



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), extra fee €5/night.**
- Sheets are not provided (except in the Premium and **** cottages). Disposable sheets can be purchased at the reception.
- Television is not provided (except in Premium cottages)
- ARRIVAL: key hand-over in the afternoon as from 4 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.

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.

ALTERATIONS

- Customers may request that their stays are altered within the same campsite (dates, accommodation type) by writing to the campsite (by post or email), subject to availability and options. Postponements to the next season 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.

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 loose 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.

CANCELLATION

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)

- Cancellation on the part of the camper
If the cancellation occurs:
 - More than 30 days before the start of the holiday: the deposit of 25% will not be refunded
 - Less than 30 days before the start of the holiday: 100 % of the holiday price paid will not be refunded

**Cancellation fees may be covered by the cancellation policy available from the village or your private insurance company.
No refunds will be made by Club Farret.**

- Cancellation by Yelloh! Village

In the event of cancellation on the part of Yelloh! Village and unless it is a case of force majeure, the stay will be reimbursed in total. This cancellation shall however not give rise to the payment of damages.

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.

ANIMALS

Animals are accepted (except 1st and 2nd category dogs) only on camping pitches and selected holiday homes without aircon 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 at customerservice@yellohvillage.com or by post to YELLOH! VILLAGE - BP 68 - 7 chemin du môle - 30220 AIGUES MORTES - FRANCE
You may refer to the Medicys mediation centre after a period of one month following the time you sent these letters/emails. Please make your submission online at www.medicys.fr, or by post to:
Medicys - 73 Boulevard de Clichy - F-75009 PARIS.

COMPUTERIZED 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 6th 1978, you have the right to access, rectification and opposition of personal data concerning you. You just have to send us a written request.

Club Farret ****

Camping La Plage ****

SAS 3A - SIRET 381 730 894 000 15

Camping Beach Farret Tamaris ****

SARL EPH - SIRET 503 741 662 000 20

Chemin des Rosses 34450 VIAS PLAGE

Tel. 00 33 (0)4 67 21 64 45

Fax 00 33 (0)4 67 21 70 49

E-mail : info@faret.com



Travel cancellation insurance/ interruption of stay
For more information please refer to the General Contact Conditions: www.assurance-annulation.eu/yelloh

Cancellation fees may be covered by cancellation policies offered by the Village, for a fee of €15 including taxes per holiday for camping pitches or from €3 including taxes per night for rental accommodation.

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

- Serious illness, accident.
- Death or temporary/permanent incapacity.
- Complication up to 7th month of pregnancy.
- Notification for an organ transplant.
- An accident or breakdown involving your means of transport.
- Redundancy.
- Obtaining a paid job or training.
- Serious damage to your vehicle.
- Vaccination contraindication.
- Change to holiday dates made by your employer.
- Your court summons.
- Theft of your identity papers.
- Job transfer.
- Notification for your adoption of a child.
- Your physical, mental or depressive illness.