Terms and conditions
OF SALE

PROGRAMME AND CARE

- Not all of our programmes are covered by social security.
- To keep to the schedule, **we recommend arriving 30 minutes early.**
- **Any unjustified delay will result in the cancellation of your treatment.**
- On arrival, you will be given a bathrobe, towel and bag for your personal belongings.
- For reasons of hygiene, **bathing caps and clean non-slip sandals must be worn when entering the pool and treatment areas.** Mules and bathing caps are available for purchase in the tea room. Mules and bathing cap are free for 6-day cures.
- We recommend that you wear swimwear suitable for the sea conditions (swimming shorts are not permitted).
- For your comfort and peace of mind, we recommend that you **avoid wearing jewellery, watches or other valuables within our facilities** and keep them in a secure place to minimise the risk of loss, theft or damage.
- If you have blood pressure or heart problems, are undergoing serious medical treatment or are pregnant, please inform the planning department. If there is no doctor on site, you will be asked to provide a medical certificate of no contraindication to thalassotherapy treatment, dated less than 3 months before your stay, for stays of 3 days or more.
- **For safety reasons, the relaxation facilities are reserved for over-16s.** However, a special treatment package for teenagers is available for those aged 14 and over, although they must be accompanied by an adult for all treatments and facilities.
- **Benefit from access to the relaxation facilities for the half-day of your treatment from €55 and for the full day for packages from €105.per person.**
- **For packages costing less than €105, a charge of €20 will be made if the half-day is exceeded.**
- Gift vouchers cannot be carried over after the validity date.
- Any linen (towels and bathrobes) not returned will be charged at €30.
- Choice of aquatic activities as part of your spa treatment: aquagym, aquafitness, aquarelax.
- Opening hours: Monday to Sunday 9am to 6pm.

RESERVATIONS

- Remember to book your treatments in advance.
- Depending on the service chosen, the booking will be confirmed on receipt of the deposit corresponding to 30% of the total cost of the stay or the full amount.
- Rooms are available from 3pm and must be vacated by 11am.
- Prices include VAT but exclude drinks and tourist tax.
- Upon request and availability, we can reserve a double bed or two separate beds (twin) for you.n).

CANCELLATION OF STAY

For any changes or postponements, please give us at least 48 hours' notice.

Cancellation fees will be deducted according to the following scale:

- Between 8 and 30 days before the date of arrival: 10% of the amount of the reservation
- Between 2 and 7 days before the date of arrival: 30% of the amount of the reservation
- The day before the date of arrival: 100% of the amount of reservation

Validity of deposits and credit notes: one year.

In the event of early departure, the stay will be payable in full.

EXTERNAL THALASSO CANCELLATIONS

For any changes or cancellations, please give us at least 48 hours' notice. Any service not honoured and not cancelled 48 hours in advance will be charged.

Validity of deposits and credit notes: one year

CONSUMER MEDIATION

In accordance with Article L.612-1 of the French Consumer Code, customers may refer disputes that remain unresolved following a written complaint to our establishment to a consumer mediator free of charge.

Designated Mediator:

JTCM Conseils et Médiation
Rue Le Pérugin, 34000 Montpellier, France
Tel.: +33 7 66 69 27 79
Website: https://www.jtcm-conseils-et-mediation.fr

Consumer mediation is free of charge for consumers.