

# General booking conditions

## Camping Océan Vacances 2025 (to 19/12/2024)

### 1) Availability:

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

### 2) Rates :

The rates shown are guaranteed until the 31st December 2024.

Each campsite reserves the right to change its rates at any time after the date indicated.

Offers and promotions are not 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.

We advise you 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 the deposit equivalent to 25% of the total cost of the stay plus €25 booking fee (€10 except July/August) and written confirmation from the campsite management.

The simple payment of a deposit in no way constitutes a guarantee of reservation.

All reservations are nominative and non-transferable.

### 4) Payment of the stay :

The balance of the rental 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 booking and demand payment of the balance due, in accordance with the legal provisions in force. For all bookings made less than 30 days before the arrival date, the full amount of the stay will be due at the time of booking.

A damage/cleaning deposit will be sent at the same time as the balance of the booking:

300€ via our app, in cash or by credit card imprint.

This will be returned to you at the end of your stay, less any costs incurred in restoring the accommodation.

A deduction of 100€ may be made if cleaning has been carried out incorrectly.

Sheet hire (by prior arrangement): €15 per bed.

Baby kit hire (on reservation): €4.50 per night (chair, bed, bath) €1.5 per item.

## 5) Cancellation :

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

For bookings made between the 1st February 2025 and the 31st May 2025, you have a cancellation period of 10 days from the date of receipt of your booking request.

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

Any stay that has begun cannot be reimbursed for early departure.

### Cancellation charges :

- Cancellation insurance: 4.5% of the price of the holiday: see attached conditions:
- Stays booked during the early-booking offer may be cancelled free of charge up to and including 31 January 2025.

### Other cases :

| 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 rental will become available again at 10.00 a.m. on the day following the date of arrival stipulated in the contract, and the full amount of the stay will be due. No refunds will be made.

### 7) Tourist tax (price subject to change) :

Mobile homes, chalets, flats, hotel rooms, gîtes, pitches and lodge tents: the price is displayed on the website of each campsite and in each establishment according to the amount and conditions set by the local authority.

### 8) Occupancy of the accommodation:

It must be in accordance with the capacities announced in the description of each accommodation for the standard rate. If the customer arrives with one or more extra people, the campsite manager reserves the right to refuse access to the accommodation without compensation. Minors will not be accepted without the presence of a legal representative.

### **9) Pets :**

Pets are allowed in the accommodation, with the exception of 1st and 2nd category pets. An additional fee will be charged.

They must be tattooed, have up to date vaccinations and have their health record up to date.

They may under no circumstances be left alone in the accommodation in the absence of their master and must be kept on a lead at all times. They are not allowed in public places (swimming pools, sanitary buildings, etc.).

### **10) Wristband:**

Wearing a wristband is compulsory.

### **11) Rules :**

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

### **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 lead to requests for price reductions or reimbursement, even partial, of sums paid.

### **13) Disputes :**

The foreign language versions are as faithful translations as possible of the French version.

However, in the event of a dispute, only the French version will prevail.

Mediator Camping Océan Vacances : 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 the 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 one 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.