



BOOKING CONDITIONS 2021

BOOKING METHOD

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 proposed stays are in principle available subject to verification with the establishment concerned by your request.

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

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.

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

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 3.00 pm for rentals (2.00 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.

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

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.

The vehicle of people who have a rental in bungalow tents, 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. 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 /

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

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

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 of April to the 3rd of October)

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 booking	25 % the total advance of your stay is due
D-29 à j-8 before the start of booking	75% of the total advance is due
D-7 before the start of booking	100% of the total advance is due

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

New conditions !

In case of COVID -19, Serenity offer allows you to book with peace of mind !

In the event of a Covid-19 event during the dates of your holidays, you will benefit from a credit note corresponding to the whole amount you paid. It will be valid for 18 months if:

- ° You or a person registered on the rental contract is affected by the coronavirus (on presentation of proof)
- ° You are in a containment zone preventing you from going to the campsite
- ° The campsite is in a containment zone
- ° A quarantine period is to be observed for holidaymakers traveling to the destination region
- ° The campsite is located in an area that has received an orange or red travel advisory from the government during the dates of your stay

For any other damage, 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 tab "Devenez adhérent"

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 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 Medicy's mediation centre. Please make your submission to: Medicy's - 73 Boulevard de Clichy - F-75009 PARIS

PRACTICAL INFORMATION:

Reception hours are from 8:30 a.m. to 8 p.m. in high season.

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

Pets are not allowed.