



## General Terms and Conditions of Sale 2026-2027

Les Sables d'Or\*\*\*\*, Les Dunes dorées, les Sables dorés

### BOOKING CONDITIONS

The booking becomes effective only with the agreement of the campsite, after receipt of the deposit or after acceptance of the general terms and conditions of sale during the online booking. The booking contract must be duly completed, signed, and accompanied by the identity documents or proof of identity of the occupants. Bookings are only binding on the campsites Les Sables d'Or, Les Dunes Dorées, and Les Sables dorés if they have been accepted by them, which the campsites are free to do or refuse based on their availability, and in general, any circumstances likely to harm the execution of the booking. The campsites Les Sables d'Or, Les Dunes Dorées, and Les Sables dorés offer stays with a family vocation, in the traditional sense; the accommodations are specifically designed for this purpose. The campsites Les Sables d'Or, Les Dunes Dorées, and Les Sables dorés reserve the right to refuse any booking that is contrary to this principle or that seeks to circumvent it. The booking of a rental is made on a strictly personal basis. You may in no case sublet or transfer your booking without the prior consent of the campsites Les Sables d'Or, Les Dunes dorées, and Les Sables dorés. Minors must be accompanied by their parents or legal guardians. The campsites Les Sables d'Or, Les Dunes dorées, and Les Sables dorés reserve the right to refuse access to the campsites to groups or families arriving with a number of participants greater than the capacity of the rented accommodation.

### ANIMALS

Animals are accepted, with the exception of 1st and 2nd category dogs and those weighing over 15 kg, for an additional fee (see 2026 tariffs) payable at the time of booking and according to the type of accommodation reserved. When authorized, they must be kept on a leash at all times. They are prohibited in the vicinity and inside the partner water park "Pirates World," in food shops, and in buildings. The vaccination record must be up to date.

### GROUP BOOKING

Any booking of more than 1 accommodation by the same natural person or by different natural persons who know each other and are traveling together for the same reasons on the same dates will be considered a group. For any group booking request, you must imperatively contact the campsites Les Sables d'Or, Les Dunes dorées, and Les Sables dorés.

### TARIFFS AND TOURIST TAX

The prices indicated are valid for the 2026 season. They correspond to one night and are in euros, including VAT. The amount of the tourist tax is €1.90/person +18 years/night for the Sables d'Or sector and €1.33/person +18 years/night for the other sectors.

### PAYMENT CONDITIONS

For bookings made more than 30 days before the start of the stay, a deposit of 30% of the price of the reserved services must be paid at the time of booking. The balance of the stay must be paid no later than 14 days before the start date of the stay if payment is made by credit card or bank transfer. In case of payment by bank check: 60 days before the start date of the stay. For bookings made less than 14 days before the start date of the stay, full payment must be made at the time of booking.

### SECURITY DEPOSIT

As part of the booking of an accommodation within the establishment, a security deposit of €420 is required to cover any potential damages, degradations, or failure to comply with the internal rules. This security deposit must be mandatorily registered online before the client's arrival via our partner Swikly's system. An email containing a secure link allowing the registration of the security deposit will be sent automatically to the client one month before the arrival date. The registration of the security deposit is done in the form of a bank imprint; no amount is debited from the client's account. The credit card limit is not impacted. The client agrees to complete this process before their arrival on-site. In the absence of registration of the security deposit within the deadlines, the establishment reserves the right to refuse access to the accommodation or to cancel the booking without refund.

### CANCELLATION AND MODIFICATIONS

Every booking is firm and final. It is non-cancellable and non-refundable, except for contrary provisions provided for by cancellation insurance taken out by the client. At the time of booking, the client has the possibility to subscribe to an optional cancellation insurance offered by our partner Gritchen. This insurance allows, subject to the conditions provided in the contract, the coverage of certain events (cancellation of the stay, interruption of the stay, late arrival, or any other event guaranteed by the insurance contract). In case of a claim, any request for compensation must be made directly to the insurer, accompanied by the necessary supporting documents.

#### Insurer contact details:

Gritchen Affinity - Campez Couvert

Site: [www.Declare.fr](http://www.Declare.fr)

Email: [sinistres@campez-couvert.com](mailto:sinistres@campez-couvert.com)

Postal address: Gritchen Affinity Sinistre-Campez Couvert, 27 Rue Charles Durand-CS70139, 18021 Bourges Cedex

The establishment cannot be held responsible for the processing, acceptance, or refusal of compensation requests, which are the exclusive responsibility of the insurer.

### ABSENCE OF RIGHT OF WITHDRAWAL

In accordance with Article L121-19 of the Consumer Code, the campsites Les Sables d'Or, Les Dunes dorées, and Les Sables dorés inform their clients that the sale of accommodation services provided on a specific date, or according to a specific periodicity, is not subject to the provisions relating to the 14-day withdrawal period.

## **YOUR STAY**

### **Arrival**

The reception is open from 8:00 AM to 8:00 PM on Tuesday, Thursday, and Friday, and from 8:00 AM to 10:00 PM on Wednesday, Saturday, and Sunday in July/August. In the low season, the reception is open from 8:00 AM to 8:00 PM every day. In case of late arrival, the security post at the entrance of the campsite will provide you with the necessary information as well as the access keys to your accommodation. Rental accommodations can be occupied from 4:00 PM. An inventory sheet to be checked within 24 hours is made available in the accommodation, and any complaint made after this period will not be taken into account. A campsite bracelet will be given to you upon arrival. It must be worn on the wrist only and during the entire duration of the stay.

### **During your stay**

It is the client's responsibility to take out insurance; the client is responsible for the surveillance of their personal items (bicycles, etc.). The campsites decline all responsibility in the event of an incident falling under the civil liability of the camper. All clients must comply with the provisions of the Internal Rules posted at the reception office. Each tenant of record is responsible for the disturbances and nuisances caused by persons staying with them or visiting them. Only one vehicle is authorized to enter between 7:00 AM and midnight at the campsites Les Sables d'Or, Les Dunes dorées, and Les Sables dorés. Traffic is prohibited after midnight.

### **Departure**

On the day of departure indicated on your contract, the rental accommodation must be vacated before 10:00 AM. The accommodation will be returned in a perfect state of cleanliness, and the inventory may be checked; any broken or deteriorated object will be at your expense, as well as the restoration of the premises if it proves necessary. The deposit will be returned to you at the end of the stay, minus any deductions made, based on supporting invoices, for any damages noted by the exit inspection. The retention of the deposit does not exclude additional compensation in the event that the costs exceed the amount of the deposit. In the event that the accommodation has not been cleaned before your departure, a cleaning fee of €180 including tax will be charged. For any delayed departure, an additional day may be charged at the current night rate.

## **PIRATES WORLD WATER PARK**

The client staying in an accommodation or campsite pitch benefits from free access to the partner water park Pirates World from the day of their arrival until the day before their departure.

Swimming shorts are strictly prohibited. The wearing of the bracelet and the wearing of traditional swimming briefs are mandatory.

Please read the internal rules at the following link: <https://www.piratesworld.fr/reglement-interieur.php>.

In case of non-compliance with the water park's internal rules, the client may be refused access during part or all of their stay.

## **IMAGE**

You authorize the campsites Les Sables d'Or, Les Dunes dorées, and Les Sables dorés, as well as any person that the campsites wish to substitute, to photograph, record, or film you during your stay and to exploit said images, sounds, videos, and recordings on all media (in particular on websites or pages such as [camping-sablesdor.com](http://camping-sablesdor.com), including Facebook, on presentation and promotional materials, and in travel or tourist guides).

This authorization applies both to you and to the persons staying with you. Its sole purpose is to ensure the promotion and animation of the campsites. Les Sables d'Or, Les Dunes dorées, and Les Sables dorés cannot in any way harm your reputation. This authorization is granted free of charge, for all countries, and for a duration of 5 years.

## **DISPUTE**

Any potential complaint concerning the non-conformity of services in relation to contractual commitments can be signaled:

By mail, to the attention of the customer service department, 21 Chemin des Dunes - 34300 Agde.

By email to [contact@piratesworld.fr](mailto:contact@piratesworld.fr).

If the response does not satisfy you, you have the possibility to seize, in accordance with Article L 612-1 of the Consumer Code, within one year from your written complaint, the consumer, subject to Article L.152-2 of the Consumer Code, has the faculty to introduce a request for amicable resolution by mediation with SAS Médiation Solution, 222 chemin de la bergerie, 01800 Saint Jean de Nioist, site: <https://www.sasmediationsolution-conso.fr>, email: [contact@sasmediationsolution-conso.fr](mailto:contact@sasmediationsolution-conso.fr).

## **RESPONSIBILITY**

The client expressly acknowledges that the campsites Les Sables d'Or, Les Dunes dorées, and Les Sables dorés cannot be held responsible for the communication by their partners or any third party of false information mentioned in the brochure or the website of the campsites regarding the reception sites, and in particular presentation photos, descriptions, activities, leisure, services, and dates of operation. All photos and texts used in the brochure or on the website of the campsites are non-contractual. They only have an indicative character. It may happen that certain activities and facilities proposed by the campsites and indicated in the description appearing in the brochure are removed, notably for climatic reasons or in case of force majeure as defined by French courts.

## **DATA PROTECTION**

The information you provide to us at the time of your order will not be transmitted to any third party. This information will be considered by the campsites Les Sables d'Or, Les Dunes dorées, and Les Sables dorés as confidential. It will be used solely by the internal services of the campsites Les Sables d'Or, Les Dunes dorées, and Les Sables dorés for the processing of your order and to strengthen and personalize the communication and the offer of services reserved for clients of the campsites according to your centers of interest. (In accordance with the Data Protection Act of January 6, 1978, you have a right of access, rectification, and opposition to personal data concerning you. For this, it is enough to make a request by mail to the following address by indicating your name, first name, and address: 21 Chemin des Dunes, 34300 AGDE).



## GENERAL TERMS AND CONDITIONS OF SALE 2026-2027

In order to benefit from our services, we ask that you read the following general terms and conditions of sale carefully. Every client acknowledges having the capacity to contract, meaning they are of legal age and are not under guardianship or curatorship. The booking request entails adherence to these terms of sale and the complete and unreserved acceptance of their provisions. These conditions are applicable to all sales concluded with Hôtel Cap Pirate and/or Hôtel Pirates World, Chemin du Camping, 34300 Agde. They may be modified at any time, and the applicable conditions will be those in force on the date the booking is made.

### BOOKING CONDITIONS

The client acknowledges having read the content of the services, the destination, the booking procedures, and all the characteristics of the stay and the suites. They acknowledge having requested and obtained all information necessary to make a booking with full knowledge of the facts. The client is responsible for their booking choice and its suitability for their needs, such that the liability of Hôtel Cap Pirate and/or Hôtel Pirates World cannot be engaged.

#### The Booking

- The booking becomes effective only with the hotel's agreement and after receipt of the 30% deposit of the stay amount or the total balance.
- The balance must be paid no later than 14 days before your arrival.
- After this period, if we have not received your deposit or balance payment, we will consider your booking canceled.
- Hôtel Cap Pirate and Hôtel Pirates World reserve the right to accept or refuse the booking based on availability and any circumstances likely to hinder the execution of the booking.
- You may in no case sublet or transfer your booking without the prior consent of Hôtel Cap Pirate or Hôtel Pirates World.
- Minors must be accompanied by their parents or legal guardians.
- Management reserves the right to change the number of the assigned suite and cannot guarantee specific requests.
- One parking space is provided free of charge per booked suite for the duration of the stay.
- Access to the Hôtel Cap Pirate and Hôtel Pirates World site for any electric vehicle is free, subject to prior request and availability.

### GROUP BOOKING

- Any booking of more than 1 suite by the same natural person or by different natural persons who know each other and are traveling together for the same motivations on the same dates will be considered a group.
- For any group booking request, you must imperatively contact Hôtel Cap Pirate or Hôtel Pirates World by e-mail.

### Rates and Tourist Taxes

- Rates for all our stays, suites, and ancillary services can be consulted on our website.
- Rates are valid for the 2025 season, correspond to one night, and are indicated in euros, excluding tourist taxes.
- When a client books a stay at Hôtel Cap Pirate or Hôtel Pirates World, the rate is subject to certain cancellation conditions.
- The client must pay 30% of the stay amount immediately at the time of booking.
- The balance must be paid no later than 14 days before arrival.
- Tourist taxes are not included and are set by the municipality: €2.60/night/person over 18 for Hôtel Cap Pirate and €3.60/night/person over 18 for Hôtel Pirates World.

### Payment Conditions

- **Flexible rate:** 30% paid at booking and remaining balance 14 days before arrival.
- **Non-cancellable, non-refundable rate:** 30% paid at booking and remaining balance 14 days before arrival.

### Booking Fees

- Booking fees are waived.

### Cancellation and Modification

- Cancellation conditions are as follows:
  - **Flexible conditions:** Refund up to J-5 (e.g., booking for Saturday 4:00 PM, cancellation is possible until the previous Monday at 4:00 PM, with a full refund of the amount paid, without justification).
  - **Non-cancellable, non-refundable conditions:** Non-cancellable and non-refundable for the amount paid, regardless of the reason.
- The list of guaranteed events includes (non-exhaustive): illness (including Covid-19), serious accident or death; vaccination contraindication; redundancy or mutual termination; adoption of a child; organ transplant; separation (PACS or marriage); professional transfer; make-up exam; fire, explosion, water damage; serious vehicle damage; jury duty.

### Unused Services

- Any stay interrupted or shortened (late arrival, early departure) by the client will not give rise to any refund, even partial.

### Rehousing

- In case of non-availability of Hôtel Cap Pirate/Pirates World or in case of force majeure, the hotel reserves the possibility to have the client stay in a hotel of equivalent or higher category, offering similar services.
- The transfer will be at the hotelier's expense, who cannot be sought for payment of any additional indemnity.

#### ARRIVAL

- The suite can be occupied from 4:00 PM. On the day of arrival, each occupant must have an identity document (passport, ID card, or driver's license). For children without identity documents, a photocopy of the family record book or passport showing the children's names will be requested.

#### DURING YOUR STAY

##### Losses, thefts, damage

- Hôtel Cap Pirate and Hôtel Pirates World decline all responsibility in case of theft, fire, bad weather, and incidents falling under the client's civil liability.
- All accommodations are equipped with safes, and we invite all residents to store their sensitive or precious personal belongings there.
- The client is held responsible for any damage or vandalism occurring due to the occupation of the premises.
- The hotel may ask the client to leave the establishment without indemnity or refund and to reimburse damages.
- All suites and interior common areas are non-smoking. Anyone violating this rule will be fined €450.00 per stay for cleaning and deodorizing.

##### Animals

- Pets are not accepted at Hôtel Cap Pirate (beach, pools, or premises). Infractions result in a flat-rate fine of €250.00 per day.
- Pets are accepted at Hôtel Pirates World (in the suite only), excluding 1st and 2nd category dogs and dogs over 15 kg, for an additional fee.
- They must be kept on a leash at all times, are prohibited near/in the "Pirates World" water park, food shops, and buildings.
- Vaccination records must be up to date.

#### DEPARTURE

- Suites must be vacated before 11:00 AM. Late departures up to 4:00 PM are charged at 50% of the next night's rate. After 4:00 PM, 100% of the night's rate is charged. These penalties do not grant the right to stay an extra night. Departures between 00:00 and 8:00 AM must be signaled to reception 24 hours in advance.

#### IMAGE

- You authorize the hotels to photograph, record, or film you for promotional use on all media (including websites, Facebook, travel guides) for 5 years, free of charge.

#### DISPUTE

- Complaints regarding non-conformity of services may be sent by mail to the customer service department at Chemin du camping, 34300 Agde, or by email to [info@cap-pirate.com](mailto:info@cap-pirate.com). If unsatisfied, you may contact the Mediacys mediation center after one month by filing a file online at [www.mediacy.fr](http://www.mediacy.fr) or by mail to Mediacys, 73 Boulevard de Clichy, 75009 PARIS.

#### RESPONSIBILITY

- The hotels are not responsible for false information provided by third parties or partners in brochures or websites. Photos and texts are non-contractual and indicative.

#### DATA PROTECTION

- Information collected is confidential and used only by the hotel for processing orders and personalizing communication. Under the Data Protection Act of 1978, you have the right to access, rectify, or oppose your personal data by writing to Chemin du camping, 34300 AGDE.

#### Online Booking

- Bookings made on [www.cap-pirate.com](http://www.cap-pirate.com) are considered firm upon receipt of the email confirmation, which constitutes the date of the sales contract and acceptance of these conditions. Payment is secured via SSL encryption.