



## F.A.Q.

### - HOW DO I MAKE A RESERVATION?

The easiest way is to book online via our secure booking page.  
Even if you book this way, you will be offered all our different payment methods.

### - CAN I FIND A BETTER RATE ELSEWHERE?

No, as we sell directly and without intermediaries, the price displayed on our site will always be the lowest.  
However, it is important to note that the earliest bookings guarantee the best price, which may increase depending on availability.

### - WHAT PAYMENT METHODS DO YOU ACCEPT?

You can pay by: Bye Cash ,credit card (Carte Bleue, Mastercard or Visa),bank transfer.

### - IS IT POSSIBLE TO PAY IN SEVERAL INSTALMENTS WITHOUT CHARGE?

Yes, a deposit of 30% of the price + optional insurance + booking fees will be requested at the time of booking.  
On your personal space you can choose the amount and the frequency of your payments by credit card.

### - HOW TO SUBSCRIBE TO THE CANCELLATION/INTERRUPTION INSURANCE ?

By ticking the box "I wish to benefit from cancellation insurance" on the booking form, your stay will automatically be registered with our insurer: you have nothing more to do to be covered by the insurance.  
Click [HERE](#) to find out more about the guarantees on this page

### - DO YOU HAVE EQUIPMENT FOR BABIES?

We offer the rental of a "Baby Kit" including a high chair, an umbrella bed with mattress

### - ARE PETS ALLOWED?

Animals are accepted (up to 2 per pitch or the rental)

Category 1 and 2 dogs are not allowed. Your pet must be vaccinated and kept on a lead. You agree never to leave your dog alone on the pitch or in the mobile home.

Animals are allowed on the beach in front of the campsite (subject to change)

### - CAN I BOOK FOR A BIRTHDAY, A BACHELOR PARTY OR ANY OTHER FESTIVE EVENT?

No, the accommodation we offer is exclusively for individuals. Any booking of more than 2 accommodations (by the same person or by different people but knowing each other) on the same dates is considered as a group and will be refused. We take care to keep the campsite quiet.

### - HOW DOES THE CANCELLATION INSURANCE WORK?

When you make your reservation, you will be offered an optional cancellation insurance. In the event of cancellation or interruption of your stay, you must first inform the campsite and then make your declaration to our insurer, Campeze-couvert.

### - HOW TO CONTACT YOU?

You can fill in our contact form or call us on +33 04 67 21 92 69 during the opening hours of the reception.

## ABOUT THE STAY

### - WHAT ARE THE ARRIVAL AND DEPARTURE TIMES?

For the rental properties, arrival is between 4pm and 7pm and departure between 8am and 10am.  
For the camping pitches, arrival is between 2pm and 7pm and departure between 8am and 12pm.



**Camping ★★★  
La Créole**

**Camping La Créole\*\*\***  
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34340 Marseillan Plage - France

**- IS IT POSSIBLE TO ARRIVE AFTER THE CLOSING TIME OF THE RECEPTION?**

Yes, as long as you specify it in the "Comments" box when you make your reservation and contact the campsite 24 hours before your arrival to confirm the late arrival procedure (sending the essential elements to welcome you in the best conditions).

**- DO I NEED TO PROVIDE A DEPOSIT?**

For the mobile homes and the Coco-Sweet tent, a 250€ deposit for your rental will be requested on arrival.

**- IS THERE A TELEVISION IN MY RENTAL?**

Yes, all our rentals have a television with TNT french channels.

**- ARE BLANKETS AND HOUSEHOLD LINEN PROVIDED?**

Duvets and pillows corresponding to the beds in the accommodation are included in the rental (no extra blankets).

Linen is only provided in the Premium rentals but we offer disposable sheets for the Confort and Coco-Sweet range.

**- CAN I USE A BARBECUE DURING MY STAY?**

Only gas barbecues are accepted

A communal area for charcoal barbecues is available in the centre of the campsite.

**- CAN I PARK A SECOND VEHICLE ON MY PITCH?**

Only one vehicle is allowed per pitch. A paid parking with limited spaces is available on site without reservation. Free parking is available outside the campsite.

**- IS THERE WIFI ON THE CAMPSITE?**

WiFi is available throughout the campsite. Wifi is offered for one device per person throughout the stay. Wifi will be charged for any additional device.

**- WHAT IF I HAVE A PROBLEM ON SITE?**

We are available to listen to you in order to meet your needs as best as possible: a request that is not formulated cannot be solved.

**The whole team is at your disposal to make sure you have an excellent holiday!**