

# GENERAL BOOKING CONDITIONS

By booking a holiday you are agreeing to abide by all the booking conditions.

- Booking shall only become effective after the village agreement and after reception of the deposit and the duly completed and signed booking contract; or online, after your acceptance of the general sales conditions and payment of the deposit, and the campsites acceptance.
- Yelloh! Village offers family oriented holidays. The campsite is entitled to refuse any bookings which may be contrary to this principle or be inappropriate.
- The booking of a campsite pitch or rental is strictly personal and may under no circumstances be sublet or transferred without prior consent of the campsite.
- Minors must be under the supervision of their parents.
- The customer is responsible for his choice of reservation and for the adequacy to his needs. The camping can't made liable for choices made by the customer.

## CAMPING PITCH

- The basis price defines 1 pitch for 2 persons, 1 caravan or 1 tent + 1 vehicle (to be parked on the pitch), or 1 camper, the electricity (10 amperes), access to bathroom facilities, to the pools and camping infrastructures.
- The pitches are limited to 6 persons maximum.
- ARRIVAL: from 1 p.m.
- DEPARTURE: before 11 a.m.
- Any change during the course of the stay not envisaged in the contract (additional person, additional installation...) will be progressively paid at the reception.
- Animals must be kept on a leash.

## RENTALS

- Our prices include access to the pools, activities and infrastructures.
- We reserve the right to refuse access to the village to groups or families that consist of a larger number of persons than the capacity of the rented accommodation.
- **ANIMALS ARE NOT ALLOWED IN THE RENTALS** (except in some of our holiday homes without airco and cottages Africa), extra fee €6/night.
- **Sheets and towels** are not provided (except in the Premium and \*\*\*\* cottages). Disposable sheets can be purchased at the reception.
- **Tea towels** are not provided.
- **Television** is not provided (except in Premium and \*\*\*\* cottages)
- **ARRIVAL:** key hand-over in the afternoon **as from 5 p.m.** After 8 p.m., you will be taken care of by the night guard. A security deposit of €200 will be asked for by credit card.
- **DEPARTURE:** before 10 a.m. by previously agreed appointment made with the reception **BY LATEST 3 DAYS PRIOR** to departure.
- At the time of your departure, the rental must be returned in a perfect state of cleanliness, the inventory checked, any object broken or deteriorated will be at your charge.
- The deposit will be cancelled after control by the house keeper.

The management reserves the right to ask you an additional compensation for any noticed damages.

- Final cleaning is to be ensured by the tenant. If management judges necessary, a **FIXED PRICE FOR CLEANING OF €80** per rental will be taken into account.
- All additional installations (tent for example) beside the rentals are not permitted.
- The rental parking space is for one vehicle only. All other vehicles must be parked outside the campsite.

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## TOURIST TAX

- Tourist tax in addition: €0,60 per day and per person from 18 years (subject to modifications in the by-law).

## RESERVATION

- No reservation fees
- In the event of need for planning, management reserves the **RIGHT TO CHANGE THE NUMBER OF THE site** (rental or pitch).
- Choose your number or enjoy two pitches or accommodations side-by-side = additional 30€ per stay

## PAYMENT INSTRUCTIONS

- For the reservations carried out more than 30 days before the date of arrival, a deposit of 25% of the total price of the reserved services must be paid upon the reservation. The balance must be paid at the latest 30 days before the date of the beginning of the stay.
- For reservations carried out less than 30 days before the date of arrival, the full payment must be made at the time of the reservation.

## NO RIGHT TO WITHDRAW

In line with article L.121-19 of France's consumer code, Yelloh! Village would like to inform its customers that the sale of accommodation services provided on a specific

date or according to a specific timeframe is not subject to the provisions pertaining to the 14-day cooling off period.

## CANCELLATION AND ALTERATIONS

### 1. Changing your booking

Customers may request that their stays are altered (dates, accommodation type) by writing to the campsite (by post or email), subject to availability and options. Postponements will not be permitted. If no changes are made, customers must arrive for their stay in accordance with the original booking conditions, or cancel their stay in line with the conditions of their cancellation insurance.

- Requests to extend stays will be put into effect subject to availability and to applicable prices.
- Requests to reduce stays are viewed as partial cancellations and will be subject to stipulations regarding cancelling and curtailing stays.

### 2. Unused facilities

- **In the absence of a written message stipulating that your arrival date has been postponed**, then the pitch or rental shall become available for resale the day after the date mentioned on the contract from 1p.m.. As a consequence you then lose the benefit of your booking, without refund.
- **Interruption**

Any holidays that are interrupted or cut short (late arrival, anticipated departure) on your part will not give rise to a reimbursement.

### 3. Cancellation by Yelloh! Village

In the event of cancellation by Yelloh! Village, except in the case of force majeure, the stay will be refunded in full. This cancellation shall not however incur the payment of damages and interest.

### 4. Cancellation due to camper

All booking cancellations must be made in writing directly to the club farret (email, fax or letter).

You must make sure of the good reception of your cancellation (a confirmation of cancellation will be sent per e-mail within 48 hours).

In the event the stay is interrupted or cancelled by a customer who has not taken out cancellation insurance, Club Farret shall not reimburse the amounts already paid and/or due.

## DURING YOUR STAY

It is up to campers to ensure they have insurance: campers are responsible for looking after their personal belongings (bicycles etc.). The campsite declines any responsibility in the case of theft, fire, bad weather, etc... and in the event of incidents concerning tenant civility.

All customers must adhere to the campsite rules. Each named tenant is responsible for noise or disturbance caused by the people staying with him or by people who may visit him. By violation of the campsite rules, the management reserves the right to evict the customers of the campsite without refund.

## POOLS

As a hygienic measure only traditional bikinis, swim suits and shorts are allowed. Wristband is compulsory.

## ANIMALS

Animals are accepted (except 1st and 2nd category dogs) only on camping pitches and selected holiday homes without aircon or cottages Africa in exchange for a fee which must be paid upon booking. They must be kept on a leash at all times. They are not allowed near the swimming pool, in the shops and in the buildings. The vaccination certificate must be up to date for dogs and cats.

## IMAGE REPRODUCTION RIGHTS

You give permission to Yelloh! Village, as well as to any person chosen by Yelloh! Village, to take photographs of you, to record you or to film you during your stay with Yelloh! Village and to use the resulting images, sounds, videos and recordings using any media (especially on Yelloh! Village websites and web pages, including Facebook, on Yelloh! Village information and promotion media and on travel and tourism guides). This permission applies for you as well as for people staying with you. The sole purpose of this is to promote and to provide information about Yelloh! Village establishments and the Yelloh! Village network, and may in no event damage your reputation. This permission is provided free of charge for all countries and for a period of 5 years.

## DISPUTE

Claims regarding non-compliance of services with binding commitments may be submitted by post or email to the manager of Club Farret or to Yelloh! Village within 30 days after the end of the holiday.

In the event of litigation, competence is delegated to the Beziers court of Justice.

## MEDIATION

In the event of a dispute with one of the establishments in our group, you may contact us in the following way:

- Send a registered letter with acknowledgement of receipt to the manager of the village concerned
- Send a copy of this letter to customer services by post to YELLOH! VILLAGE - BP 68 - 7 chemin du môle - 30220 AIGUES MORTES - FRANCE
- You may refer to the Mediacys mediation centre after a period of one month following the time you sent these letters/emails. Please make your submission online at [www.mediacy.fr](http://www.mediacy.fr), or by post to: Mediacys - 73 Boulevard de Clichy - F-75009 PARIS.

## COMPUTURIZED DATA AND PERSONAL FREEDOM

The information you provide when you perform your order will not be transmitted to a third party. This information is regarded as confidential. It will only be used for internal services of Yelloh! Village, for the processing of your order and to reinforce and personalize communication and offer of services reserved for the use of Yelloh! Village customers in relation to your pastimes.

In accordance with the law relating to computerized data, files and personal freedom of January 6<sup>th</sup> 1978, you have the right to access, rectification and opposition of personal data concerning you. You just have to send us a written request.

## Travel cancellation insurance/ interruption of stay

For more information please refer to the general terms and conditions: [www.camepez-couvert.com](http://www.camepez-couvert.com)  
Tél. : +33 248 275 078

Club Farret offers cancellation and interruption insurance in partnership with Gritchen Affinity, for a fee of €15 including taxes per holiday for camping pitches or from €3 including taxes per night for rental accommodation.

## IN THE EVENT OF CANCELLATION

1. the customer must notify the campsite as soon as the incident occurs by letter or by e-mail.

2. **the customer must notify the insurance company within 10 working days** and provide all the necessary information and supporting documents:

- online via internet: [www.camepez-couvert.com](http://www.camepez-couvert.com)
- by e-mail: [sinistres@camepez-couvert.com](mailto:sinistres@camepez-couvert.com)
- by letter: Gritchen Tolède & Associés  
Sinistre Campeze Couvert - 27 rue Charles Durand - CS 70139 - 18021 BOURGES Cedex, FRANCE.

## LIST OF THE COVERED EVENTS (subject to presentation of receipts and after deduction of excess fee):

- Death, accident or serious illness, hospitalisation of the insured person, a relative or a close family friend.
- Complications of the pregnancy for the insured person.
- State of pregnancy contraindicating the trip due to the nature of the trip.
- Redundancy / contractual termination.
- Contraindications or consequences of vaccinations.
- Depression, psychological, emotional or mental illness.
- Serious vehicle damage.
- Getting a job.
- Cancellation or change to paid leave.
- Professional transfer.
- Serious damage caused by fire, explosion or water damage
- Tourist visa refusal.
- Summons: in preparation of adopting a child, as either a witness or jury member or for an organ transplant.
- Natural disasters (according to the Law No. 86-600 of 13 July 1986, as amended).
- Cancellation of one of the persons accompanying the insured person (maximum 6 people).
- Separation (civil partnership or marriage).
- Theft from business or private premises

## Club Farret \*\*\*\*

Camping La Plage \*\*\*\*

Camping Beach Farret Tamaris \*\*\*\*

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