



BIARRITZ CAMPING
★★★★

BOOKING CONDITIONS 2024

BOOKING METHOD

Booking a stay with us implies the acceptance of our sales conditions. Booking will be confirmed only after the reservation contract is returned to us and a prepayment of 25% plus bookings fees (€28) is paid. Bookings are all verified by the establishment before being accepted.

The remaining amount must be paid at least 30 days before the arrival date.

If the booking is less than 30 days before the stay, total payment will be requested upon booking. If payment is not received within the deadlines, the booking will be cancelled.

The prices indicated are subject to change. 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. Offers and promotions are non-retroactive and cannot be combined with each other.

People under 18 years old not accompanied by a legal guardian won't be able to stay in our campsite. Such attempt of booking will be strictly refused.

WELCOMING AND CONDITIONS OF STAY

Once the payment of your booking has been validated, you will receive (by email or post) a confirmation of your booking which will have to be presented to the campsite on arrival. Usually arrivals are between 4.30pm to 7.00pm (or 2.00pm to 07.00pm for camping pitches) and departures before 11.00am (12.00 for camping pitches).

Outside of these times, you are advised to inform the campsite of your approximate arrival time. We will give you access to our infrastructures the whole day of your arrival and departure.

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.

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 HUTS

After booking, you will receive a link to fill the details for your deposit online. The deposit will be required before arrival; the deposit is not debited from your account. and returned to you on departure, after the inspection of the premises and the inventory, between 8:40 and 11:00 a.m.

We inform you that we will retain €85.00 if the premises haven't been cleaned before departure. Any broken item or equipment will be invoiced and replaced by the campsite.

Guest vehicle who rental a hut, as well as the second vehicle for all others rental or pitch, will be parked on our outdoor parking. **It is strictly prohibited to add tents next to the mobile homes without prior permission.** The maximum number of occupants is the capacity indicated for each type of rental.

WITHDRAWAL : In accordance with article L.121-20-4 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.

DELAY / INTERRUPTION / MODIFICATION / CANCELLATION

None discount will be allowed for a late arrival, a early check-out or a modification of the number of people (for a part of the stay or all the stay).

Delay : Please inform us (e-mail) within 24h before your arrival.

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

Modification : Up to 14 days before arrival, the stay can be changed free of charge if it takes place in the running season (from the 1ST April to the 30th of October 2024)

Any price difference at the time of the change between the previous and the new stay will be the responsibility of the customer. If the new stay turns out to be cheaper than the old one, no refund of the difference will be made.

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

CANCELLATION DATE	Customer cancellation fees
D-30 before the start of the stay	25 % the total advance of your stay is due
D-29 à D-day before the start the stay	100% of the total advance is due

In all cases, booking fees 28€ will be retained.

CANCELLATION IN CASE OF PANDEMIC

A. **In the event of total or partial closure of the establishment** during the dates of the reserved stay (which is assimilated to a measure of total or partial ban on reception of the public, insofar as the Customer is directly concerned by the application of this measure) decided by the public authorities, and which is not attributable to the Service Provider, the sums paid in advance by the Customer for the reservation of the stay will be **reimbursed** within 30 to 60 working days.

However, the Service Provider cannot be held liable for additional compensation beyond this refund of the sums already paid for the reservation of the stay.

B. Notwithstanding the provisions of the CANCELLATION article, any cancellation of the stay duly justified by the fact that the Customer would **be affected by COVID 19** (infection) or other infection considered to be part of a pandemic, or would be identified as **a contact case**, and that this situation would call into question his participation in the stay on the dates planned will result in the issuance of **a credit note valid for 12 months non-refundable.** The reservation costs in the amount of 28 euros as provided for in the general conditions will remain with the Service Provider. In all cases, the Customer must imperatively justify the event making him eligible for this right to cancellation.

C. By way of derogation from the provisions of the CANCELLATION article, in the event that the Customer is forced to cancel the stay in full due to government measures not allowing participants to travel (**general or local confinement, travel ban, closure of borders**), even though the campsite is able to fulfill its obligation and accommodate Customers, the Service Provider will issue a credit note corresponding to the sums paid by the Customer, less the reservation fee of an amount of 28 € which will remain acquired by the Service Provider. This **credit, non-refundable and non-transferable, will be valid for 12 months.**

"Campez Couvert" Cancellation Insurance with "COVID EXTENSION"

Cancellation insurance is evolving with the implementation of a COVID extension. It covers COVID 19 individually as illness, serious illness or cause of death, for all benefits, whether insurance or assistance.

Biarritz Camping suggests cancellation and interruption insurance in the reservation contract via the partner **Gritchen Affinity**.

In the event of cancellation, the customer must imperatively notify the campsite of his withdrawal upon the occurrence of an event preventing his departure by mail or email.

If the claim is provided for in the general conditions,

(Available on the site www.campez-couvert.com or from the campsite), the customer must notify the insurer within 48 hours and provide all the necessary information and supporting documents:

- On line via internet : www.campez-couvert.com
- By e-mail : sinistre@campezcouvert.com
- Par courrier : Gritchen Toledé et associés - Service sinistres
27 rue Charles Durand- CS 70139 - 18021 BOURGES CEDEX

For more information, all the general insurance conditions can be viewed on the site:
www.campez-couvert.com

In the event of interruption or cancellation of the stay by a customer who has not taken out insurance, Biarritz Camping will in no case reimburse the sums paid and / or due.

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.

MEDIATION

In the event of litigation, 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 Mediation center.

Please make your submission to:

BAYONNE MEDIATION

32 Rue du Hameau

64200 BIARRITZ

Dogs are strictly forbidden on site