

TERMS OF SALES



THE RENTAL IS PERSONAL, IT CANNOT BE TRANSFERRED OR SUB-LEASED.

We refuse access to families arriving with a number of participants greater than the capacity of the rented accommodation or the pitch (babies and children included).

IMPORTANT :

If you cannot book directly on the website, contact our reception at (+33) 4 68 80 23 80. Any advantage mentioned after confirmation of booking will not be taken into account. Reservation fees will be based on our current rates depending on the type of reservation.

PITCHES :

The basic package includes the pitch (with electricity, 10 amps) for the tent, caravan or motorhome, 2 people, a vehicle, access to sanitary facilities and free campsite services. 6 people maximum per pitch. In addition: animals, vehicles (on parking), additional people, tourist tax. **Arrival from 12 noon. Departure before 10:00 am.** Access bracelets: A mandatory bracelet gives access to the campsite and activities.

RENTALS :

Our accommodation is fully equipped (water, gas, electricity 16 amps), crockery, garden furniture with the exception of bed and bathroom linen (blankets are provided, it is possible to rent disposable sheets) The rental includes: the number of people corresponding to the accommodation capacity of the Mobile Home, water, gas, electricity, access to free campsite services (Mandatory Bracelet) and 1 car. In addition: animals, additional vehicles (on parking), and tourist tax. A deposit of 500 € is required on arrival. It will be returned to you on the day of your departure, after deduction of any cleaning costs (according to the current rate) and of repairing the premises and / or the value of the missing or damaged equipment.

A lump sum at the current rate will be retained if the rental has not been cleaned before your departure. **Keys will not be given before 3 p.m. The rental will be vacated at 10:00 am.** Access bracelets: Mandatory bracelet giving access to the campsite and all its activities.

FOR RESERVATIONS :

1. Deposit: according to the current rate will be deducted from your invoice.
2. Application fees, once invoiced, they cannot be reimbursed in the event of cancellation.
3. Balance of your stay is to be paid 1 month before your arrival for pitches and rentals. Payment of the stay: checks in Euros, Holiday vouchers, CB, Cash and Transfers.
4. In the event of cancellation of the stay, the sums paid remain with "Camping Le Sainte Marie" or, where applicable, reimbursed by the cancellation guarantee (terms and conditions set out below).
5. In the event of a delayed arrival at the reserved pitches / rentals, we will not issue a refund. In the absence of a written message from you stating that you had to postpone the date of your arrival, we will take over the disposal of the pitch or rental at 8 am the next morning. Full payment of the stay remains required. (Telephone messages are not accepted).
6. It is prudent to call us to ensure availability before sending your reservation. The final location will be determined on the day of arrival, the campsite will take your wishes into account but no guarantee will be given. By return mail you will receive a confirmation letter or an email which will give the final agreement to your reservation. Arrival and departure times: exceeding the hours will result in an additional night being billed.

CANCELLATION GUARANTEE :

1 / Cancellation due to camping: In case of cancellation due to the camping, except in cases of force majeure, the stay will be fully refunded. This cancellation may not, however, give rise to the payment of damages.

2 / Cancellation by the camper without cancellation guarantee: Sums paid remain acquired at the campsite.

COVID-19: In the event of containment, border closure or administrative closure of the campsite, quarantine on your arrival or on your return to your country, you may cancel your stay until your scheduled arrival date. You will then be offered reimbursement of all sums paid or a credit note valid for two years at the campsite.

3 / Cancellation by the camper with the cancellation guarantee. The costs following a cancellation (deposit paid) are covered by the cancellation guarantee for an amount of 25 € TTC per stay in a campsite and 37 euros of the amount of the stay in a mobile home. If one of the following events occurs before your stay: serious illness, serious accident or death affecting a member of your family (your ascendants, descendants, brothers and sisters), significant material damage affecting your own property and imperatively requiring your presence - redundancy.

COVID-19: The guarantee covers the cancellation of the stay: you or one of the accompanying persons is sick with COVID or tested positive upon departure. Our department or yours officially passes by government ordinance in the red zone at risk, with travel not recommended. The reimbursement of the sums paid will be deducted from the administration and cancellation fees. To be admissible, the cancellation of the stay must be notified by registered letter with acknowledgment of receipt and accompanied by precise and indisputable supporting documents, no later than 3 days after the event causing the cancellation.

ANIMALS :

1st category dogs are strictly prohibited. Animals must be tattooed and provided with their up-to-date vaccination record. In rentals, only one small animal is allowed.

VISITORS :

Visitors and guests are required to report to reception, no fees will be charged; however, they will not be able to enjoy the aquatic area. Their vehicle will be parked outside. Animals will be allowed on a leash.

DISPUTES :

Any dispute will be submitted to the competent jurisdiction of Perpignan.

In the event of a dispute and after entering the "customer" service of the establishment, any customer of the campsite has the possibility of entering a consumer mediator, within one year from the date of the written complaint, by LRAR, from the operator. The contact details of the mediator are: Medicycs 73 boulevard de Clichy 75009 Paris.

IMPORTANT NOTE :

Everyone is required to comply with the provisions of the campsite's internal regulations under penalty of an immediate termination of the contract and leading to an immediate exclusion

Swimming shorts are prohibited in the swimming pool and wristbands are compulsory. Only people in swimsuits will be allowed around the pool. No brochure is immune from error. Please confirm the opening dates of the various services and the prices when booking. Only the prices mentioned on your invoice will be contractual.

CAMPING LE SAINTE MARIE RUE DES CLAUSES 66470 SAINTE MARIE

www.campinglesaintemarie.com – Tél.(0033) 4.68.80.48.10.