal information. You can consult our privacy policy on our web site www.mer-sable-soleil.fr heading 'downloads' : privacy policy.