

# Practical informations

● **PITCHES** : the price includes the pitch for tent or caravan, car and access to camp site facilities. Arrival from 2 p.m. and before 7 p.m. imperatively, departure before noon.

● **ACCOMMODATION RENTALS** : Creole huts and mobile homes are book from Saturday or Sunday. Arrival from 3 p.m. and before 7 p.m. imperatively. Departure Saturday or Sunday before 10 a.m. Entirely equipped, only the cleaning of the home and the beds are yours charge. However, you can rent sheets and blankets on site additional.

● **SEASONAL HIRE** : this covers the rental of pitch along summer, with water and electricity costs.

● **HOTEL FACILITIES** : Please reserve in writing 2 weeks before your arrival.

Please respect the arrival times, between 3 p.m. and 7 p.m., because for security reasons, we will not be able to accept any arrival after 7 p.m. (reception closing time).

# General conditions

**1- STAY REGULATIONS** upon receipt of your deposit; we shall send you, according to availability, a booking confirmation.

**COOLING-OFF PERIOD** : In accordance with article L.121-20-4 of the french Consumer Code, none of the services and provisions proposed on this site are subject to the cooling-off period stipulated in articles L.121-20 and following of the french consumer code. Consequently, the accommodation and leisure services ordered on the site are exclusively subject to the cancellation conditions attached.

The booking is definitive when we receive your deposit.

Payment of the balance of the cost for your stay will have to be done under the following conditions:

● **PITCHES and ACCOMMODATION** : 1 month before the beginning of your stay, at latest. If you make a reservation more than 1 month before your arrival, you have to pay an amount of 25% of the total sum of your stay. If you make a reservation less than 1 month before your arrival, the total amount of your stay has to be paid.

● **SEASONAL HIRE** : before 01.06.

**WARNING:** in case of no-payment in this time limit, your booking will be cancelled and the following cancellation conditions shall be applied.

**2- CANCELLATION MADE BY CAMPER**

● **PITCHES** : In case of booking cancellation :

- More than 1 month before your arrival date, a flat rate of 50 € will be withheld.

- Less than 1 month, the whole deposit will be withheld.

● **ACCOMMODATION** : 1 month before the beginning

- If you make a reservation more than 1 month before your arrival date; the entire deposit will be deducted.

- If you make a reservation less than 1 month before your arrival date, the total cost of your holiday will be deducted.

**3- CANCELLATION MADE BY SEN YAN :**

In case of cancellation made by Sen Yan, unless this is due to a "force majeure" and is a cancellation for the safety of the client, the full amount paid will be reimbursed

**4- IF YOU DO NOT COME :**

If you have not arrived 24 hours after your due arrival date, Sen Yan reserves the right to dispose of your pitch or accommodation (refers to cancellation conditions).

**5- CAUTIONARY DEPOSIT :**

For renting accommodation, a € 350 (€ 250 + € 100) cautionary deposit has to be paid on arrival. This is for any material damage and to ensure cleanliness. It will be refunded to you at the end of your holiday. If there is any missing material or if the place is left in dirty condition, a fixed sum of € 100 will be deducted.

**6- INSURANCE :**

During their stay, clients will benefit for a third party liability insurance form Sen Yan for any physical accident or material damage against the camper for which we would have been recognised responsible.

**7. - Optional CANCELLATION GUARANTEE:** € 35 per week booked. We recommend taking out this cancellation guarantee subject to the terms and conditions defined below:

- The amount has to be paid in full and only at the time of booking, being added to that of the deposit.

- To cover your cancellation, we must be informed of the cancellation of your stay by registered letter with acknowledgement of receipt no more than 5 days after the event having caused the cancellation. The full list of reasons covered by the present guarantee is given below. All cancellation requests must be accompanied by precise,

indisputable documents justifying the request.

The cancellation guarantee ensures that the contract price of the rental will be reimbursed when the cancellation occurs between the date of booking and the date of arrival on the camp site, due to an event that was not known and could not be foreseen at the time of booking. Sums not reimbursed: cancellation guarantee fee + fixed cancellation fee of € 50.

The events covered by this cancellation guarantee are (exhaustive list):

1) -Death, serious bodily accident or serious illness of yourself, the persons who are with you, your ascendants, descendants, brothers or sisters, occurring between the date of your reservation and the date of your departure.

2) -Lay-off of yourself or of the persons who are with you.

3) -A move of house consecutive to a professional transfer.

4) -Damage caused to your main residence as a consequence of fire, water, degradation of fittings consecutive to burglary, vandalism, storms, natural catastrophe.

5) COVID-19 extension

-Cancellation for Covid-19 Disease declared in the month preceding departure concerning one of the participants of the booked stay

- Cancellation for a declared contact case, waiting to take the Covid test and awaiting its result, concerning one of the participants of the stay.

-Cancellation following quatorzennes in the event of a positive test by one of the participants of the stay.

-Cancellation if the Customer was unable to access the campsite, due to the closure of borders, administrative limitation of travel.

The cancellation guarantee ceases to be effective as of the beginning of the rental and may in no way apply if the events listed above should occur during your stay.

**8- OVER-BOOKING :**

No more than six persons may occupy a site. Over-booking is strictly forbidden.

**9-COMPLAINTS - NOTICE:** In the case of a complaint about a fault on our site during their stay, customers are asked to approach a manager as soon as the problem occurs to find a solution.

A cleaning and a technical team are present on site, allowing problems to be solved within 24 hours.

In the case of a fault which cannot be repaired within 24 hours, the management keeps accommodation or pitches in reserve which can be made available.

Claims are personal and recorded. They are subject to a complaint signed by the parties.

In the event of negative criticism on the internet and social networks resulting from acknowledged dishonesty, blackmail with a view to obtaining a price reduction, or a simple desire to freely harm the campsite, the management reserves the right to sue offenders.

**10-MEDIATION:** The customer can also contact the campsite's complaint service by registered letter at the campsite address. The campsite will provide an answer to the client within a maximum of two months. In the absence of amicable resolution, if the dispute persists, without prejudice to bring legal action, the Campsite proposes to appeal to the mediator: Bayonne médiation, 32 Rue du Hameau, 64200 BIARRITZ. [www.bayonne-mediation.com](http://www.bayonne-mediation.com)

**11 - THE RIGHT TO PROTECTION OF YOUR IMAGE :** during your stay on our site, it is possible that you may be photographed or filmed for the purpose of the conception and production of our advertising brochures, unless you give written notice of your opposition to this practice at reception on arrival.