

## I/ CONDITIONS OF RESERVATION

Any booking request must be accompanied by payment of a deposit and booking fees as well as acceptance of the general conditions of sale. The reservation will be considered final once it has been written confirmation from Camping Club Le Marisol. Minors must be accompanied by their parents or legal guardians. The Camping Club Le Marisol offers family-oriented stays, so he reserves the right to refuse any booking that would violate this principle or divert it. Booking of pitch or accommodation being nominative, it can not be sublet or even surrendered.

In the event of an incorrect declaration by the lessee, this contract shall be automatically terminated and the sums paid shall be vested in manager.

## II/ PAYMENT CONDITIONS

### 1- Application fee :

This amounts to 49,50 € for offline bookings but is free for all online reservations made via our website [www.camping-marisol.fr](http://www.camping-marisol.fr). In the event of a cancellation (unless you have taken out special cancellation insurance), these fee is non-refundable.

### 2- Deposit/Balance:

- If the reservation takes place more than 30 days before the date of stay, a deposit of 30% of the amount of the stay + application fee will be requested and the balance must be paid no later than 30 days before your date of arrival at camping.

- If the reservation takes place less than 30 days before the start date of your stay, payment of the total amount of your stay will be requested upon reservation.

## III/ YOUR STAY

### 1- Arrivals: pitches

Upon arrival, we will ask you to pay a security deposit (visa or master card print, cheque or cash) of 50 € for the gate's card. This deposit will be returned at the end of your stay in exchange for the return of this card. You will be given a bracelet to access the campsite (Port required) for each participant of the stay and will be charged 5€ in case of loss. Out of season: arrivals are made on the day of your choice for a duration minimum of 2 nights. Your pitch will be made available between 2 pm and 7 pm minimum duration of 2 nights. In July-August: arrivals are made on the day of your choice for a minimum duration of one week. The rented location will be set at your disposal between 2 pm and 7 pm. You will have to inform the campsite of any delayed arrival. The locations are kept for 24 hours after the date arrival. After this period, they cease to be detained and the entire cost of stay will be charged to you. Only one vehicle per location, a second vehicle can be accepted according to your dates of stay on special request at the camping and extra charge (see prices).

### 2- Arrivals: accommodations

Upon arrival, we will ask for two security deposits (visa or master card print, cheque or cash). One of 300 € for the rental equipment and one of 100 € for the cleanliness of the accommodation. These 2 will be returned independently of each other, after review of the cleanliness and inventory. You will be given a camping access bracelet (Shipping required) for each participant in the stay and will be charged 5 € in case loss. Out of season: arrivals are made on the day of your choice for a duration minimum of 2 nights. The delivery of the keys takes place between 4 pm and 7 pm. In July-August: the arrivals are from Saturday to Saturday or from Sunday to Sunday depending on the conditions of your booking contract for a minimum of one week. The delivery of the keys takes place between 4 pm and 7 pm. You will have to inform the campsite of any delayed arrival. Rentals are kept for 24 hours after the arrival date. After this period, they cease to be detained and the entire cost of your stay will be charged to you. The material of each rental is the subject inventory. The tenant is required to monitor the inventory upon arrival and report any anomalies before noon. Only one vehicle per rental.

### 3- During your stay

It is up to the camper to insure himself. In case of loss, theft, degradation of effects personal or damage in case of fire, weather. LThe Camping Club Le Marisol can not be held liable. Each person staying on the campsite undertakes to comply with the provisions of the internal regulations posted at the entrance to the campsite. Silence must be total between midnight and 7am. In addition, vehicle traffic is limited to 10km/h and is prohibited between 11pm and 7am. The speed limit on site is 10 km/h and vehicle movement on site is prohibited between 11pm and 7am. Visitors are allowed on the site from 9am to 11pm. They will have to show up at the reception in order to state their identity as well as those of the persons they visit and will have to pay a fee. Their vehicle will remain parked in the outdoor parking lot. Tents are not accepted at rental locations. During your stay, you can be photographed or filmed and appear on our next advertising media. In case of refusal on your part, please contact us on notify by registered letter, accompanied by a copy of your ID. Pets are accepted

on the site by paying a fee (see prices).

They must be kept on a leash, tattooed, vaccinated and declared to the reception. They will not be left alone in the rental or on the location. Dogs of 1st and 2nd category are strictly prohibited. (cf Ministerial Decrees of 30/06/92, 22/01/85 and 06/01/99).

### 4- Departures: pitches

Locations must be released on the day of departure before noon. Past this time one more night will be charged.

### 5- Departures: accommodations

Departures are made on the day indicated on the booking confirmation between 9 am and 11 am according to availability and by appointment arranged at the reception. For any departure outside the hours agreed upon with the reception, 100 € will be charged.

The accommodation will be returned in perfect condition of cleanliness and any broken or damaged object will be at your expense as well as the restoration of the premises if this proves necessary.

The withholding of the surety does not exclude additional compensation in the event that the costs exceed the amount of the surety.

### 6- Storage - Occupation:

Unoccupied units can be left on the site only with the management's prior consent and only on the pitch indicated. This service comes at an extra fee, indicated below.

Any pitch that is being used to store a unit, without having signed a rental contract, or if this use is in breach of a contract, notably with regards scheduled payments, a "storage" fee of 40 € per day shall be applied for standard pitches, and 60 € per day for pitches equipped with water, electricity and waste disposal.

## IV/ CANCELLATION

### 1- Unused Services

No reimbursement will be made, in the event of a late arrival or early departure.

### 2- Cancellation by the Client (excluding clients with insurance cover)

If the cancellation occurs 45 days or more before the planned date of arrival, the deposit and booking fee will be retained by the campsite.

If the cancellation occurs less than 45 days before the arrival date, the total cost of the stay will be retained.

### 3- Cancellation by campsite

The Campsite reserves the right to cancel your stay in the case of force majeure or unforeseen circumstances that could pose a health and safety risk.

### Complaints

Any client wishing to make a complaint should contact the campsite complaint service:

- by post with confirmation of receipt to the campsite address The campsite will reply to the client within two months. When no amicable solution can be found, and if the issue persists, without prejudice to take legal action, the Campsite will offer to call a mediator: SAS Médiation Solution  
222, chemin de la bergerie - 01800 Saint Jean de Niost -  
contact@sasmediationsolution-conso.fr -  
<https://sasmediationsolution-conso.fr/>

### Right of withdrawal

In accordance with article L.121-19 of the consumer code, the Campsite informs its clients that the sale of accommodation services provided on a specific date, or during a defined period, is not subject to a 14-day withdrawal period.

### 4. Insurance cancellation:

Our partner Gritchen Affinity offers optional cancellation insurance which entitles those clients who have purchased Gritchen Affinity insurance cover to a full or partial refund of their holiday. In the event of cancellation, customers should advise the campsite, by letter or email as soon as possible after the event preventing their departure. If the claim is covered in the general terms and conditions (available on [www.campez-couvert.com](http://www.campez-couvert.com) or from the campsite), please notify the insurer within 48 hrs, and provide all the necessary information and supporting documentation.

## V/ INFORMATION AND LIBERTY

The information you provide to us when you make your booking will not be passed on to any third party. This information will be treated as confidential. It will be used solely for the internal purpose of processing your order and to strengthen and personalise the communication and services proposed to clients of Campings Grand Sud based on your areas of interest. In accordance with European data protection regulations, you have the right to access, rectify and oppose any personal data concerning you. To do this, simply write to us at the following address and giving your surname, first name and address: Camping Le Marisol - Boulevard de la Plage - 66440 TORREILLES, France.