

# 2025 GENERAL SALES CONDITIONS



## BOOKING CONDITIONS

- The reservation becomes effective solely
  1. with the agreement of the Village
  2. upon receipt of the deposit / total balance (depending on the booking date)
  3. upon receipt of, either the booking proposal duly completed and signed or after acceptance of the general terms and conditions of sale when booking online.
- The Village is bound by bookings only when the Village has accepted them. The Village is free to accept or refuse bookings, depending on availability and, in general, depending on any circumstances that are likely to be prejudicial to the execution of the booking. The Village offers family holidays in the traditional sense, and the accommodation has been specially designed for this purpose. The 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 conducted strictly on a personal basis. Under no circumstances may you sub-let or transfer your reservation without the prior consent of the Village.
- Minors should be accompanied by their parents or legal guardians.
- **For bookings made on site in 2024 for 2025, the management reserves the right to be able to modify the number if the allocated accommodation or pitch is not available due to exceptional or booking schedule reasons.**

### Camping pitches

- The basic package includes the pitch for the tent, caravan or camper van for one or two persons, access to toilet and residential facilities, electricity (10 amp) and access for one car.
- The pitches can hold a maximum of 6 persons, regardless of age.

### Rental accommodation

- The rental accommodation is fully equipped. The basic package ranges from 4 to 7 places, depending on the type of accommodation, 1 car allowed.
- The Village reserves the right to refuse access to families whose participants are greater than the capacity of the rented accommodation.
- Tents are prohibited on accommodation pitches.
- Smoking is prohibited in all rental accommodation.

### 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 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 Village by telephone, email or via the Contact Us section. The campsite reserves the right to examine booking requests before accepting or declining them.

## PRICES AND TOURIST TAX

Prices shown are effective for the 2025 season. They correspond to one night and are quoted in euros, including VAT (see the price list for what is included in our prices), but excluding tourist tax, which will be established in spring 2025 by the local town council.

## CONDITIONS OF PAYMENT

- For bookings made more than 30 days before the start of the holiday, a deposit of 25% of the total price of the facilities booked must be paid to the Village at the time of the booking. The balance must be paid within 30 days before the start of the holiday.
- For bookings made less than 30 days before holiday starts, the full amount must be paid at the time of booking.
- In the event of failure to pay the required deposit at the time of booking or the balance for the deadline of 30 days before arrival date, the Management has the right to cancel your booking and to re-advertise the rental and to retain the totality of the payments.

## THE ABSENCE OF THE RIGHT OF WITHDRAWAL

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 timeframe is not subject to the provisions pertaining to the 14-day cooling off period.

## CANCELLATIONS AND ALTERATIONS

1. **Reservation modifications (subject to additional charges)**  
Customers may request for the stay(s) to be modified ( dates and/or accommodation type) which must be made in writing to the campsite (by post or e-mail) a minimum of 15 days before the arrival date. Deferrals until the following season are not permitted.
  - Any requests to **extend the duration** of stay(s) will be processed subject to

availability and in accordance with applicable tariffs at the time of request.

- Any requests for **partial cancellation or reduction of the duration** of stay(s) are deemed to be partial cancellations and will be subject to conditions\*

*\*The campsite reserves the right to refuse any requested date change regarding your stay if the number of nights cancelled is less than 7 consecutive nights and/or if the number of nights of the stay you wish to keep is less than 7 nights.*

### 2. Unused facilities

In the event of stays which are interrupted or cut short for one of the following reasons

- Border closures.
- Administrative closure of the campsite.
- Travel restricted to a number of kilometres meaning they cannot come to the campsite.

A credit note for an amount corresponding to unused nights, valid for two years, will be issued by the campsite. If the customer rejects this credit note, they will receive a refund, on request, of the corresponding amount, minus the cost of the cancellation insurance if such a subscription has been taken out. Apart from the reasons stated above, all interrupted or shortened stays (late arrival, early departure) due to the customer will not be subject to refunds or credit note.

### 3. Cancellation by the Village

In the event of cancellation by the Village, the sums paid will be reimbursed in full except in case of force majeure. The cancellation shall not be subject to the compensation of damages and interest.

### 4. Cancellation by the customer

Any request to cancel a stay must be made in writing and sent by e-mail to: [info@leserignanplage.com](mailto:info@leserignanplage.com) or by post to the campsite's address:

All cancellations will result in the annulment of the reservation and the campsite reserves the right to make the accommodation available for rental again.

#### A. In case of cancellation by the customer without:

subscription to the cancellation insurance.

For one of the reasons stated in the above (paragraph 2):

A credit note for an amount corresponding to the total of amounts already paid, valid for two years, will be issued by the campsite. If the customer rejects this credit note, he/she will receive a refund, on request, of the corresponding amount.

For all other reasons:

#### • **Example 1: Cancellation up to 16 (sixteen) days before start of stay.**

The deposit of 25% of the price of the stay will be kept by the campsite by way as a cancellation fee. Amounts paid, minus the deposit, will be refunded. If the payment has been made in part or in totality using a credit voucher of a value greater than that of the deposit, the deposit of 25% of the amount of the stay will be kept by the campsite as a cancellation fee. A new non-refundable credit note valid for 2 years useable at the campsite at which the stay was cancelled will be issued for the amount of the initial credit voucher after deduction of the 25% deposit. The remaining amounts paid other than by credit voucher will be refunded.

#### • **Example 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. A credit voucher will be issued for an amount corresponding to the sums paid minus the cancellation fee, which is equal to 50% of the total amount of the stay. This credit voucher is non-refundable, non-transferable, and may only be used at the campsite at which the stay was cancelled and is valid for two years.

#### • **Example 3: Cancellation between 7 days before and up to the day scheduled for start stay:**

The total amount paid, i.e. the total amount of the stay, will be retained by the campsite. No refund will be paid.

#### B. If campers cancel their bookings having taken out cancellation insurance:

Amounts paid are covered by the guarantee in line with the terms & conditions of cancellation. If the reason is not covered by the cancellation insurance or if the case is rejected by it, the general conditions of sale of paragraph 4.A. Apply and the cost of cancellation insurance will be deducted from the amounts paid in the event of cancellation.

In case of no-show of the customer on the day of arrival mentioned on the contract and without having informed the campsite by mail or e-mail in advance, the reservation will be considered as cancelled on the part of the customer and the amounts paid will be kept as cancellation fees by the campsite. The latter therefore reserves the right to propose the accommodation or pitch as available for rental.

## YOUR STAY

### 1. Arrival

- The reception desk is open from 9 am to 7 pm.
- Pitches are available from 12 noon.
- Accommodations are available from 5pm, unless the 'Early Check-in' option is offered and booked with the campsite.

### 2. During your stay:

It is the client's responsibility to be insured; the Village accepts no responsibility in the event of theft, fire, bad weather, etc., or in the event of any incident concerning the civil responsibility of the client.

All customers must comply with the provisions of the internal regulations.

Each named tenant is responsible for disturbances or nuisance caused by persons staying with or visiting them.

The swimming pools are reserved for guests staying at the campsite. Access to the Balneo Area is restricted to guests aged 16 and over and is limited to 2 persons per pitch or accommodation in July and August.

### 3. Departure

On the day of departure specified in your contract.

- Pitches should be vacated before 12 noon.
  - Rental accommodation should be vacated before 10 am. The rental accommodation will be inspected.
- In case of damage, any cleaning issues or missing inventory, the amount corresponding to the fees will be charged.
- If the rented accommodation has not been cleaned before your departure, a cleaning fee of 95 € will be charged.
  - For any delayed departure, unless the 'Late Check-out' option is offered and booked with the campsite, an additional day may be charged at the price applicable for that night.

## VISITORS

Visitors must be registered at reception. They will not have access to the aquatic facilities or children's clubs. Visitors are not permitted onsite outside reception opening hours (9am-7pm).

Their vehicle must be parked outside the campsite grounds.

## PETS 2 MAXIMUM

**Pets are forbidden in rental accommodation**, in swimming pool areas, in shops and other buildings. **It is not possible** to stay on the same pitch with more than 2 pets. They must be kept on a lead at all times on the campsite, including on the pitch, and obviously walked for toilet needs in designated areas. Dogs are permitted on the beach on a lead. Dogs of the 1st and 2nd category (please refer to French legislation) are not allowed on the campsite. The vaccination certificates of your pet must be up-to-date. The owner of the animal is responsible for ensuring that their animal does not cause any inconvenience and respects peace and quiet. Animals must be taken out to the designated areas for their natural needs.

## BOOKING MADE ONSITE IN 2024 FOR 2025 WITH DEPOSIT

(Conditions for these bookings are available at the reception during your stay.) The definitive confirmations of these bookings will be sent during October 2024. You will have 48h after reception of the confirmation to cancel your booking for 2025 FREE OF CHARGE and WITHOUT CONDITIONS, which must be made in writing to the Campsite (by email or by mail). You will then obtain the COMPLETE refund of your deposit. If this reservation has been partially or totally paid by a credit note, it will eventually be reimbursed according to the initial conditions set out in the credit note.

## VEHICLE AND VISITOR PARKING

Only one vehicle is allowed to access the campsite per stay; it must be parked on the assigned parking place or on your allotted camping pitch.

Customers with one or more additional vehicles (including trailers) must park them outside the campsite

PAYING visitor parking is available for €15/night (package price available upon request at the reception).

For Premium accommodations and Cottages Patio and Lagon, a second vehicle can be parked on the visitors' carpark free of charge.

## DISPUTES

Any possible complaint concerning the non-conformity of the services in relation to the contractual commitments must be notified by post or e-mail to the manager of the Village concerned or to Yelloh! Village.

## IMAGE PRODUCTION RIGHTS

You authorise Yelloh! Village, as well as any person designated by Yelloh! Village, to photograph, record or film you during your Yelloh! Village stay and to use the said images, sounds, videos and recordings on any media (in particular on Yelloh! Village sites or internet pages - including Facebook and Instagram - on Yelloh! Village presentation and promotional materials

and on travel or tourist guides). This authorisation applies both to you and to the people staying with you. Its sole purpose is to ensure the promotion and entertainment of the establishments and the Yelloh! Village network and may in no way damage your reputation. This authorisation is granted free of charge, for all countries and for a period of 5 years.

## MEDIATION

In the event of a dispute with one of our group's establishments, you can contact us in the following way: - Send a letter by registered letter with acknowledgement of receipt to the manager of the village concerned - Send a copy of this letter to the customer service department at :

[customerservice@yellohvillage.com](mailto:customerservice@yellohvillage.com) or by post to YELLOH! VILLAGE - BP68 - 7 chemin du môle - 30220 AIGUES MORTES. If you are not satisfied with the answer, you have the possibility to contact the CM2C Mediation Centre, after a period of one month following the sending of these letters/emails. You must submit a file online on the following website <https://ec.europa.eu/> or by post: CM2C - 14 rue Saint Jean 75017 PARIS - FRANCE.

## RESPONSIBILITY OF THE VILLAGE

The client expressly acknowledges that the village cannot be held responsible for the communication by its partners or by any third party of false information that may be mentioned in their brochure or their website, in particular presentation photos, qualifications, activities, leisure activities, services and dates of operation.

All photos and texts used in the brochure or on the websites are non-contractual. They are for information purposes only.

It may happen that some of the activities and facilities proposed and indicated in the description in the brochure may be removed, notably for climatic reasons or in the event of force majeure, as defined by the French courts.

## DATA-PROCESSING AND LIBERTIES

The information you provide us with when you place your booking will not be passed on to any third party. This information shall be considered confidential by the Village and by Yelloh! Village. It shall only be used by the internal services of the Village and Yelloh! Village, for the processing of your booking and to strengthen and personalise communication and the services reserved for customers of the Village and Yelloh! Village, 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 oppose any personal data concerning you. To do so, simply send a request by post to the Village, indicating your surname, first name and address.

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 can register free of charge to be included on the list noting your opposition to telephone prospecting via the website [bloctel.gouv.fr](http://bloctel.gouv.fr). This list applies to all professionals with whom you do not have a current contractual relationship.