

## GENERAL TERMS AND CONDITIONS

### 1/ Our Services Bare pitch, 6 persons maximum

This consists of a bare pitch for your tent, caravan or mobile home.

Your stay shall be calculated based on a set amount that includes the pitch, the person(s) expected according to the offer selected, your installation, your vehicle and access to the infrastructures with regard to reception, activities and sanitary facilities. The additional costs (additional person, vehicle, pets, etc.) are not included in the package and will be added to the latter. a - Nature: Pitch for 2 people, 1 mobile home or 1 car with a tent or a caravan Comfort: Nature offer + electricity and Privilege: Comfort + BBQ and fridge.

b - Rented Accommodation : Our prices include: the people (according to the capacity of the accommodation), water, gas, electricity, one vehicle, access to the infrastructures in terms of reception, activities and sanitary facilities. Your accommodation must be put back in order at the time of your departure. Please, treat the ground, water supply, electricity supply, vegetation, other facilities etc. with respect. Your wishes for a precise pitch or accommodation at the campsite can be met according to our availability at the time of your arrival.

Delivery keys Pitches arrivals any days of the week. Arrival: 1pm and departure: 11 am. For accommodations, three days possible in high season: Saturday, Monday and Wednesday, and any days of the week in low season. Arrival: 4pm and departure: 10am. After 10am, we will charge an additional day. If the next customer cannot settle

on his pitch because of your delay when you leave, the latter will be compensated for the amounts incurred for his re-renting, all these costs will remain at your expense and Camping Marius will not be held responsible. Your accommodation must be left clean and in good condition. Related Activities All the activities mentioned in this document, whether free or for a fee, may be in certain circumstances independent of our will modified or cancelled when you arrive at the campsite. In this case, we cannot be held responsible for such an occurrence. Extra charges Whatever the package selected, additional costs will be invoiced for additional people, visitors... Our prices, tax shall be invoiced along with your accommodation. It is to be paid on the same due dates. It cannot be modified or refunded on your arrival at the campsite. And for other charges, they are to be paid along with the balance of your stay (30 days before your arrival at the campsite). Local tax: 0.61cts per night and person over 18, rates can be subject to change without notice. 2/ Payment for the Stay Modes of payment accepted : As a deposit or balance, you can pay for your booking or your stay using the following payment methods: by French bank cheque or postal cheque, credit card, postal order or cash order. Possibility to pay your balance in 3 times (excluding deposit) Terms of Payment : All requests for a firm booking from the buyer must be indicated in writing and be provided with the following: - Payment of a deposit including 25% of the costs of the stay - Booking fees are offer - And the payment for cancellation insurance This booking is only of contractual value when the buyer has received a booking confirmation issued by the campsite. The balance of the stay must be paid 30 days before the stay begins at the latest. In the case where the balance has not been paid on the deadlines indicated, the booking shall be considered as cancelled. In the event that the balance is not paid within the time limit indicated, it is considered cancelled and our cancellation conditions described below apply. In accordance with the provisions of article L.221-28 of the Consumer Code, the customer is informed that he has no right of withdrawal. 3/ Last minute booking Any booking made within a period of 30 days before the date of departure must be paid in full, using a bank card only. 4/ Late arrival or early departure In case of a late arrival or early departure, with respect to the dates mentioned on your booking voucher, the total amount of the stay shall remain due. You shall not be entitled to claim any refund for the part of the stay not actually used. 5/ No arrival at the campsite

In the case where no one comes to the campsite within a period of 24 hours from the beginning of your stay, and without any proof and/or news of your arrival, we shall be able to reallocate your accommodation. We shall keep the fees as per our cancellation terms.

### 6a/ Cancellation Due to the buyer:

All cancellations must be notified by post, which shall go into effect on the date of receipt of the letter:

- More than 30 days before arrival, the amount of the deposit shall be kept by the campsite.
- Less than 30 days before your arrival, the total amount of the rented accommodation, booking fees and insurance fee shall be kept.

6 b/ Check your civil liability before your departure; it will be necessary in the event of possible damage.

We recommend that you take out cancellation insurance for your holiday

### “NEW”

### Neat camping insurance simple and quick reimbursement in 48 hours

- Cancellation without reason without proof.

100% with proof or 70% without proof

- Rental damage

You are covered in the event of damage to the accommodation\*

- Interruption of stays and/or late arrival

which forces you to leave earlier and/or forces you to arrive a few days later

- Replacement rental vehicle

In the event of a breakdown or accident during your stay

- Veterinary costs Repatriation, teleconsultation during your stay

- Forgetting an object

Responsibility for returning an item if you forget an item during your stay

- Travel modification...

Find the general insurance conditions

on [www.camping-marius.com](http://www.camping-marius.com) or on simple request.

**What to do in the event of cancellation or interruption of your stay if you are insured with Neat?**

- 1 NOTIFY your campsite of the cancellation or interruption of your stay

- 2 DECLARE your cancellation or interruption

<https://declare.neat.eu/campings-indépendant>

Send an email to [sinister@neat.eu](mailto:sinister@neat.eu)

Insurance: It is up to the customer to take out insurance, the campsite declining all liability in the event of theft, fire, bad weather, natural disasters, as well as in the event of an accident falling under the customer's civil liability. The customer accepts the location as is (trees, plantations, vegetation, etc.), in the event of a dispute or dispute, the Commercial Court of Aix en Provence will have sole jurisdiction. To obtain possible compensation in the event of cancellation or interruption of your stay, we invite you to take out cancellation or interruption of stay insurance with Neat or the service provider of your choice.

6c/ Cancellation due to the campsite except in case of force majeure, the sums paid for the reservation will be fully refunded. However, this cancellation will not give rise to the payment of damages.

7/ Lost, stolen and damages Camping Marius declines any responsibility in case of lost, theft, fire or degradation on personal effects, or for any other reason concerning the civil responsibility. Civil liability insurance is mandatory

8/ Deposit For rented accommodation, a security deposit of 300 euros (including 80 € or 95 € for cleaning and 80 € for linen provided and 140 € for any other compensation) will be required on your arrival, which will be returned to you at the end of your stay and at the latest within eight days by post from the date of your departure.. For the pitches 20 € for the magnetic key, 20 € for the European adapter and 100 € for the privilege pitches. 150 € per bike and 300 € per canoe. The campsite reserves the right to keep part or the whole amount in case of damage to the accommodation and its contents and/or equipment on the campsite, to deduct the amounts necessary for cleaning if this has not been carried out correctly at the time of departure. If departure occurs outside reception opening hours, the accommodation will be checked later and the deposit destroyed.

The customer is informed and accepts that in the event of costs exceeding the requested deposit, additional compensation will be charged and your certificate of liability will be requested.

9/ Minors Minors not accompanied by their parents or guardians are not accepted. For safety reasons, ball games; bicycles; etc.... are forbidden in the campsite. Children are under parent's responsibility. Children under 2 years old are free of charge

10/ Pets As a general rule, dogs, except for dogs of category 1 and 2, shall be admitted to the campsites. We require dogs to be kept on a lead within the campsites. Please comply with the rules for hygiene and the environment. The health certificate must be presented at the time of your arrival at the campsite. Anti-rabies booster vaccinations and tattoo certificates are compulsory. If these elements are not presented, the entry of the animal is refused.

11/ Complaints Any possible complaint following a stay must be made in writing, and sent by registered letter with acknowledgement of receipt, within 20 days following your stay, indicating: the date of stay, the type of stay, the amount paid and the method of payment as well as the reason for the complaint. Failing this, no complaint will be accepted or processed. After referring the matter to the management and in the absence of a satisfactory response or in the absence of a response within 60 days, the customer may refer the matter free of charge to the Tourism and Travel Mediator, whose contact details and methods of referral are available on his site: [www.mtv.travel](http://www.mtv.travel)

12 / Prices\* , VAT\* , Local tax\* 0.61€ per day and per person over 18 years old. Prices are subject to change without notice.\* Prices are quoted in Euros, including VAT at the rate in force on the day of booking. Any change in the rate or tourist tax on the date of invoicing may be passed on to our rates, which the Customer acknowledges and accepts.

13 / Website Subject to change without notice. Publications are for information purposes only and are in no way contractual.

14/ The right of publicity Clients permits camping Marius to use and air freely their image for the commercial exploitation. If you do not want to be filmed or photographed, we ask you to inform Camping Marius.

15 / Stay Failure to comply with all the conditions laid down for the stay may result in the client being refused entry or excluded without compensation. The client is responsible for any disturbances and nuisances caused by accompanying persons, visitors and pets, if any.

16/ /Security. All measures must be taken to avoid causing a fire, be vigilant! such as charcoal barbecue, candles and connection of electric vehicles strictly prohibited on the pitches. Use the charging stations provided for this purpose

17/ Protection of personnel data

The Marius campsite uses personal data processing in order to enable it to ensure the management, invoicing and follow-up of its customers' files as well as commercial protection. In accordance with the law on data processing and freedom, the customer has a right of access, query, modification, deletion, oblivion, portability of information concerning him/her to be exercised with the campsite Marius by e-mail: [campingmarius@gmail.com](mailto:campingmarius@gmail.com) or by post. This request must be accompanied by proof of identity. The customer agrees that his data may be used by the campsite for commercial and marketing purposes and in particular to keep him informed of promotional and commercial offers.

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