

## **Article 1 - Scope of the general conditions of sale**

The present general conditions automatically govern all sales of stays made.

They are an integral part of any contract concluded between the campsite and its customers.

Each customer acknowledges having read these general conditions prior to any reservation of a stay, for himself and any person participating in the stay.

In accordance with the law in force, these general conditions are made available to all customers for information purposes prior to the conclusion of any contract for the sale of stays.

They can also be obtained on simple written request addressed to the head office of the establishment.

## **Article 2 - Booking conditions**

### **2.1 Prices and payment**

All rentals are personal and cannot be transferred.

The rental only becomes effective after receipt of the deposit and confirmation of the stay by Camping le Rocher de la cave.

The price of the stays is indicated in euros, VAT included.

The customer's attention is drawn to the fact that the tourist tax is not included in the price.

The consumption of water, gas and electricity is included in the price.

The campsite reserves the right to modify the prices. Invoicing for stays is based on the rates in effect at the time of booking. Offers and promotions are not retroactive and cannot be combined with one another.

The text plans and photos are indicative and have no contractual value.

The layouts and characteristics of the parts may vary depending on the model.

The reservation is made according to the availability of the campsite and the wishes of the customer.

Amount of deposit: 25% of the total amount of the stay payable when booking.

The balance of the stay must be paid upon arrival.

The number of people must not exceed that specified in the type of accommodation. In the event of an overrun, the campsite is entitled to refuse any additional person. However, the tenant can set up a tent on the same pitch with the authorization of the campsite.

This additional person must pay the corresponding rate.

When booking or upon arrival at the campsite, all persons must be declared at reception.

### **2.2 Modification of reservation**

No reduction will be made in the event of delayed arrival or early departure. For any delay of more than 24 hours, and in the absence of a written message, the reservation will be void, the deposit will be retained by the campsite management and the campsite may rent the pitch or the accommodation.

### **2.3 Cancellation**

Cancellation of stay must be made in writing (mail or email). For any cancellation received more than 45 days before the start date of the stay, the deposit will be refunded (the administrative fees will be kept by the campsite).

In the event of a government decision of lock-down, travel ban or administrative closure, the above cancellation conditions apply until the day of arrival.

### **2.4 Right of retraction**

The legal provisions relating to the right of retraction in the event of distance selling provided for by the Consumer Code are not applicable to tourist services (article L.121-20-4 of the Consumer Code).

Thus, for any order for a stay with the campsite, the customer does not benefit from any right of withdrawal.

## **Article 3 - Course of the stay**

### **3.1 Arrivals and Departures**

Rentals in high season (see prices page) go from Wednesday or Saturday to Wednesday or Saturday.

Outside the high season, it is possible to rent by the night or for the weekend.

For the pitches: arrivals are from 12 noon, departures are before 12 noon.

For accommodations: arrivals are from 4 pm, departures before 10 am.

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 complaint will be admissible more than 24 hours after the day of arrival.

### **3.2 Deposit**

A deposit of 260 euros for accommodation and cleaning will be requested on the day of your arrival. It will be refunded to you within seven days after your departure, following an inventory.

The invoicing of any damage will be added to the price of the stay as well as the cleaning fee of 90 euros if you do not leave the accommodation in a perfectly clean state.

If you cannot be present during the inventory, we will send you a letter with the inventory report and depending on this, your deposit will be refunded.

### **3.3 Departure**

Any request to extend your stay must be made at least 24 hours before the planned departure date and accepted by the campsite.

### **3.4 Visitors**

Visitors are accepted under the responsibility of their host. They must park in the outdoor car park and report to reception.

### **3.5 Animals**

Pets (except category 1 and 2 dogs) are accepted free of charge on the campsite.

They must be kept on a leash, tattooed or chipped and vaccinated. The vaccination record is compulsory and it must be up to date.

### **3.6 Internal rules**

All campers are required to respect the internal rules of the campsite, posted at the reception.

All campers are responsible for any disturbances caused by people staying with them.

A marked non-compliance with the internal regulations may result in the camper's expulsion.

### **3.7 Electrical connection**

For electrical safety reasons, it is strictly forbidden to plug your vehicle into the campsite's standard sockets.

### **Article 4 - Liability**

The Campsite declines all responsibility for damage to the equipment of the camper-caravanner which is of its own making. Liability insurance for your equipment is mandatory.

### **Article 5 - Applicable law**

These general conditions are subject to French law and any dispute relating to their application falls within the jurisdiction of the Tribunal de Grande Instance or the Commercial Court of Périgueux (24).

In the event of a dispute, and after having referred the matter to the professional's customer service department, any customer may refer the matter to a consumer mediator, within a maximum period of one year from the date of the written complaint, by registered letter to the professional.

The coordinates of the mediator likely to be seized by the customer are as follows: BAYONNE MEDIATION 32 rue du Hameau 64200 BIARRITZ [www.bayonne-mediation.com](http://www.bayonne-mediation.com)