

GENERAL BOOKING CONDITIONS & RULES OF PROCEDURE 2025

BOOKING

The reservation will be final only after receipt of the duly completed booking contract, accompanied by a payment of 25% of the amount of the stay as a deposit including the booking fee which amounts to 28€ in high season and 20€ in low season.

The proposed stays are in principle available subject to verify the hotel concerned by your request. Upon receipt of the payment of your reservation, you will receive by email booking confirmation that must be presented to the campsite on arrival

Options :

Options have no contractual value. They will be cancelled if we do not receive payment within 8 days of the option being placed.

Campsite booking conditions 2025 :

- Minimum stay of 2 nights throughout the season
- Pitches have a minimum area of 80m² according to the new standards of 2011.
- The tent or caravan and equipment must be installed at the location indicated in accordance with the guidelines
- Usually, arrivals are made at 2:00 pm for pitches and departures before midday.
- **A penalty of €10/hour will be applied if the person does not vacate their place before schedule time.**



Rental booking conditions 2025 :

LOW SEASON (From Saturday 12/04 to Friday 04/07/2025 From Monday 01/09 to Friday 10/10/2025 included)	HIGH SEASON (From Saturday 05/07 to Sunday 31/05/2025 included)
<p><u>Privileges Mobilhomes :</u> 4 nights minimum</p> <p><u>Classic and Premium Mobilhomes :</u> 2 nights minimum</p> <p><u>Hodeia Tents & Cabanes Sua:</u> 2 nights minimum</p> <p>You can arrive any day of the week.</p>	<p><u>Privileges Mobilhomes and Premiums:</u> 1 week minimum, arrivals on Sunday only.</p> <p><u>Classics Mobilhomes :</u> 1 week minimum, arrivals on Saturday only.</p> <p><u>Hodeia Tents & Cabane USA:</u> 4nights minimum, arrivals on Saturday only.</p> <p>Arrival days are not flexible.</p>

- Usually, check-ins are from 2pm & key pick-up is only between 4.30pm & 7pm. Check-outs are until 10am maximum.
- Departures: You must take an appointment for departure status at the reception desk no later than 24 hours before departure. A schedule will be imposed if you do not make an appointment. **A penalty of 10€/hour will be applied if the tenant is late for the state of the premises.**



Balances & Rates :

The balance must be paid no later than 30 days before the date of arrival at the campsite, as stipulated on the payment form. If you register less than 30 days before the start of your stay, full payment will be required at the time of booking. Failure to pay by the due date will result in the outright cancellation of the holiday and the application of the cancellation charges referred to in the 'CANCELLATION' paragraph.



Payments can be made in cash, holiday vouchers, CONNECT holiday vouchers and bank cards. We do not accept VACAF vouchers. Prices are subject to change. The campsite reserves the right to change prices at any time. 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. Offers and promotions are not retroactive and cannot be combined.

Unaccompanied persons under the age of 18 are not permitted to stay at our campsite. Biarritz Camping is free to accept or refuse a reservation, depending on availability and, in general, on any circumstances likely to affect the execution of the reservation made. The campsite offers family holidays, in the traditional sense, and the accommodation is specially designed for this purpose. Biarritz Camping reserves the right to refuse any booking that is contrary to this principle.

Royalties :

Royalties are paid at the reception desk. Their amount is displayed at the entrance to the campsite and at the reception desk. They are due according to the number of nights spent in the field. Users of the campsite are invited to notify the reception office of their departure the day before. Campers intending to leave before the opening time of the reception office must pay their fees the day before.

DURING YOUR STAY

Conditions of admission :



To be admitted to enter, settle, and stay on a campsite, you must have been authorized to do so. Users have the obligation to ensure the proper maintenance and order of the campsite as well as compliance with the application of these internal regulations and accept the provisions of these regulations and the commitment to comply with them.

Police formalities :

Anyone wishing to stay in the campsite must first present their identity documents. Minors unaccompanied by their parents will not be allowed to stay on the campsite.

Arrivals & departures :

We will allow you all-day access to our facilities on the day of your arrival and the day of your departure. It is advisable to inform the campsite of your approximate time of arrival. It is the customer's responsibility to respect the campsite rules. **Failure to comply with the rules, which would have led to eviction, would not entitle the customer to any compensation or reimbursement.**

Reception office :



Open from 8:30am to 12 :30pm and from 2pm to 7pm in low season and from 2:30 am to 8pm in high season.

You will find at the reception desk all the information on the services of the campsite, information on the possibilities of refuelling, the sports facilities, the tourist attractions of the surroundings and various addresses which may prove useful. A complaints book intended to receive complaints is made available to users. Complaints will only be taken into consideration if they are signed, dated, as precise as possible and relate to relatively recent facts.

Noise and Violation of internal regulations: :



replacement.

Campsite users are urged to avoid all noise and discussions that could disturb their neighbours. **Silence must be total between 11 p.m. and 7 a.m.** In the event of nuisance of any kind, nocturnal noise, drunkenness or violation of the Internal Regulations, immediate expulsion without reimbursement may be considered and the police may be called upon. Any damage, breakage or poor maintenance in the rentals will be charged. The deposit will then be kept for the costs incurred by the campsite for repair or

Visitors :

After being authorized, visitors can be admitted to the campsite under the responsibility of the campers who receive them. If these visitors are admitted, the camper who receives them may be required to pay a fee, insofar as the visitor has access to the services and/or facilities of the campsite. Visitor's cars are prohibited in the campground.

Traffic and parking of vehicles :



Inside the campsite, vehicles must drive at a speed limit of 10 km/h. Traffic is prohibited between 11 p.m. and 7 a.m. Only vehicles that belong to the campers staying there can circulate in the campsite. Parking must not impede traffic or prevent the installation of newcomers.

Up keeping of installations :

Cleanliness and environmental rules: Everyone is required to refrain from any action that could harm the cleanliness, hygiene, and appearance of the campsite.



It is forbidden to throw polluted water on the ground or in the gutters. Household waste, waste of any kind, papers must be deposited in the containers provided. Sanitary facilities must be maintained in a constant state of cleanliness by users. Washing is strictly prohibited outside the bins provided for this purpose.

Plantings and floral decorations must be respected. It is forbidden for the camper to drive nails into the trees, to cut branches and to make plantations. Any degradation committed to the vegetation, to the fences, to the ground or to the facilities of the camp will be the responsibility of its author. The location that will have been used during the stay must be returned to its initial state.

HUTS, TENTS & MOBILE HOMES

Deposit :

- We use the SWIKLY platform for deposits, which is a secure and reliable partner. Once you have booked, you will receive an e-mail (the sender's name is Swikly) with an online payment link to pay your deposit. The e-mail is often in the spam folder.
- **The amount is €800 for Privilege mobile homes & €200 for classic mobile homes, Premiums, Hodeia Tents & Cabanes Sua.**
- The deposit is not debited and is automatically returned by Swikly after your departure.
- A partial or full deduction from the deposit may be made in the event of damage, soiling or cleaning that has not been done on your departure, concerning your accommodation and the equipment rented (bicycles, plancha, etc.).

Additional services :

- **End-of-stay cleaning** : this does not include cleaning/storing dishes or emptying rubbish bins. There are 3 prices depending on your type of accommodation: 75€, 1-bedroom accommodation. 85€, 2-bedroom accommodation. 95€, 3-bedroom accommodation.
- **Sheet hire** : double bed, €15 and single bed, €12. (on reservation)
- **Towel hire** (one large & one small): €9 (on reservation)
- **Cot hire** : (on reservation & subject to availability)
- **Highchair hire** : (on reservation & subject to availability)
- Any broken object or equipment will be charged for and replaced by the campsite. The vehicle of people renting a Hodeia hut or tent, or the 2nd vehicle for other rentals or pitches, must be parked in the campsite's outdoor car park. It is strictly forbidden to add tents to the pitches of mobile homes and Hodeia cabins & tents. The maximum number of occupants is the capacity indicated for each type of accommodation.



Security :

A first aid kit is available at reception. A defibrillator is available at reception and at the swimming pool. In the event of force majeure or unforeseen circumstances, the campsite cannot be held responsible for any nuisance that may disrupt your stay (drought, flooding, power cuts, water cuts, gas cuts, etc.). Except in the case of proven fault, the campsite cannot be held responsible for the actions of third parties with whom it has no contract. Customers will be informed of any such nuisance on the sole condition that we ourselves are informed.

The management would like to inform you that cameras have been installed on the campsite for your safety and ours.

Fire:

Barbecues (wood, charcoal, etc.) are authorized on your pitch but prohibited on the rental wooden terraces. In case of fire notify management immediately. Fire extinguishers can be used if necessary. A first aid kit is located at the reception desk.

Theft:

The management is only responsible for objects left in the office and has a general obligation to monitor the campsite. The camper retains responsibility for his own installation and must report to the manager the presence of any suspicious person. Although security is provided, users of the campsite are invited to take the usual precautions to safeguard their equipment.

WIFI charter :

The campsite's Wifi network allows Internet browsing. It also allows the sending of electronic messages via mail software. Each user is legally responsible for the use he makes of this connection. He undertakes to respect the rules of computer ethics and in particular: to make strictly personal use of his access code, - to use the means made available to him in accordance with the laws and regulations in force, and in particular : - Do not consult sites that are racist, paedophile or incite hatred and violence. - Not to commit offenses and acts of piracy infringing the rights of others and the safety of persons. - not to intentionally carry out operations which could have the following consequences: - to hide his true identity - to appropriate the password of another user - to alter, modify data or access information belonging to other network users- to interrupt or disrupt the normal operation of the network or one of the systems connected to the network- to modify or destroy information on one of the systems- to connect or attempt to log on to a site without authorization.



Games :

No violent or annoying games can be organized near the facilities. The meeting room cannot be used for hectic games. Children should always be under the supervision of their parents.

Dead garage :

It cannot be left unoccupied equipment on the ground.

Animals :



Animals are not accepted within the campsite.

Posters :

Rules of procedure are displayed at the entrance to the campsite and at the reception desk. It is given to the customer at his request.

Swimming pool :



Reserved for campsite guests only. In high season, the swimming pool is supervised by a lifeguard, but swimmers do so at their own risk. Children remain the sole responsibility of their parents.

It is open from 10am to 7pm in low season, & until 8pm in high season.

For reasons of hygiene and safety, men must wear briefs or boxer shorts and women must wear a one-piece or two-piece swimming costume, bikini or trikini. Anyone not wearing swimming attire that complies with these rules will not be allowed access to our aquatic area. The hammam is for over-18s only, and can be booked at reception, at a cost of €12 for up to 6 people/hour.

Security service :

A security service controls the entrance to the campsite and monitors the entire site during the high season. They are authorized by the Management to sanction any disturbance whatever its nature.

Charging Electric Vehicles :

It is strictly forbidden to charge electric vehicles on the outdoor and indoor plugs of the campsite

Image reproduction rights :

You authorise Biarritz Camping, as well as any person that Biarritz Camping may wish to replace you, to photograph, record or film you during your stay at Biarritz Camping and to use the said images, sounds, videos and recordings in any medium (in particular on Biarritz Camping websites or pages - including Facebook and Instagram - on Biarritz Camping presentation and promotional materials and in tourist travel guides). This authorisation applies both to you and to persons staying with you. Its sole purpose is to promote and animate the establishments and may in no way damage your reputation. This authorisation is granted free of charge, for all countries and for a period of 5 years.

Mediation :

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

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

In the event of a dispute, and after having referred the matter to the campsite management, any campsite customer may refer the matter to a consumer ombudsman. The contact details of the mediator likely to be contacted by the customer are as follows: BAYONNE MEDIATION - 32 Rue du Hameau, 64200 Biarritz // <https://www.bayonne-mediation.com/>

Your reservation implies acceptance of these booking conditions & rules.

The management reserves the right to expel, without prior notice or reimbursement, any person who fail to comply with the internal rules or who give false information concerning the occupants of the plot.

ANNULATION, MODIFICATIONS, ASSURANCE DU SÉJOUR

RETRACTION PERIOD

By virtue of article L.121-20-4 of the French Consumer Code, all of the services offered are not subject to the right of withdrawal set out in articles L.121.20 et seq. of the French Consumer Code. Consequently, the accommodation services ordered are subject exclusively to the cancellation conditions below.

DELAY / INTERRUPTION / MODIFICATION / CANCELLATION

None discount will be allowed for a late arrival, a early check-out or a modification of the number of people (for a part of the stay or all the stay).

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

Interruption : Once the stay has begun, the full price of the stay is retained by the campsite. No refunds are possible for early departure or late arrival, for whatever reason.

Modification :

Up to 14 days before arrival, the stay can be changed free of charge if it takes place in the running season (from April to October 2025).

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 e-mail or a letter). Telephone messages will not be taken into consideration. In the absence of a written message, the pitch or rental will become available 24 hours after the arrival date specified in the booking contract.

All cancellations incur the following charges:

CANCELLATION DATE	CUSTOMER CANCELLATION FEES
D-30 before the start of the stay	25% of the total advance of your stay is due
D-29 to D-day before the start the stay	100% of the total advance is due

In all cases, the booking fee, cancellation insurance and tourist tax will be retained.

Cancellation insurance « Campez Couvert »

It covers COVID individually in the event of illness, serious illness or death, for all insurance and assistance cover.

Biarritz Camping offers cancellation and interruption insurance as part of the booking contract via its partner GRITCHEN Affinity.

In the event of cancellation, the customer must notify the campsite by post or e-mail as soon as an event has occurred which prevents his or her departure.

If the claim is covered by the general conditions (available on the www.campez-couvert.com website or from the campsite), the customer must notify the insurer within 48 hours and provide all the necessary information and supporting documents:

- Online at www.campez-couvert.com
- By e-mail: sinistre@campezcouvert.com
- By post: Gritchen Toledé et associés - Service sinistres 27 rue Charles Durand - CS 70139 - 18021 BOURGES CEDEX

For more information, all the general terms and conditions of the insurance can be consulted on the website: www.campez-couvert.com

In the event of interruption or cancellation of the holiday by a customer who has not taken out insurance, Biarritz Camping will under no circumstances refund any sums paid and/or due.

CANCELLATION IN CASE OF PANDEMIC

In the event of total or partial closure of the establishment during the dates of the holiday booked (which is treated as a total or partial ban on receiving the public, insofar as the Customer is directly affected by the application of this measure) decided by the public authorities, and which is not attributable to the Provider, the sums paid in advance by the Customer for the booking of the holiday will be reimbursed within 30 to 60 working days. However, the Provider cannot be held liable for any additional compensation beyond this reimbursement of the sums already paid for the booking of the holiday.

Notwithstanding the provisions of the **CANCELLATION** article, any cancellation of the holiday duly justified by the fact that the Customer **is affected by COVID 19** (infection) or another infection considered to be part of a pandemic, or is identified as a contact case, and that this situation would call into question his/her participation in the holiday on the planned dates, will give rise to the issue of a non-refundable credit note valid for 12 months.

The booking fees as set out in the General Terms and Conditions will be retained by the Provider. In all cases, the Customer must provide proof of the event making him/her eligible for this right of cancellation.

As an exception to the provisions of the **CANCELLATION** article, in the event that the Customer is forced to cancel the holiday in its entirety due to government measures preventing participants from travelling (general or local confinement, travel ban, closure of borders), even though the campsite is able to fulfil its obligation and welcome Customers, the Supplier will issue a credit note corresponding to the sums paid by the Customer, less the booking fee of €28, which will be retained by the Supplier. This non-refundable and non-transferable credit note will be valid for 12 months.