

## GENERAL TERMS AND CONDITIONS 2024 – Camping Mer Sable Soleil

To book a stay with us, you must agree to our general terms and conditions, which are binding for both parties. **MANAGER'S COMMITMENT** The rental contract commits the MER-SABLE-SOLEIL campsite to providing the proposed service in accordance with the type of booking requested among the available range and confirmed by us in writing. **CAMPER'S COMMITMENT** The camper expressly promises to occupy the rented accommodation for holiday purposes only. **BOOKING RULES** Your booking request must be made via our website, or in writing by sending us the signed rental contract and 25% of the total rental amount as a deposit (or payment for the first night if the booking is for less than 5 nights), as well as the handling fee, failing which, the booking will not be registered. You are committed and the booking becomes firm on the date of our written confirmation. If you do not receive such written confirmation, it is your responsibility to contact the campsite without delay. Your booking will not be registered until we receive all of the requested items from you. The balance of the booking amount must be paid at the latest 30 days before your arrival date. (Tourist tax is payable on arrival.) Any booking that has not been paid for in full by the above-mentioned deadline will automatically be cancelled without any refund of sums already paid. No discount will be granted for late arrival or early departure. Only the dates stated in the booking will apply. In the event that the accommodation is unavailable for the booked period and that we are unable to confirm your booking, you will be refunded for all sums paid. Any preferences stated at the time of booking will be satisfied whenever possible, but are not binding for the campsite. **CHECK-IN / CHECK-OUT** You must check in at reception on Saturday between 3pm and 8pm (between 4pm and 8pm on other days of the week). Please let us know if you expect to arrive late, in which case: Your booking will be maintained for 48 hours after the arrival date stated in the rental contract, on the condition that you inform us in writing. In the absence of any message from you, your failure to arrive on the planned date will be considered as a cancellation and the rental unit will be deemed available for rental 24 hours after the arrival date mentioned in the rental contract. Consequently, you will lose the benefit of your booking. On the Saturday of departure, you must leave your accommodation by 9am (or 10pm on other days). **CANCELLATION** You become committed by a firm booking on receipt of our written confirmation. However, the following clauses will apply to any cancellation that the campsite receives by registered mail (or by email): Cancellation notification reaching us at least 30 days before your planned arrival date: you will not be asked to pay the balance for your booking or, if the balance has already been paid, you will be reimbursed. Your deposit and handling fee will not be refunded. Cancellation notification reaching us within 30 days of your planned arrival date: we will retain the deposit and handling fee as well as the cost of the first week of your stay. (For stays of less than 7 nights, we will retain the full amount). The remainder of the balance will be refunded. Cancellation within 15 days of your planned arrival date: we will retain the full amount of your booking. You may take out cancellation insurance at the time of booking. You can consult the insurance policy clauses directly via the campsite website: [www.mer-sable-soleil.fr](http://www.mer-sable-soleil.fr). We can send you the documentation on request. In the event of cancellation, if you have taken out cancellation insurance, you will need to send a claim to the insurance company to benefit from a refund. If the insurance company refuses to cover the claim on the basis that your reason for cancellation does not comply with the insurance policy clauses, then the above-stated cancellation terms will apply. If we cancel your booking (except in the event of "force majeure") after having sent you written confirmation and before your arrival date, the sums already paid will be immediately reimbursed in full. **WITHDRAWAL PERIOD** "In accordance with Article L.221-28 of the French Consumer Code, the right to withdraw does not apply to contracts for accommodation services other than the provision of residential accommodation for a specified date or period" **SECURITY DEPOSIT / INVENTORY** For rental accommodation, you will be asked to pay a security deposit of 200 euros per unit, on your arrival (by card or French chèque). The customer must carry out an inventory check and indicate any observed damage in the form provided on arrival, which must be returned to reception on the day of arrival for stays of less than 5 nights, or at the latest by midday on the following day for stays of 5 nights or more. If the inventory form is not returned to reception by the stated time, the cost of any damage or missing item will be deducted from your security deposit and you will not be entitled to contest your liability. On your departure, you are responsible for the cleaning of your accommodation. If you wish, you can call upon a cleaning service for the fixed price of 60 euros. An outgoing inventory check will be carried out after your departure and compared with the incoming inventory. The cost of any observed damage or missing item will be deducted from your security deposit, and the sum of 60 euros will be withheld if the accommodation has not been properly cleaned. The security deposit cheque or card imprint will be destroyed 7 days after your departure. We will send you an email to confirm this. **INSURANCE** The customer is under obligation to take out insurance cover against theft, fire and flooding relating to the rented accommodation and furniture as well as third-party claims. Any person staying on the campsite must be covered for third-party liability. The customer is covered by the campsite's own third-party liability policy for any physical injury or material damage caused to the customer and for which the campsite has been deemed liable, except in the event of damage caused by external forces such as, but not limited to, violent winds, storms, tornadoes, natural disasters, etc. **CHARGES AND SPECIAL TERMS RELATING TO RENTAL ACCOMMODATION** The customer hereby promises to use the rental unit in accordance with the campsite rules, regulations and memoranda, and the legal and regulatory requirements of the outdoor accommodation sector and pertaining commercial activities, as well as town-planning regulations. The customer accepts the accommodation in the state of repair in which they find it on the day the rental contract comes into effect. The customer promises to maintain the accommodation and its contents in a good state of repair and to refrain from making any structural changes. The customer may under no circumstances cede or relinquish the booking made in their name without the prior written consent of the manager. **IMAGE** During your stay, we may be required to take photographs and/or videos for animation and/or communication purposes in which you and the persons accompanying you are likely to appear. By confirming your booking, you authorize us to use the photos and/or videos on our communication media (including facebook, instagram, brochure, newsletter, but not limited to). It is your responsibility to inform the participants of your stay of this clause. Any specific refusal must be notified to us by e-mail ([contact@mer-sable-soleil.com](mailto:contact@mer-sable-soleil.com)) or by registered mail with acknowledgment of receipt. Our receipt of your refusal will be notified to you by e-mail. It will be your responsibility to stay away from the animations during the shooting. **SERVICES / ANIMATIONS** Certain services and/or activities that we offer may be temporarily unavailable during all or part of your stay. We can not be held responsible for this, no return of the price, total or partial, will also be made as a result. Paid events with booking at reception will of course be refunded in the event of cancellation by us. **VISITORS** The camper must immediately inform the manager of any visits from people who are not staying on the campsite. Such visitors must be signed in at reception and signed out on their departure. For visits lasting longer than one day, fees will become due at the rates in force. **PETS** Animals (dogs and cats only) are accepted for a price of 5 euros per day and per animal, with a maximum limit of 2 animals per mobile home. They must be identified and up to date with legally required vaccinations. They must be kept on a leash and not left alone in your rental. Category 1 and 2 dogs are not admitted. **ELECTRIC OR PLUG-IN HYBRID VEHICLE:** Electric or plug-in hybrid vehicles must be declared at the time of booking or at the latest on the day of your arrival. A single flat rate, independent of the length of your stay, will be applied per vehicle in order to contribute to the additional electrical cost caused by the possible recharging of your vehicle. Owners of electric or plug-in hybrid vehicles not declared when booking or at the latest on the day of their arrival will have to pay the flat rate plus 10 euros. **RULES & REGULATIONS** The customer promises to observe campsite rules and regulations and to ensure that all members of their group respect them also. Management will immediately terminate the contract, without any payment or compensation, in the event of non-compliance with campsite rules and regulations, violation of rules relating to neighbourly relations, incivilities, or any other incident that may disrupt the smooth running of the campsite. **CLAIMS** Any claim you may wish to make after your stay should be formulated in writing and sent by registered post with proof of delivery, within one month of your departure, to the following address: MER-SABLE-SOLEIL - Chemin du Mouret-Leucate Plage - 11370 LEUCATE - France or by email to [contact@mer-sable-soleil.com](mailto:contact@mer-sable-soleil.com). You may also inform reception of your claim in person. All claims must be recorded in our claims register for proper processing and follow-up. **TERMINATION** Violation by either party of any of the clauses of this contract will result in the contract's rightful termination if a mere warning proves insufficient to rectify the matter. This will involve no legal formalities and no prejudice to the right to claim further damages. **LITIGATION** In accordance with Article L.612-1 of the French consumer code, you may call upon the mediation services of CM2C free of charge by going to: <https://www.cm2c.net> or a request by post to: CM2C – 14 rue Saint Jean – 75017 PARIS – France. **PERSONAL DATA HANDLING** Mer Sable Soleil promises to comply with the provisions of EU regulation 2016/679 dated 27 April 2016 relating to the protection of personal data. To consult our privacy policy, go to the "downloads" page of our website [www.mer-sable-soleil.fr](http://www.mer-sable-soleil.fr) and download the privacy charter.