

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

BOOKING CONDITIONS : Reservations only bind 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 likely to interfere with the execution of the reservation made. The campsite offers family-oriented stays, in the traditional sense, the accommodations are specially designed for this purpose. The campsite reserves the right to refuse any reservation which would be contrary to this principle, or which would seek to divert it.

PITCH BOOKING CONDITIONS : From July 5th to August 24th : minimum 7 nights. The pitches have an area of 80 m² minimum according to the new standards of 2011. 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 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. to 7:00 p.m., until the day of departure provided for in 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 reported when booking. Minors unaccompanied by a parent or legal guardian will be refused. Payment of the balance : The payment of the balance on your arrival. No reservation can be transferred to a third party.

BOOKING CONDITIONS FOR "Private Sanitary" PITCHES : From July 5th to August 31st: 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€ of reservation fees which will be cashed upon receipt. You will then be sent a booking confirmation. Additional management fees may be charged if you modify a stay already booked. The rental is available on the day of arrival provided for in the rental contract from 4:00 p.m. to 7:00 p.m. until the day of departure provided for in the same contract before 10:00 a.m. (keys handed over at reception. Minors unaccompanied by a parent or legal guardian will be refused. Any additional person including babies according to the reserved rental will be refused, as well as any person whose identity was not indicated during the reservation. Payment of the balance : The payment of the balance on your arrival. No reservation can be transferred to a third party.

BOOKING CONDITIONS FOR RENTALS: From July 6th to September 1st: 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€ of reservation fees which will be cashed upon receipt. You will then be sent a booking confirmation. Additional management fees may be charged if you modify a stay already booked. The rental is available on the day of arrival provided for in the rental contract from 4:00 p.m. to 7:00 p.m. until the day of departure provided for in the same contract before 10:00 a.m. (keys handed over at reception. Minors unaccompanied by a parent or legal guardian will be refused. Any additional person including babies according to the reserved rental will be refused, as well as any person whose identity was not indicated during the reservation. Payment of the balance: The 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 holiday vouchers, bank checks, bank card (visa, MasterCard, Eurocard).

CHOICE OF PITCH OR PREFERENTIAL RENTAL : it is possible to choose a pitch number, when booking only, subject to our availability with a supplement of €30. No specific requests or modifications will be possible upon arrival.

OPTIONS : The options have no contractual value and can be canceled without penalty 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 still owe: The reservation costs.

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As compensation for termination of contract:

- ✓ No additional deduction to the cancellation fee if you cancel more than 30 days before the scheduled arrival date
- ✓ An amount equal to 50%, if you cancel between the 29th and 15th day before the scheduled date of arrival
- ✓ An amount equal to the total of the stay, if you cancel less than 14 days before the scheduled date of arrival, or if you do not show up on this date.

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

Any cancellation MUST be notified in writing to the manager of your place of stay.

CANCELLATION BY THE CAMPSITE : In the event of cancellation by the campsite, except in cases of force majeure, the sums 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 sent by post to the postal address of the campsite or by e-mail. Cancellations sent by telephone cannot be taken into account. Any cancellation leads to the termination of the reservation and the campsite reserves the right to offer the accommodation for rent again.

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

SECURITY - INSURANCE : Cancellation insurance can be taken out for pitches and for rentals (4% of the base rate). The specific conditions for this insurance can be viewed on the campez-couvert.fr website. 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 and degradation due to bad weather or an accident 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 requested from the day of your arrival, in order to cover the establishment in the event of damage to the campsite. Method of payment of the deposit: Credit card (amount not debited from your account) or by check. This deposit will be returned or canceled after your departure. A partial or full deduction may be made in the event of damage or soiling of the accommodation.

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

PARTNERS : The customer expressly acknowledges that the campsite cannot be held liable for 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 the presentation photos, the qualifiers, the activities, the leisures, the services and the dates of operation. All photos and texts used on the campsite's website are non-contractual. They are indicative only. The layout and features of parts may vary from model to model.

DATA-PROCESSING AND LIBERTIES

The information you provide us with at the time of your booking will not be transmitted to any third party. We shall treat this information as confidential. It shall be used solely by our internal services for processing your booking and to reinforce and personalise communication and the services offered to our clients concerning your centres of interest. In accordance with the data-processing and liberties law of 6 January 1978, you have the right to access, amend and change personal data relating to you. To do this, simply write to us.

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

In the event of a dispute and after having contacted the professional's customer service, any customer has the possibility of seizing a consumer mediator, within a maximum period of one year from the date of the written complaint, by registered letter, 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

06 79 59 83 38

1- ACCESS TO THE CAMPSITE : you will need to register the license plate number of your vehicle upon arrival.

BRACELET : during your stay the wearing of the bracelet is compulsory, it cannot be removed, it is compulsory to be able to access the campsite as well as the swimming pool, for each person registered at reception.

2-RENTAL : Each rental and what it contains has been checked before arrival. Any dissatisfaction regarding the state of cleanliness, or the general condition of the rental must be notified no later than 24 hours after arrival, in order to allow it to be remedied. No complaints will be admissible more than 24 hours after the day of arrival. No installation (tent), vehicle or additional person is accepted on the rental site. For security and insurance reasons, the number of occupants cannot exceed the capacity provided for by type of accommodation (including newborns). Otherwise upon arrival, the campsite reserves the right to refuse access to the accommodation.

3-CONDUCT, CLEANLINESS AND RESPECT FOR FACILITIES : Customers are required to refrain from any act or action which may harm the cleanliness, hygiene, appearance of the campsite, its equipment and installations, the sanitary facilities, notably. Wastewater must be emptied into the facilities provided for this purpose. It is forbidden to dump them at the foot of trees. Household waste, waste of all kinds, must be deposited, packaged in garbage bags, in the garbage containers provided for this purpose. Deposits at the foot of the small trash cans along the paths are not accepted. Washing linen is strictly prohibited outside the bins provided for this purpose. A laundromat with washing machine and dryer is available in the campsite (tokens and laundry detergent on sale at reception). The pitch used during the stay must be maintained in the condition in which the client found it upon arrival. It is prohibited to: Drive nails into trees, cut branches, plant crops. Plantings, floral decorations and landscaped areas must be respected. Demarcate the location of an installation by personal means. Dig the ground. Any damage, any act of vandalism committed to the detriment of vegetation, fences, land or installations and equipment, will be the responsibility of its author or of the client civilly responsible for the author of the acts.

4- THEFT, LOSSES and DAMAGE : of whatever nature, during or following the stay, the campsite is not liable.

5-ANIMALS : Only dogs and cats are accepted within the campsite (on presentation of the vaccination record (decree of 01/22/85)), they must be tattooed or microchipped (decree of 06/30/92). Only one animal can be admitted per pitch or rental (not accepted in rentals : Cottage Confort Premium and Family Premium). They must never be left free and unsupervised, even locked up in the absence of their masters. They are civilly responsible. They must always be kept on a leash. They are prohibited around swimming pools, and in buildings. They must not harm the peace and safety of residents and respect basic hygiene rules; dog bags are available in front of the garbage room. No exotic animals, no rodents, no reptiles and/or other atypical animals and/or "critters" are accepted. Each customer with an animal will have to pay the prescribed fee. The price is €4 per day in Pitch and €5 per day in Rentals. Dogs likely to be dangerous (category 1 and 2 - decree of 04/27/99) are refused.

6-VISITORS : If you receive external visitors, this is possible subject to acceptance by management. They must park in the outdoor car park and register at reception and pay €3 per person. For visitors, access to the aquatic area is not authorized.

7-PARKING : Vehicles must be parked in the plot or parking lot allocated upon your arrival. Never park your vehicle in the neighboring space even if it appears unoccupied. Campers may arrive at any time, parking is prohibited on roads and access roads.

8-VEHICLES : Only one vehicle per pitch is authorized to enter the campsite and park on the reserved pitch or nearby. This vehicle is the one whose registration number was recorded by the reception office. All other vehicles must park in our outdoor parking lot. Traffic in the campsite is limited to 10 km/h. All traffic is prohibited between 11 p.m. and 7 a.m. It is strictly forbidden to recharge your electric vehicle with a socket in the accommodation or on a campsite. The power is not

planned and would create a risk of overvoltage. Anyone who is caught recharging their vehicle within the campsite will have to pay a lump sum of €50. A paid charging type 2 station is available in the car park at the entrance to the campsite.

9-SOUND NUISANCE : Campsite guests are urged to avoid all noise and discussions that could disturb their neighbors or everyone's peace and quiet. Sound devices should be adjusted accordingly. Car door and trunk closures should be as discreet as possible.

10-BEHAVIOR : Any malicious, insulting, aggressive behavior, as well as any act of discrimination, blackmail or harassment, towards other customers or campsite employees is strictly prohibited.

11-AQUATIC AREA : STRICTLY RESERVED FOR CAMPERS. Open from 10:00 a.m. to 7:00 p.m. every day. Full regulations are displayed at the entrance to the swimming pool. Swim briefs or boxers in synthetic/stretch material required. Wearing boxer shorts, t-shirts, overalls of any kind is prohibited for hygiene reasons. Food and drinks prohibited. Young children must wear diapers specially designed for swimming, to comply with hygiene standards. Children who cannot swim must MANDATORY wear armbands. Children must be accompanied by an adult.

The campsite may occasionally have to close swimming pool in the event of unforeseen technical problems which could result in a lack of safety or hygiene. Access to aquatic areas is strictly prohibited outside opening and closing hours.

12- PLAYGROUND AREAS : Please keep these areas clean, children are under the supervision and responsibility of their parents, spaces open from 8 a.m. to 10 p.m., animals are not accepted.

13-SANITARY : In a campsite, the management of toilets is one of the delicate points. Customers must leave toilets, showers and sinks in a clean condition. Young children must be accompanied and supervised. The campsite ensures regular maintenance of the sanitary facilities; however, maintaining them in good conditions of hygiene and cleanliness remains everyone's business.

14-BARBECUES : Only gas or charcoal barbecues and planchas (above ground) are accepted. Barbecues and electric planchas are prohibited. One shared barbecue area is at your disposal in the campsite.

15- END OF STAY CLEANING : this is not included. Cleaning package option from €50 to €125 depending on the rental category. NB : This service does not exempt you from leaving the accommodation in a minimum state of cleanliness (no food waste, trash cans or products are tolerated).

16- SHEETS and TOWELS : *on departure must be placed on the table of the stay, if missing or damaged, will be charged*

17- DEPARTURE : No departure appointment is planned for inventory: on the day of departure, the pitch with private sanitary facilities or the rental must be vacated and the keys given to reception before 10:00 a.m., otherwise you will be charged for an additional day . The accommodation must be left in perfect clean condition and put back in place. Any broken or damaged item, or restoration of the premises, if this proves necessary, will be the responsibility of the customer. The customer accepts and authorizes the verification of the rental to be carried out after his departure by our housekeeper who will be able to request the debit of a cleaning fee according to the scale in force. Customers wishing to leave before the opening time of the reception office must come there the day before to collect an envelope on which their name and location number will appear. Keys to the mobile home or private toilets must be slipped into this envelope which will then be placed in the mailbox installed at the entrance to the reception office. The deposit will be destroyed by us once the inventory of departure premises has been carried out by the Accommodation service.

YOUR RESERVATION IMPLIES ACCEPTANCE OF THIS REGULATION.

MANAGEMENT RESERVES THE RIGHT TO EXPEL, WITHOUT NOTICE OR REFUND, PERSONS WHO FAIL TO COMPLY WITH THE INTERNAL RULES OR WHO HAVE PROVIDED FALSE INFORMATION CONCERNING THE OCCUPANTS OF THE RENTAL OR THE LOCATION.