

GENERAL TERMS AND CONDITIONS



Société Hôtelière du Domaine de Massereau
Camping du Domaine de Massereau
1803 Route d'Aubais
30250 Sommières - France
Tél. : 33(0) 4 66 53 11 20 Email : camping@massereau.com Web : www.massereau.com

Reservation of a pitch or a rental :

Rental of a low season accommodation (April, May, June, September, October, November), minimum rental period of two nights, with an indefinite arrival and departure day.

High season accommodation (July and August), minimum rental period of seven nights, with an arrival and departure day on Wednesday, Saturday or Sunday, depending on availability.

The accommodation is available from 3pm on arrival and must be vacated by 10am on departure. For any departure after 10 am, the day started will be due.

Rental of a caravan, camper van or tent pitch for a minimum of one night from April to October, low and high season.

Arrival from 12:00 and departure before 12:00. For any departure after 12:00, the day started will be due. Do not change your pitch without the agreement of the reception.

No reservation can be made for a specific pitch or rental number, with the exception of a subscription to the Camping Pitch Guarantee: 20 € - Rental Pitch Guarantee: 25 € according to availability and confirmation by email specifying the pitch number.

Booking fees: 30 euros

No reservation can be transferred to a third party.

Only the prices mentioned on your quote sent with your confirmation of option will be contractual.

The Société Hôtelière de Massereau is free to accept or refuse any online reservation request, depending on availability and, in general, any circumstances that may affect the smooth running of the business.

Confirmation of a reservation:

The rental of a pitch or a mobile home will only become effective after receipt of a confirmation e-mail. Any incomplete file will not be considered as a firm and final reservation. No modification of date or deletion of option is possible less than 30 days before your arrival.

Payment of deposit :

It is compulsory in order to guarantee your stay, it must be returned within 7 days otherwise your option will be cancelled. It will be of an amount of 30% of the total of your stay, it must be made by bank check to the order of "Société Hôtelière de Massereau" or by transfer or by direct debit from your credit card: 16 digits number + expiration date. The balance must be paid 30 days before the arrival date. The deposit paid is only valid for the season

Availability of the rental :

The rental is available from 3pm on arrival and must be vacated before 10am on departure. For any departure after 10 am, the day started will be due.

Rental of a caravan or tent pitch:

Arrival from 12:00 and departure before 12:00. For any departure after 12:00, the day started will be due. Do not change your pitch without the agreement of the reception.

Late arrival:

For a rental or pitch reservation that is not occupied by 6 p.m. on the day of arrival stipulated in your contract and in the absence of a message justifying a delay, the pitch may be re-let. After this time and without any written news from the client, the reservation is cancelled. The deposit and the booking fee will not be refunded under any circumstances.

Your arrival :

Please present your booking confirmation at the reception desk, together with an identity document. The balance of the stay, including taxes, must be paid in full. No delay in payment will be granted. For accommodation rentals, please consult our application and check the inventory detailing the contents of your rental. It is imperative that you check it and report any anomaly within 24 hours. After this period no claim will be taken into consideration.

Cancellation :

The deposit will not be refunded. It is possible to subscribe to a cancellation guarantee: the contribution is 6% of your stay. To be admissible, the cancellation guarantee must be notified at the same time as the reservation. This guarantee ceases to have effect the day before your arrival. It will allow you to be reimbursed for any amount paid, minus the guarantee and the booking fee. The cancellation guarantee offered by the Domaine de Massereau campsite covers the cancellation of your stay due to the restrictions put in place following the covid19 pandemic.

Deposit :

A bank guarantee of 300 € is required for all rentals. This deposit may be debited by the campsite in the event of deterioration. Loss of the "air conditioning" card: 50€. Use of tobacco, electronic cigarette: 250 €.

Mediation :

Mediation of the Association of European Mediators - AME Conso - 11 place Daphine 75 001 Paris - +33 (0) 9 53 01 02 69





Safety insurance :

It is the responsibility of caravan campers to take out insurance for their caravan, tent, equipment and their civil liability. The management declines all responsibility in case of theft, loss or damage due to bad weather or accidents that may occur inside the campsite.

Your departure:

For an accommodation: On the day of your departure, the accommodation must be vacated and returned in a clean and tidy condition before 10am.

For a comfortable departure, the campsite offers you an inventory of fixtures. We no longer make an appointment to come and check the cleanliness and prefer to let you choose between these two options:

* Option "Confidence": We invite you to come and leave the key and the air-conditioning card directly at the reception. You agree to leave the accommodation in a clean and tidy condition. (An inventory of fixtures can also be programmed on request) If you wish to leave before the opening hours of the reception, please come the day before your departure to settle the formalities. If the accommodation has not been cleaned before your departure, a cleaning fee of at least 115€ will be charged.

* "Cleaning" option: We will take care of cleaning your accommodation, excluding the kitchen, dishes and rubbish bins.

For a pitch: On the day of your departure, the pitch must be vacated before 12 noon.

Tobacco / Electronic cigarettes:

The accommodation is strictly non-smoking: if any smell is detected after your stay, the sum of 250 € will be debited from your deposit. Electronic cigarettes are not allowed. In the park, please use the ashtrays provided.

Barbecues :

Charcoal or electric barbecues are not allowed. Only gas barbecues and planchas are allowed.

Additional persons for the day (without overnight stay):

They are allowed under the responsibility of their guests after having reported their identity to the reception and having paid their visiting fee upon arrival, whatever the time spent on the campsite. Parking is only allowed in the reception car park at the entrance to the campsite. Any person not declared at the reception will be immediately expelled as well as his guest without notice or refund of the stay. Visitor rate: 6 € / person. Visitor rate with access to the swimming pool: 19 € / person. (Bathing shorts not allowed)

Pets :

Animals must be kept on a lead and vaccinated, category 1 dogs are not allowed on the campsite.

Traffic - noise :

The speed limit is 10km/h. Pedestrians and cyclists have priority throughout the campsite. Parking is forbidden on the driveways and access roads, it must be done on the plot rented by the campsite and not on the neighbouring plots even if they are free. The gates are closed from 11 p.m. to 7 a.m., during which time all traffic is prohibited. In case of late arrival, parking is provided in the car park at the entrance of the campsite. LPG vehicles are not allowed on the campsite premises. Any use of sound equipment must not harm the neighbourhood. Noise must not disturb the peace of the campers. It is strictly forbidden to blow the horn.

Swimming pool rules :

Access to the new relaxation area is forbidden to minors. The water area is strictly reserved for campers. Minors must be accompanied by an adult in the swimming pools. Showering is compulsory. People who do not respect the instructions will be expelled from the swimming pool or the campsite if they refuse to comply with the rules of hygiene.

Swimming shorts are strictly forbidden in the four pools. Buoys are forbidden.

Children's play area - Multisports - Tennis :

Young children must be under the supervision of their parents. The management declines all responsibility in case of accident. Please book the tennis court, prices available at the reception.

The complete rules are displayed at the entrance of the campsite:

All campers are required to comply with the internal regulations. All persons staying at the campsite must be mentioned at the time of booking. The management reserves the right to expel, without notice or reimbursement, any person who fails to comply with the rules and regulations, or who does not declare all the occupants or gives false information concerning the occupants of the plot or the rental. Personal data can be updated or deleted on request by email, the RGPD file is available at the reception on request.

