



## FREQUENTLY ASKED QUESTIONS

### **Is it allowed to do barbecue?**

Yes, you can bring your own barbecue and grill on your pitch or rent one to the restaurant (between 6 and 10 euros per day, coal included).

It's forbidden to use a barbecue on the wood terrace of mobile home.

### **Is it possible to rent a cool box?**

Yes you can rent it; you have to book it with the reception when you book your stay. They are in the main bloc sanitary. Their capacity is the equivalent of a 1.5l water pack.

### **If we come with 2 cars, shall we enter with the both?**

If you have rent a bungalow tent or a second vehicle for mobile home or pitch have to be parked on our exterior parking. You can of course come in the campsite to put your stuff out.

### **Are there clothes specific to access to swimming pool? Short board are they allowed?**

Only 1 or 2 piece swimsuits, bikini or trikini for women and, Men's swim trunks and board shorts are allowed at the pool. For hygienic reasons, wearing a swim thong, micro bikini, burkini and monokini is prohibited.

## **Bungalows /Mobil-homes**

### **Is there baby coat?**

Baby coat can be rent 10 euros per week, thanks to ask when you book your stay.

### **Are pets (dogs) allowed in the campsite ?**

No pets are not allowed in the campsite.

### **Do we have to clean the mobile home before leaving ?**

Yes you have to clean. You can pay the cleaning 70 euros; you just have to do the dishes.

### **At what time do we have to leave the mobile home ?**

You have to leave at 10:00 maximum, but you can stay in the campsite until 20:00

## **Pitches**

### **Is there water point on the pitch?**

No, no water directly on the pitch.

### **Is there a camper van service area?**

Yes there is one on the outdoor parking. The price is 3 euros for people which stay in the campsite, 5 euros for the people who are not guest from the campsite.

### **What types of electrical connection have the plots ?**

The pitches have a European connection (3 points) of 10 Amps

## **Booking**

### **How can we book a stay ?**

You can call, or book online on our website : <https://www.biarritz-camping.fr/>

### **What are the means of payment in the campsite ?**

You have the possibility to pay by credit card, holiday vouchers, bank transfer, checks or cash.

### **Can I come in and check-in at any time ?**

You can check in at: from 02:00 pm for pitches and from 03:00 pm for rental, until 07:00 pm. (08:00 pm in high season)

If you come later, thanks to contact the reception to see the formalities.

### **At what time to we have to leave the pitch ?**

Before 12 :00 pm.

### **At what time to we have to leave the mobile home ?**

Before 10 :00 am

### **Do I have to pay for the whole stay if I leave before ?**

If it's a booking yes, you have to pay 30 days before your arrival. For a non-reserved stay, you will pay the day before or the day of departure.

### **Is there a reduction with the card FFCC, camping key, ADAC, ACSI ID ,Vaya Camping ?**

Yes, you benefit from a reduction in low season of 10% on pitches and 5% on rentals.

## **Entertainment and leisure**

### **What are the closing times of your facilities ?**

The swimming pool is open from 10:00 am to 07:00 pm

Showers are opened from 07:00 am to 11:00 pm

The bar, restaurant and grocery is open every day from 08:00 am

### **Is the aqua gym activity free ?**

Yes, it's free you just have to come with the wristband of the campsite.

### **Are there activities for children ?**

We do not have a children's club or day care.

**Is it possible to rent bikes?**

You can rent bikes at the grocery. We have a partnership for electric bikes with reduction for our guests.

**Is there public transport that passes in front of the campsite?**

Yes, line 38 passes in front of the campsite and takes you downtown.

[https://tim.chronoplus.eu/tim/data/pdf/587\\_FICHE-HORAIRE-38\\_2020-2021.pdf](https://tim.chronoplus.eu/tim/data/pdf/587_FICHE-HORAIRE-38_2020-2021.pdf) (cf Chronoplus Ligne 38)

**Is there WIFI ?**

YES. FREE WIFI everywhere in the campsite.