

TERMS OF SALES

PRICES : The published rental rates, taxes and services, are applicable from 01/10/2023. The prices for stays published have no contractual value and may be modified without notice. The contractual price is that set at the time of the final reservation. The fixed price includes water consumption, electricity, current VAT, access to swimming pools and entertainment. For accommodation, it also includes full inventory and gas. The campsite reserves the right to modify prices at any time. Stays will be invoiced based on the rates in effect on the day of reservation, subject to availability. It is advisable to check the applicable rate by contacting the campsite directly.

RESERVATION CONDITIONS : Reservations are only binding on the campsite if the campsite has accepted them, which the campsite is free to do or refuse, depending on availability, and in general, on all circumstances of a nature to interfere with the execution of the reservation made. The campsite offers family-oriented stays, in the traditional sense, the accommodation is specially designed for this purpose. The campsite reserves the right to refuse any reservation which is contrary to this principle, or which seeks to divert it.

PITCH RESERVATION CONDITIONS : From July 5 to August 24 : minimum 7 nights. The pitches have a minimum surface area of 80 m² according to the new 2011 standards. The reservation becomes effective after management accepts your contract accompanied by a payment of 30% deposit of the total stay + €15 reservation fee which will be cashed upon receipt. You will then be sent a booking confirmation. The pitch is available on the day of arrival provided for in the reservation contract from 2:00 p.m. until 7:00 p.m., until the day of departure provided for by the same contract at 12:00 p.m. Maximum 6 people including babies on a pitch, any additional person will be refused, as well as any person whose identity was not indicated when booking. Minors unaccompanied by a parent or legal guardian will be refused. Payment of the balance : upon your arrival. No reservation can be transferred to a third party.

RESERVATION CONDITIONS FOR RENTALS & “Private Sanitary” PITCHES : From July 5 to September 1: minimum 7 nights, arrival on Saturday, Sunday or Wednesday, departure on Saturday, Sunday or Wednesday, depending on the rental. Outside this period: minimum 2 nights. The reservation becomes effective after acceptance by the management of your contract accompanied by a payment of 30% deposit of the total stay + €15 reservation fees which will be cashed upon receipt. You will then be sent a booking confirmation. Additional management fees may be charged to you in the event of modification of a stay already booked. Rental is available on the day of arrival provided for in the rental contract from 4:00 p.m. until 7:00 p.m. until the day of departure provided for by the same contract before 10:00 a.m. (handover of keys at reception). Minors unaccompanied by a parent or legal guardian will be refused. Any additional person including babies depending on the rental reserved will be refused, as well as any person whose identity was not indicated when booking. Payment of the balance must be made no later than 30 days before your arrival. No reservation can be transferred to a third party. Payments can be made by bank cards (Visa, MasterCard, Eurocard).

PREFERENTIAL CHOICE OF LOCATION OR RENTAL : rentals and locations are assigned randomly. It is possible to choose a pitch number, when booking only, subject to our availability with a supplement of €30. No specific request, modification or change will be possible upon arrival.

BOOKING OPTIONS : Options have no contractual value and can be canceled without forfeit on either side, after a period of eight days without confirmation.

WITHDRAWAL : In accordance with article L.221-28 of the Consumer Code (provision of accommodation services), no right of withdrawal applies to the customer once the reservation has been validated by internet or telephone.

CONDITIONS FOR CANCELLATION OF A RESERVATION : In the event of cancellation, you will be retained, or you will remain liable for: The reservation costs.

As compensation for termination of contract:

- ✓ 15€ if you cancel more than 30 days before the scheduled date of arrival (cancellation costs),
- ✓ An amount equal to 50%, if you cancel between the 29th and 15th day before the scheduled arrival date

- ✓ An amount equal to the total stay, if you cancel less than 14 days before the scheduled arrival date, or if you do not show up on this date.

In the absence of a written message from the customer specifying that he had to postpone his arrival date, the pitch becomes available 24 hours after the arrival date provided for in the reservation contract and full payment of services remains required. Telephone messages are not taken into consideration.

Any cancellation must **IMPERATIVELY** be notified in writing to the manager of your place of stay.

CANCELLATION DUE TO THE CAMPSITE : In the event of cancellation due to the campsite, except in cases of force majeure, the amounts paid for the reservation will be fully refunded. However, this cancellation cannot give rise to the payment of damages.

CANCELLATION BY THE CAMPER : Any cancellation request must be communicated by post to the postal address of the campsite or by e-mail. Cancellations sent by telephone cannot be taken into account. Any cancellation results in the termination of the reservation and the campsite reserves the right to re-offer the accommodation for rental.

DELAYED OR SHORTENED STAY : No reduction or refund will be granted in the case of delayed arrival or early departure.

SECURITY – INSURANCE : Cancellation insurance can be taken out for pitches and rentals (4% of the base rate). The specific conditions of this insurance can be consulted on the site camez-couvert.fr. It is up to caravan campers to take out insurance for their caravan, tent, equipment and their civil liability. The management declines all responsibility in the event of theft, loss or damage due to bad weather or accidents occurring inside the campsite.

DEPOSITS : A deposit of €200 for Rentals, €150 for Pitches with “private sanitary facilities”, and €100 for “Comfort Plus & Comfort Premium” Pitches, will be required from the day of your arrival, in order to cover the establishment in the event of damage to the campsite. Method of paying the deposit: Bank card (amount not debited from your account). This deposit will be canceled and destroyed by us after your departure. A partial or full deduction may be made in the event of damage or dirt to the accommodation.

ELECTRIC VEHICLES : our mobile homes are not suitable for recharging an electric vehicle. This can cause serious risks (short circuit, fire) to the occupants of the accommodation and to all guests of the campsite. As a safety measure, it is therefore completely prohibited to recharge the battery of an electric or hybrid vehicle by plugging into the electrical outlet of an accommodation or pitch.

IMAGE: By accepting these General Conditions of Sale, the customer expressly authorizes, free of charge, the campsite to photograph or film him during his stay and to use the photos, videos or sounds on all media, for a period of 5 years. This authorization also applies to all people staying with the client. Its aim is to ensure the national and international promotion of camping on its websites, brochures, Facebook, Instagram, commercial presentations or in tourist guides.

PARTNERS: The customer expressly acknowledges that the campsite cannot be held responsible, due to the communication by its partners or by any third party of false information which may be mentioned in the brochure or the campsite's website concerning the reception sites, and in particular presentation photos, qualifiers, activities, leisure activities, services and operating dates. All photos and texts used on the campsite website are non-contractual. They are only indicative. Layout and features of parts may vary from model to model.

COMPUTER AND FREEDOM: The information you provide to us when placing your order will not be transmitted to any third party. This information will be considered confidential. They will be used only by our internal services, to process your order and to reinforce and personalize communication and the offer of services reserved for our customers according to your interests. In accordance with the Data Protection and Freedoms Act of January 6, 1978, you have the right to access, rectify, and oppose personal data concerning you. To do this, simply send us a request by mail.

COMPLAINTS : All complaints relating to the conditions of the stay must be made on site to the Camping management to enable them to find an immediate solution. Failing this, the stay will be, by express agreement, considered to have taken place in satisfactory conditions.

In the event of a dispute and after having contacted the professional's customer service, any customer has the possibility of contacting a consumer mediator, within a maximum period of one year from the date of the written complaint, by LRAR, to this professional.

The contact details of the mediator likely to be contacted by the client are as follows:

BAYONNE MEDIATION

32 rue du Hameau

64200 BIARRITZ

www.bayonne-mediation.com / Tél : 06 79 59 83 38