

General terms and conditions of camping/caravanning site rental

1) Availability:

Contact us by phone to be informed of available rental periods.

2) Rates :

Rates shown are guaranteed until December 31, 2024.

The campsite reserves the right to modify rates at any time after the date indicated.

Offers and promotions are non-retroactive and cannot be combined.

Stays will be invoiced on the basis of the rates in force on the day of booking, subject to availability. It is advisable to check the applicable rate by contacting the campsite directly.

3) Final booking :

Reservations are only confirmed upon receipt of the completed, dated and signed booking contract, payment of a deposit equivalent to 25% of the total cost of the stay plus €10 booking fee, and written confirmation from the campsite management.

The simple payment of a deposit does not constitute in any case a guarantee of reservation.

All reservations are nominative and non-transferable.

4) Payment of stay :

The balance of the pitch reservation must be paid no later than 30 days before your arrival date.

After this deadline, if we have not received payment, we reserve the right to cancel the reservation and demand payment of the balance due, in accordance with the legal provisions in force. For bookings made less than 30 days before the arrival date, the full amount of the stay will be due at the time of booking.

5) Cancellation :

Don't worry, if you need to cancel, here's how we can help.

For bookings made between January 1, 2025 and May 31, 2025, you have 10 days from the date of receipt of your booking request to cancel.

In all other cases, the full amount of the stay must be paid 30 days before the date of arrival.

Any stay begun is not eligible for reimbursement for early departure.

Cancellation charges :

- **Cancellation insurance:** 4.5% of the price of the stay: see attached conditions:

CANCELLATION DATE	CANCELLATION FEES PAYABLE BY THE CUSTOMER
Up to D-60 FROM START DATE OF STAY	25% OF THE TOTAL COST OF THE STAY
D-59 TO D-29 FROM START DATE OF STAY	50% OF THE TOTAL COST OF THE STAY
D-28 TO D-3 FROM START DATE OF STAY	90% OF THE TOTAL COST OF THE STAY
D-2 FROM START DATE OF STAY	100% OF THE TOTAL COST OF THE STAY

6) Late arrival:

In the absence of any message from the customer indicating a justified delay in arrival, the pitch becomes available again at 10.00 am on the day following the contracted arrival date, and the full amount of the stay is due. No refunds will be made.

7) Tourist tax (subject to change) :

The price is displayed on the website of each campsite and in each establishment according to the amount and conditions set by the commune.

8) Occupancy of rented plot :

It must comply with the capacities announced in the description for the standard rate. Should the customer arrive with one or more extra people, the campsite manager reserves the right to refuse access without compensation.

9) Pets :

Pets are welcome on the campsite, with the exception of 1st and 2nd category animals. An additional fee will be charged in July and August.

They must be tattooed, have up-to-date vaccinations and carry a valid health record.

They must not be left alone in the accommodation in the absence of their master, and must be kept on a leash at all times. They are not allowed in public places (swimming pools, sanitary buildings, etc.).

10) Wristband :

Wearing a wristband on the campsite is compulsory.

11) Rules :

All customers are required to comply with the establishment's rules and regulations.

12) Services/activities :

Depending on the health situation, the government may have to modify health regulations during the year, which could lead us to modify the content of certain services or activities. Under no circumstances may these changes give rise to requests for price reductions or reimbursements, even partial, of sums paid.

13) Disputes :

Foreign language versions are as faithful translations as possible of the French version. However, in the event of a dispute, only the French version shall prevail.

Camping Océan Vacances mediator : Send a letter by registered post with acknowledgement of receipt to “Camping Océan Vacances”.

In accordance with article L. 152-1 of the French Consumer Code, the user may use the mediation service free of charge within a maximum period of one year from the date of written complaint, by registered letter, to the operator.

The contact details of the mediator who may be contacted by the customer are as follows:

Bayonne Médiation 32 rue du Hameau 64200 Biarritz.

We remind you that recourse to consumer mediation is only possible if :

- the user has previously contacted our customer service department with a written complaint less than a year old.
- the dispute has not been previously examined or is not being examined by another mediator or by a court.
- the user is not a professional.