



## GENERAL CONDITIONS CAMPSITE AND STAY

**GENERALITIES :** The holiday maker will be made aware of all the circumstances of La Castellonderie including prices, accommodation (camping pitch or rented lodging) as well as any other information which the lodger has inquired about.

**ASSIGNMENT OF THE RESERVATION:** In accordance with articles L.211-11 and R.211-7 of the French Tourism Code, the client may assign his contract to a third party, provided that he informs the campsite La Castellonderie, no later than 7 days before the start of the stay, indicating the name and address of the assignee. The transferee will be deemed to have read the general terms and conditions of sale.

**RESERVATION :** The reservation becomes definite after the payment of the booking deposit within the 10 days and the reservation confirmed by camping La Castellonderie.

Costs are as follows:

-Rental accommodation: 50 % of the total holiday amount + reservation costs (15€) + optional cancellation guarantee (3% of the stay)

-For a camping pitch: 50 % of the total holiday amount + reservation costs(15€) + optional cancellation guarantee (3% of the stay)

The reservation is carried out, as much as possible, in accordance with the wishes of the client and the capabilities of the campsite.

### **PAIEMENT :**

For a pitch on the campsite or the rental accommodation: the holiday has to be settled 30 days before arrival date, without any reminder.

If the payment has not been settled, the lodging will be considered as cancelled and the paid deposit will be kept by camping La Castellonderie.

If you reserve within 30 days before arrival, the total amount of the holiday has to be paid.

**Arrival – Departure- Late arrival :** The client commits himself to follow the internal rules of the campsite (shown at the entrance of the campsite). You will have to arrive before 7pm.

The accommodation or the pitch is available from 4.00 p.m.

If you think you might arrive later, the campsite has to be informed in advance for prior consent. Telephone conversations will have to be confirmed in writing. With notification of late arrival, the accommodation will be available up to 24 hours after the date and time agreed on. Hereafter the accommodation is free to rent again. **IN THE CASE OF LATE ARRIVAL NO REFUND WILL BE GIVEN.**

The day of departure the accommodation or pitch must be vacated by 10.00 a.m. In the case of a late departure a night extra will be charged (equally to one-seventh of the rental sum per week). **IN THE CASE OF EARLY DEPARTURE NO REFUND WILL BE GIVEN.** In this case, the cancellation benefit is not applicable and is totally excluded.

**REFUNDABLE CASH DEPOSIT:** For rentals, a deposit by bank card of 280 € / 260 € / 240 € is requested on arrival (not debited) and broken down as follows:

– a deposit of € 200 for any damage caused to the accommodation.

- a cleaning deposit of € 80 for the gîtes / € 60 for accommodation with sanitary facilities / € 40 for rentals without sanitary facilities. The tenant must make their accommodation clean (WC, shower, sink, sink, defrosted fridge, hob, microwave, coffee maker, dishes, cupboards, dustbins, garden furniture, quilts and mattresses, barbecue and grill (if you have rented a barbecue)).

On request, the accommodation can be cleaned by the La Castellonerie campsite team at a price of € 80 for the gîtes / € 60 for accommodation with sanitary facilities / € 40 for rentals without sanitary facilities. The crockery must however be cleaned, wiped, put away, the dustbins emptied, the quilts and mattress not soiled. It should be noted that we take the greatest care in providing a clean rental on your arrival. If however you notice an anomaly, it must be reported and noted no later than 24 hours after the day of your arrival. No comments will be taken into account beyond this period.

It is expressly forbidden to use the rental beds without putting sheets on them (possibility of renting them for 8 € for the single bed and 16 € for the double bed).

The deposits are returned at the time of departure but no inventory will be established the day before departure. In this case, the deposit will be returned by credit card with possible deduction of the amount of damage and / or missing noted, or absent or insufficient cleaning.

**Tariffs :** The prices shown are subject to change. The campsite reserves the right to modify the prices at any time. Each stay is invoiced according to the price in force on the day of the reservation, subject to availability. We recommend that you verify the applicable price by directly contacting the campsite.

Any ulterior modification of the applicable VAT rate which occurs between the establishment of the tariffs and the invoicing for the stay will result in a corresponding modification of the tax-inclusive price, which the client accepts without reserve.

The offers and promotions are not retroactive and may not be combined with other discounts.

**CANCELLATION FEES WITHOUT GUARANTEE :** In case of cancellation of the pitch of lodging, only a written (fax, email post) confirmation is notified.

In case of cancellation and non-subscription of the cancellation guarantee and whatever the reason, we will keep :

-100% of the amount paid if the cancellation occurs less than 30 days before the beginning of the stay or if you do not show up

-50% of the amount paid if the cancellation occurs more 30 days before the beginning of the stay

In every case, booking fees are not reimbursed.

**CANCELLATION SERVICE:** You can subscribe to the cancellation service. The general conditions of sale can be downloaded on our website.

**INSURANCE :** The Holiday Centre does not take any responsibility for losses or thefts or other means of personal damages.

The Holiday Centre does not take any responsibility in the case of any accidents. The tenant has to be covered by a civil liability insurance for any damage he might cause and he denies the campsite's responsibility in case of damage due to tree branch fall, bad weather, broken glass, natural disaster or theft. Cancellation and comprehensive insurance are at your expense.

**Mediation of consumer disputes :** In accordance with the provisions of the French Consumer Code concerning 'the mediation process with regard to consumer disputes', the customer has the right to make free use of the mediation service offered by the La Castellonerie campsite.

The present general terms and conditions of sale are written in French. In the event that they are translated into one or more foreign languages, only the French text shall prevail in the event of a dispute.

In the event of a dispute and after having referred the matter to the professional's customer service, 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 contact details of the mediator who may be contacted by the customer are as follows

**BAYONNE MEDIATION**

32 rue du Hameau

64200 BIARRITZ

[www.bayonne-mediation.com](http://www.bayonne-mediation.com)

(33) 6 79 59 83 38