



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

Email: 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, 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.

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 Niois, site: <https://www.sasmediationsolution-conso.fr>, email: 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) .