



## **BOOKING CONDITIONS**

Booking a stay with us implies the acceptance of our sales conditions. A payment of 25% of the cost of the holiday (plus booking fees) must be made when booking. The remaining amount must be paid at the latest 30 days before the date of departure.

In the event of a booking less than 30 days before the start of the holiday, total payment will be requested on booking. If payment is not received within the deadlines, the holiday will be cancelled without refund.

Sheets, towels and baby kits can be hired at the campsite. Mobile homes and bungalow tents must be cleaned and tidy (cleaned, washing up done, blankets folded), otherwise €70.00 will be charged. A €200.00 guarantee deposit for your rental, which is collected upon arrival and returned on the day of departure, minus repairs and replacement parts. The cleaning deposit of €70.00 which is collected upon arrival and returned on the day of departure, minus necessary cleaning costs.

### **CANCELLATION / WITHDRAWAL/ DELAY**

In accordance with article L.121-19 of the French consumer code, We informs you that the sale of accommodation services provided on a specific date, or online with a specific timeframe, is not subject to the withdrawal period right.

Each started stay is due. Early departure does not give rise to reimbursement.

In case of cancellation, the client must inform the campsite as soon as possible by writing an email or a letter.

Cancellation more than 30 days before arrival: the total advance of your stay is due.

Cancellation less than 30 days before arrival: the total amount of your stay is due.

In case of NO SHOW, the pitch or accommodation will be considered free the day after your supposed arrival day at 3:00 p.m. Thus, the campsite will be able to make use of your accommodation or pitch without any reimbursement.

**So, Take out insurance! With the FFCC (French Federation of Camping and Caravanning). Get a form on demand at the campsite or get it on their website: [www.FFCC.fr](http://www.FFCC.fr) tab "Devenez adhérent" In all cases, booking fees will be retained.**

### **IMAGE REPRODUCTION RIGHTS**

During your stay, you might be photographed in the campsite and appear in our promotional brochure. Please, keep us informed of any refusal by letter.

### **WELCOMING AND CONDITIONS OF STAY**

Once the payment of your booking has been received, you will be sent (by email or post) a voucher which sums up and confirms your booking and which will have to be presented to the campsite on arrival. Usually arrivals take place from 15.00 pm for rentals (12.00 pm for camping pitches) and departures take place before 10.00 am for rentals (12.00 for camping pitches). Outside of these times, you are advised to inform the campsite of your approximate arrival time. Clients must respect the campsite rules and regulations. Non-compliance with the rules will result in expelling from the campsite and no compensation or reimbursement will be owed.

Objects and personal belongings of the customer are their own responsibility. Safes are available at the reception desk (€4.00/day).

In the event of force majeure or acts of God, Biarritz Camping cannot be held responsible for the nuisances that may disturb your stay (drought, flooding, water, gas and power cuts, etc...).. Biarritz Camping cannot be held responsible for the actions of third parties with whom they do not have a contract. Customers will be informed of possible nuisances on provided we are also informed.

### **MOBILE HOMES and BUNGALOW TENTS**

Guaranteed arrivals time is limited to 24 hrs.

Arrival: as from 3:00 p.m. – departure: before 10:00 a.m.

People under 18 not accompanied by a legal representative won't be able to stay in our campsite.

A €200.00 deposit will be required on arrival, and returned to you on departure, after the inspection of the premises and the inventory, between 8:30 and 10:00 a.m.

We inform you that we will retain €70.00 if the premises haven't been cleaned or maintained. Any broken item or equipment will be invoiced and replaced by the campsite.

Cleaning can be provided (extra charge: 70.00 €).

### **MEDIATION**

In the event of a dispute, you may contact us sending a registered letter with acknowledgement of receipt to the manager. If you are not satisfied with the response you receive, you may refer to the Medicys mediation centre. Please make your submission to: Medicys - 73 Boulevard de Clichy – F-75009 PARIS

### **PRACTICAL INFORMATION:**

Reception hours are from 8:30 a.m. to 8 p.m. in 15th June till 31th August

From 8:30 a.m. to 12:30 a.m. and 2:00 p.m. to 7:00 p.m. during other periods.

It is strictly prohibited to add tents next to the mobile homes.

Pets are not allowed.

Playground reserved for children under legal complete and liability of their parents

Aqua gym: July and August

Pool area: Swimsuit only.

Wristband compulsory in the campsite.

Magnetic access key under deposit