

Terms & conditions of sale



BOOKING CONDITIONS

Bookings can be made by telephone, post or online at www.sandaya.co.uk. When making a booking, the customer acknowledges that they have read these General Terms and Conditions of Sale and that they fully and unreservedly accept the terms and conditions stipulated herein. All reservations must be accompanied by a payment, covering:

- > The deposit corresponding to 30% of the total price of your rental accommodation, plus any additional services.
- > The remaining balance for the stay must be paid 30 days before the arrival date. No deduction will be made in case of late arrival or early departure.
- > In cases where the customer fails to pay the deposit during the booking process or to settle the outstanding balance at least 30 days before the start of their stay, Sandaya reserves the right to cancel the booking and relist the accommodation for rental.

In accordance with Article L.221-28 of the French Consumer Code, we inform you that accommodation services, to be provided on a specific date or during a set period, are not subject to the 14-day right of withdrawal.

Booking fees

Sandaya does not apply booking fees for rental accommodation and camping pitches.

Identity document

In Spain, Belgium and Italy, regulations require us to ask for and retain a copy of a valid identity document (passport or ID card). This document will be requested at the time of booking.

Group booking

For group booking requests (more than five (5) accommodation units), please contact us via the [contact form](#). Special conditions may apply, particularly regarding assistance and the location of the accommodation units in relation to one another. In some cases, Sandaya reserves the right to refuse a group booking based on the size of the group or the purpose of its stay.

Pets

Pets are accepted in certain categories of accommodation (excluding category 1 and 2 or dogs classified as potentially dangerous in Spain*), subject to presentation of up-to-date vaccination certificates and payment of an additional fee at the time of booking. The number of pets allowed is limited to two (2) per accommodation unit at our campsites (with some exceptions). Rabies vaccination is compulsory. Information concerning pets must be sent directly to the campsite after booking. We reserve the right to cancel any booking if these conditions are not met.

**List of dog breeds considered potentially dangerous in Spain:*

The 1999 law on potentially dangerous dogs (Perros Potencialmente Peligrosos – PPP) was followed by a 2002 decree listing eight specific breeds subject to regulation. Each autonomous province may impose additional restrictions at the local level. All such dogs must be registered within three months of arriving in Spain. Muzzle use is mandatory.

- *Nationwide in Spain: American Pit Bull Terrier, Staffordshire Bull Terrier, American Staffordshire Terrier, Rottweiler, Dogo Argentino, Fila Brasileiro, Tosa (Japanese Mastiff), Akita, and their crossbreeds.*
- *In Catalonia: Bullmastiff, Dobermann, Dogue de Bordeaux (French Mastiff), Neapolitan Mastiff, Presa Canario, Bull Terrier*
- *In Andalusia: Bull Terrier, Presa Canario, Neapolitan Mastiff, Boxer*
- *In the province of Guadalajara: American Bulldog, English Mastiff, English Bull Terrier, Dobermann, Boxer, Dogue de Bordeaux (French Mastiff), Majorcan Shepherd Dog, Majorcan Mastiff, Presa Canario, Alaskan Malamute, English Bulldog.*

TERMS OF PAYMENT

For bookings made more than 30 days before the start of the stay, a deposit of 30% of the total price of the services reserved must be paid at the time of booking. The balance must be paid no later than 30 days before the start of the holiday.

For bookings made less than 30 days before the start of the holiday, full payment must be made at the time of booking (30% deposit + remaining balance).

In cases where the customer fails to pay the deposit at the time of booking or to settle the outstanding balance at least 30 days before the start of their stay, Sandaya reserves the right to cancel the booking and relist the accommodation for rental.

Payment methods

To secure your booking, Sandaya offers various payment options:

> Direct, secure payment:

- Payment with a bank card is fully secure and available for all bookings made via our website (Visa, Mastercard, etc.) or our mobile app. Your card will be charged immediately when you make a payment.
- When paying by bank card, you have the option of paying in three (3) instalments at no extra cost.
- Payment by Apple Pay or Google Pay: Pay quickly and securely using Apple Pay or Google Pay.

- Payment by PayPal: Use your PayPal to pay easily, without having to enter your bank details. Select your payment preference: pay in 1 to 3 instalments at no extra cost.

> Deferred payment:

- By SEPA direct debit: simply select the “SEPA direct debit” option on the payment page, then enter your IBAN. You will receive a security code by SMS: use this to authorise Sandaya to collect a one-time payment for the exact amount displayed on the payment page.
Please note that SEPA direct debits are only accepted up to 30 days before the start of your stay.

For this deferred payment method, the booking will be automatically cancelled if payment is not received within 21 days.

Please note that for all bookings made less than 30 days before the date of arrival, only bank card payment will be accepted.

Applicable law and jurisdiction

All transactions processed via our website are governed by and interpreted in accordance with French law and applicable European Union regulations, including but not limited to legislation relating to anti-money laundering, terrorist financing and payment services.

In the event of a dispute, or a request for a refund or chargeback, the parties agree to submit to the exclusive jurisdiction of the competent courts of Montpellier, France.

PRICES AND TOURIST TAX

Prices

The prices or information published on our website at www.sandaya.co.uk are the base rates, expressed in euros, and do not include any optional services (texts and photos are non-contractual). The price established at the time of booking includes the applicable VAT. The contractual price may be subject to change within the legal and regulatory limits in the event of variations in the applicable VAT rates between the date of booking and the date on which the outstanding balance is paid.

Sandaya applies dynamic pricing. As a result, prices are likely to vary over the course of the season, both upwards and downwards.

“Partner” benefits and promotions cannot be applied to a booking that has already been paid for in full or in part.

Eco-contribution

The eco-contribution is €0.60 per night and per person, from the age of 3 and over.

This amount is reinvested in environmental initiatives as part of our [CSR commitment](#).

Tourist tax

The tourist tax is clearly shown on the invoice. Tourist taxes vary depending on the municipality and country. The tourist tax is collected on behalf of municipalities and may be supplemented by an additional departmental tax.

The tourist tax rate may change during the year, which could increase or decrease the total cost of the stay.

YOUR STAY AT SANDAYA

Arrival and departure

- For rental units: Key collection is at 5 pm and departures are before 11 am. Weekend packages (excluding July and August): arrivals are permitted from 1 pm and departure before 3 pm (excluding Village Flottant de Pressac).
- For pitches: Arrivals are from 3 pm and departures before 11 am.

Each accommodation unit contains all the necessary kitchenware, tableware and bedding (except sheets and towels, unless included in your booking). An inventory is provided on arrival. The occupant must check this and report any discrepancies on the same day.

Any dissatisfaction concerning the cleanliness or general condition of the rental accommodation must be reported within 24 hours of arrival so that corrective action can be taken. Complaints made more than 24 hours after arrival will not be considered.

In the event of late departure, an additional night's stay may be charged at the applicable nightly rate.

Deposit

For stays in rental units, a security deposit will be requested by e-mail ten (10) days before the start of your stay. This deposit must be made online via our partner platform, SWIKLY. A €290 deposit is recorded via a pre-authorisation on your bank card and will not therefore be debited from your account.

If you are staying on a pitch, a security deposit may be required for the hire of a refrigerator or, in the case of PREMIUM pitches, to guarantee against damage of the sanitary facilities and equipment at your disposal.

If you are staying in a rental unit, the accommodation must be returned in a perfectly clean condition. The full amount of your deposit will be refunded within three (3) days of your departure, provided that the accommodation is left clean, after deduction of any amounts retained to cover damage that may have been caused, unpaid services, or loss of the keys issued to you upon arrival.

If the accommodation has not been cleaned before departure, a cleaning fee of a minimum of €89 (incl. VAT) may be charged.

Liability and insurance during your stay

Sandaya declines all liability for any incidents that fall under the customer's civil liability. All guests must comply with the campsite's internal regulations, which are displayed at reception; they are responsible for any disturbances caused by people staying with them. A serious breach of these regulations may result in the guest's eviction.

Sandaya cannot be held liable for theft, fire, weather events, natural disasters, force majeure, interruptions to services from external providers, or any incidents falling under the customer's responsibility. As a result, no compensation may be claimed.

It is the customer's responsibility to take out personal insurance covering:

- Their civil liability, including damages caused to third parties.
- Loss, theft, or deterioration of their personal belongings during their stay.
- Any damage they may cause to the accommodation or campsite facilities.

Customers are advised to check with their insurer that they have the necessary coverage through their Home Insurance policy or an appropriate extension for their stay. If not, they must take out specific coverage for these risks.

Where equipment (bicycles, barbecues, etc.) is loaned or hired, the customer remains responsible for its proper use and must ensure that they have insurance coverage against loss, theft or damage. The campsite's insurance will in no case cover such incidents.

Minors present on the site remain under the full responsibility of their parents or legal guardians. This applies within the water park and throughout the campsite. Parents are responsible for ensuring their children's safety and supervision at all times.

ACCOMMODATION

Rental unit

A rental unit is designed for a specified number of occupants. Under no circumstances may it be occupied by more people than permitted (including children and infants). In such cases, Sandaya reserves the right to refuse additional guests.

Unaccompanied minors without their parents or a legal guardian cannot be admitted.

Camping pitch

The standard package includes a pitch for a tent, caravan or camper van for 1 or 2 people, access to sanitary facilities and the amenities open to campsite guests.

Characteristics

Maps and photos of accommodation are provided for illustrative purposes only and are not contractual. The layout and features of rooms may vary from one model to another.

For the exact composition of each rental unit, please refer to the written description of the accommodation available on the website at www.sandaya.co.uk.

We cannot be held responsible for any disruption caused to guests at our campsites by emergency work undertaken by the establishment, public authorities or private individuals in the vicinity of the campsite.

VISITORS

If you wish to visit one of our campsites without having booked accommodation, please telephone the reception of the relevant campsite to request permission to visit. A fee may apply.

MODIFICATION, INTERRUPTION AND CANCELLATION OF THE STAY

When booking, you can subscribe to the Liberty option, which offers flexible conditions in the event you need to cancel or modify your stay.

Changing your booking

If you have not subscribed to the Liberty option, your reservation can no longer be modified once confirmed.

If you have subscribed to the **Liberty option**, you may modify your stay under the following conditions:

- Up to and including 14 days before arrival, modifications are free of charge, provided the stay takes place within the current season.
- Your stay may be rescheduled to new dates (within the same season) and/or transferred to another Sandaya campsite. Your stay cannot be postponed to the following season.
- Any price difference at the time of modification between the original stay and the new stay will be at the customer's expense. If the new stay is less expensive than the original, no refund will be issued for the difference.
- From 13 days before arrival, and once the stay has begun, modifications are no longer possible.

The Liberty option cannot be added after the reservation has been finalised.

Any request to extend your stay will be subject to availability and the applicable rates at the time of the request.

Any request to shorten your stay will be considered as a partial cancellation and will be subject to the terms of cancellation and interruption.

To request a modification to your stay, contact the campsite where you made your reservation or submit a modification request via your **My Sandaya-My Account area**.

Deadlines are calculated from the date of receipt of the modification request form.

Cancelling your booking

To request the cancellation of your stay, contact the campsite at which you made your booking or submit a cancellation request via your **My Sandaya-My Account area**.

Reminder: in accordance with Article L221-28 et seq. of the French Consumer Code, none of the services offered by Sandaya are subject to a right of withdrawal. As a result, any cancellation made by the customer after booking and before departure will have the following consequences:

- In the event of cancellation up to and including 30 days before the scheduled arrival date, Sandaya will retain the deposit paid by the customer,
- In the event of cancellation from 29 days or less before the scheduled arrival date, Sandaya will retain the full amount paid by the customer.

If you have subscribed to the **Liberty option**, you benefit from flexible conditions if you need to cancel your stay:

- Up to and including 30 days before arrival, the stay can be cancelled free of charge, and all amounts paid will be fully refunded (after deduction of the cost of the Liberty option).
- From 29 days and up to and including 14 days before arrival, the stay can be cancelled for a fixed cancellation fee of €90. Only the amounts paid at the time of the cancellation request will be refunded, after deduction of the cancellation fee and the cost of the Liberty option.
- From 13 days before arrival, and once the stay has begun, no refund will be issued.
- If payment was made partially or fully using a credit note, the refunded amount cannot include the value of the credit note. However, the credit note may be refunded upon request 18 months after it was issued or used for a future booking.

Deadlines are calculated from the date of receipt of the cancellation request form.

Unused services

A stay that is interrupted or shortened (early departure) at your initiative will not be eligible for a refund.

If you do not arrive at your accommodation on the scheduled arrival date without having previously informed the campsite or the Customer Relations Service, we will retain a cancellation fee equal to 100% of the total cost of the stay. If, after 24 hours, we still have not received any news from you, we reserve the right to re-let the accommodation.

CROSS-BORDER TRAVEL REQUIREMENTS

For stays abroad, all guests must have a valid identity document, passport and/or visa, depending on the destination. We therefore advise you to check the validity of these documents for all travellers before departure, as well as your insurance coverage.

LIABILITY

The company cannot be held responsible for the distribution of photographs by its partners or any third party who claim to have the rights to them, or for misleading, false or inaccurate information published in catalogues or on partner websites, including presentation photos, descriptions, activities, leisure facilities, services and operating dates.

The company strives to ensure the accuracy of the information on its website. However, errors or inaccuracies may occur. As such, the company reserves the right to correct any errors, inaccuracies or omissions, and to modify or update information at any time, without prior notice. It cannot be held liable for any damages or losses resulting from such errors.

DISPUTE

Contact our customer service team

If, despite our best efforts to ensure your satisfaction, you have a complaint during your stay at one of our campsites, please inform the on-site reception staff immediately. They will do their best to provide a solution.

For any disputes that cannot be resolved on site, we invite you to contact our customer service team via our [contact form](#). Our team will process your request as quickly as possible.

Contact an ombudsman

If a dispute cannot be resolved through our customer service, campsite customers have the option to refer the matter to a consumer ombudsman within a maximum of one year.

Customers can contact the ombudsman through the following channels:

SAS MEDIATION,

- Online referral: via their website www.sasmediationsolution-conso.fr – click on “Saisir le médiateur” and complete the form
- Referral by e-mail: contact@sasmediationsolution-conso.fr
- Referral by post: 222 Chemin de la Bergerie 01800 SAINT-JEAN-DE-NIOST, France

If the dispute remains unresolved, the consumer may, in accordance with Article R.631-3 of the French Consumer Code, refer the matter to either one of the courts with territorial jurisdiction under the Code of Civil Procedure or the court of their place of residence at the time of entering into the contract or when the incident concerned arose.

IMAGES

By agreeing to these Terms and Conditions of Sale, the customer expressly authorises Sandaya, free of charge, to photograph or film them during their stay and to use the photos, videos or audio recordings on any medium for a period of five (5) years. This authorisation also applies to all individuals staying with the customer. The purpose of this is to promote Sandaya campsites nationally and internationally through its websites, brochures, Facebook page, Instagram account, sales presentations and tourist guides. Under no circumstances will it harm your reputation.

DATA PROTECTION

In accordance with the provisions of the French Data Protection Act of 6 January 1978, as amended, all automated processing of personal data carried out via this website has been declared to the French Data Protection Authority (CNIL) under receipt number 1691887.

In particular, users are informed that, in accordance with Article 32 of the Data Protection Act of 6 January 1978, as amended, the information that they provide via the forms on this website is necessary to respond to their request. This data is intended for the website operator, who is responsible for its processing for administrative and commercial management purposes.

Users have the right to access and rectify their personal data by writing to the website operator at the following address:

SANDAYA HOLDING EXPLOITATION
BÂTIMENT O PIOM
472 RUE DU RAJOL
34130 MAUGUIO
FRANCE
SIRET: 533 670 709 00021

These conditions apply to all Sandaya campsites.

In application of article L.223-2 of the French Consumer Code, users can register free of charge on the cold calling opt-out list provided via the www.bloctel.gouv.fr website.

VARIOUS

FOR BATHING, only the following are permitted: Only swimming trunks, swim briefs, swim (square cut) boxers, and one- or two-piece swimsuits are permitted.

WRISTBANDS must be worn at all times. These provide access to entertainment in the campsite and to the swimming pools, and provide assistance with regard to inspection at the campsite entrances and exits.