

Article 1 – BOOKING CONDITIONS

- The booking becomes effective only upon acceptance by the Village after:
 - Receipt of the deposit;
 - Receipt of the duly completed and signed booking contract or acceptance of the general terms and conditions of sale when booking online.
- Bookings shall only be binding on Yelloh! Village if accepted. Yelloh! Village reserves the right to accept or refuse any booking depending on availability or any circumstances likely to prejudice its execution.
- Yelloh! Village offers family holidays, in the traditional sense, and the accommodation has been specially designed for this purpose.
- Yelloh! Village reserves the right to refuse any booking that might contravene or attempt to pervert this principle.
- Booking of camping pitches or rented accommodation is made strictly on a personal basis. Under no circumstances may you sub-let or transfer your booking without the prior consent of the Village
- Minors must be accompanied by their parents or legal guardians
- All children are considered participants.

Camping pitches

- The basic package includes the pitch for the tent, caravan or camper van for one or two people, access to the toilet blocks and to the residential facilities.

Rental accommodation

- The rental accommodations are furnished and can accommodate a maximum number of guests. Yelloh! Village campsites reserve the right to refuse access to the village to groups or families whose number exceeds the capacity of the accommodation rented.

Group bookings

- All bookings made for more than 4 accommodation units by one person or made by different people who know each other and who are travelling together for the same reasons and for the same holiday dates at the same Yelloh! Village are deemed to be group bookings.
- Accommodation appearing on the commercial Yelloh! Village website is intended exclusively for individual bookings.
- For all group booking requests, you must contact the Yelloh! Village in question by telephone, email or via the Contact Us section. The Yelloh! Village campsite contacted reserves the right to examine booking requests before accepting or declining them.

Article 2– BOOKING FEES, PRICES AND TAXES

- Yelloh! Village waives the booking fee for rental accommodations and camping pitches.
- The prices shown are valid for all stays until 31 December 2026 and for the 2027 season. They correspond to one night and are quoted in euros, including VAT.
- The tourist tax varies according to the local council, and the final amount will be determined on the date of arrival.

Article 3- TERMS OF PAYMENT

- For bookings made more than 30 days before the start of the holiday, the deposit of 25% of the total price of the facilities booked must be paid to the village at the time of booking. The balance must be paid to the village no later than 30 days before the start of a holiday.
- For bookings made less than 30 days before the holiday start date, payment must be made in full at the time of booking with the village (25% deposit + balance of stay).
- If the customer fails to pay the deposit at the time of booking or the balance at the latest 30 days before the start of the stay, the Village reserves the right to cancel the booking and to make the accommodation available for rental again. This cancellation due to non-payment will not give rise to any refund of amounts already paid by the client.

Article 4- WITHDRAWAL, MODIFICATION AND CANCELLATION

1. No right to withdraw

- In line with article L.221-28 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 time frame is not subject to the provisions pertaining to the 14-day cooling off period.

2. Booking alterations

- After the 15-day period prior to arrival, no modification requests will be accepted.
- If the modification requested by the customer cannot be accepted by the campsite (no availability, no possibility, or 15-day period exceeded...), the customer must either carry out their stay under the initial booking conditions or cancel it in accordance with the cancellation terms. No postponement will be accepted for the following season
- Requests to extend the duration of stays will be dealt with subject to availability and in line with applicable prices.
- Requests to reduce the duration of stays are deemed to be partial cancellations and will be subject to the terms and conditions which apply to cancellation and termination of stays.

3. Cancellation or unused nights due to administrative restrictions

- In the event of cancellation, interrupted stay or early departure for one of the following administrative restrictions:
 - administrative closure of the campsite;
 - closure of borders by administrative decision;
 - limitation of travel to several kilometres not allowing access to the campsite;
- A credit voucher, for an amount equivalent to the unused nights and valid for two years, will be issued by the campsite.
- If the customer refuses this voucher, they may request a refund for the corresponding amount, minus the cost of the cancellation guarantee, if applicable.

4. Cancellation by Yelloh! Village campsite

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

5. Cancellation by the camper

In the event of cancellation by the camper, the cancellation and refund terms are as follows:

- All cancellation requests must be sent in writing (mail or email). Telephone cancellations will not be accepted.
- All cancellations result in termination of the booking, and the campsite reserves the right to re-let the accommodation.

a. If campers cancel their bookings without taking out cancellation insurance.

*For all our campsites, excluding island campsites**



Case 1 - Cancellation up to 16(sixteen) days before start of stay.

- The campsite will retain 25% of the total cost of the stay as a cancellation fee.
- Any sum paid, minus the cancellation fee, will be refunded.
- If the payment was made partially or entirely with a credit voucher, please refer to the specific terms stated on this voucher

Case 2 – Cancellation between 15 days and 8 days before the start of the stay.

- A sum of 50% of the total amount of the stay will be retained by the campsite as a cancellation fee
- Any sums paid, minus the cancellation fees, will be converted into a credit voucher
- This voucher is non-refundable, non-transferable, can only be used at the campsite where the stay was cancelled, and is valid for two years.
- It cannot be renewed, even in the event of a new cancellation.

Case 3 - Cancellation between 7 and 0 days before the start of the stay

- The total amount paid, i.e. the total amount of the stay, will be retained by the campsite. No refund will be paid.
- If the customer does not arrive at the campsite within two days of start of their stay, and has not notified the campsite in advance by post or email, the booking will be deemed to have been cancelled by the customer. The campsite therefore reserves the right to make the accommodation available for rent again.

GENERAL CONDITIONS OF SALE



**for the campings Son Bou, Campoloro, Terre d'Oliviers and Perla di Mare*

Cancellation up to 30 (thirty) days before the start of the stay:

- The campsite will retain 25% of the total cost of the stay as a cancellation fee..
- Any sums paid, minus the cancellation fees, will be refunded.
- If the payment was made partially or entirely with a credit voucher, please refer to the specific terms stated on this voucher.

Cancellation less than 30 (thirty) days before you arrive:

All amounts paid will be kept by the campsite.

b. If campers cancel their bookings having taken out cancellation insurance

- Amounts paid are covered by the guarantee in accordance with the terms & conditions of cancellation. If the reason is not covered by the cancellation guarantee or if the claim is rejected by the guarantee, the general terms and conditions of paragraph 5.a. shall apply, and the cost of the cancellation guarantee will be deducted from the amounts paid in the event of cancellation.

Article 5- YOUR STAY

1. Arrival

- Arrival days may vary depending on the Villages and the periods (please refer to the specific conditions of each Village).
- Rental accommodation: on the day of your arrival, you will be welcomed from 5 p.m. at the latest (please refer to the specific conditions of each Village).
- A security deposit may be required depending on the campsites.
- An official identity document for all participants in the stay may be requested upon arrival to comply with the applicable legal and regulatory requirements. Failure to present such document may result in refusal of access to the Village.

2. During your stay

- It is the camper's responsibility to ensure that they have appropriate cover: the camper is responsible for the supervision of their personal belongings (bicycles, etc.). The Village declines all responsibility in the event of any incident falling within the camper's civil liability.
- The customer acknowledges having read the internal regulations of the Village, established in accordance with Appendix I of the Order dated 17 February 2014, available at the campsite reception and/or on the Village's website, and undertakes to comply with them without reservation.
- Any serious or repeated breach may result in appropriate measures, including exclusion, without compensation or refund, and without prejudice to any action for damages.
- Only the persons expressly named in the booking contract are authorised to access the establishment and its facilities. Any person not appearing in the booking contract must obtain prior specific authorisation from the reception. Each registered guest is responsible for any disturbances or nuisances caused by persons staying with them or visiting them.

3. Departure

- Rental accommodation: on the day of departure specified in your contract, the accommodation must be vacated before 10 a.m. The accommodation must be returned in a perfectly clean condition, and the inventory may be checked; any broken or damaged items will be at your expense, as will any necessary restoration of the premises.
- The deposit will be refunded at the end of the stay, after deduction of any sums retained, supported by invoices, for any damage noted during the departure inventory. The retention of the deposit shall not exclude additional compensation if the costs exceed its amount.
- If the accommodation has not been cleaned prior to your departure, a cleaning fee with a minimum amount of €95 including taxes will be charged.
- For any delayed departure, except where a "Late departure" option has been offered and subscribed to with the campsite, an additional day may be charged at the applicable nightly rate.

Article 6- PETS

- Pets are permitted in certain Yelloh! Village campsites (excluding dogs classified in the 1st and 2nd categories), subject to a fee payable at the time of booking. When authorised, they must be always kept on a leash. They are prohibited in the vicinity of swimming pools, in food shops and in buildings.
- Vaccination records for dogs and cats must be kept up to date.

Article 7- DISPUTES

- In the event of a defect of conformity or an anomaly concerning the rental accommodation or the allocated pitch, the customer must inform the reception within a maximum period of 24 hours.
- Any complaint relating to non-compliance of the services with the contractual commitments may be notified by post or by email to the manager of the Village concerned or to Yelloh! Village.

Article 8- MEDIATION

In the event of a dispute with one of the establishments within our group, you may contact us as follows:

- by sending a registered letter with acknowledgement of receipt to the manager of the Village concerned;
- by sending a copy of this letter to Customer Service at customerservice@yellohvillage.com or by post to:
YELLOH! VILLAGE – 496 rue des Marchands - ZA Terre de Camargue - 30220 Aigues-Mortes – FRANCE.
- In accordance with the provisions of the French Consumer Code relating to the "consumer dispute mediation process", after having contacted us and failing a response that satisfies you, you may have recourse, free of charge, to a consumer mediation procedure with:

CM2C- 49 rue de Ponthieu - 75 008 PARIS

Phone: 0033 1 89 47 00 14 - Mail: litiges@cm2c.net

Website: <https://www.cm2c.net/declarer-un-litige.php>

Article 9- IMAGE

- You authorise Yelloh! Village, as well as any person whom Yelloh! Village may appoint as its substitute, to photograph, record or film you during your stay at Yelloh! Village and to use the resulting images, sounds, videos and recordings on any media (on Yelloh! Village websites or web pages – including Facebook and Instagram – on Yelloh! Village presentation and promotional materials, and in travel or tourist guides).
- This authorisation applies both to you and to the persons staying with you. Its sole purpose is to ensure the promotion and communication of the establishments and the Yelloh! Village network and may not, under any circumstances, be detrimental to your reputation.
- This authorisation is granted free of charge, for all countries and for a period of 5 years.

Article 10-YELLOH! VILLAGE'S LIABILITY

- Yelloh! Village makes every effort to ensure that the information published on the Yelloh! Village website concerning the campsites is kept as up to date as possible, the presentation photographs, descriptions, activities, leisure facilities, services and opening dates. However, as this information is partly provided by partners or third parties, Yelloh! Village cannot guarantee that it is permanently accurate, up to date and complete. In this respect, Yelloh! Village is bound only by an obligation of means. For any questions, clarifications or requests for additional information, please do not hesitate to contact Yelloh! Village.

Article 11- DATA PROCESSING AND FREEDOM

- The information you provide to us when placing your order will not be transmitted to any third party. This information shall be considered confidential by Yelloh! Village. It shall be used solely by the internal departments of Yelloh! Village for the processing of your order and to improve and personalise communication and the range of services reserved for Yelloh! Village customers, according to your centres of interest.
- In accordance with the French Data Protection Act of 6 January 1978, you have the right to access, rectify and object to personal data concerning you. To exercise this right, simply send a request by post to the following address, stating your surname, first name and address: YELLOH! VILLAGE – 496 rue des Marchands - ZA Terre de Camargue - 30220 Aigues-Mortes – FRANCE – 30220 AIGUES-MORTES.
- Yelloh! Village operates under SIRET No.: 432 366 839 00038 and is registered in the register of travel and holiday operators under the following number: IM030110015.
- Pursuant to Article L.223-2 of the French Consumer Code, we remind you that, if you no longer wish to be subject to commercial telephone prospecting, you may register free of charge on the telephone marketing opt-out list via the website bloctel.gouv.fr. This list applies to all professionals with whom you do not have an ongoing contractual relationship.