

GENERAL RENTAL TERMS AND CONDITIONS CAMPING DES DEUX ETANGS – 40510 SEIGNOSSE

The rental is confirmed upon receipt of the deposit and will be acknowledged by mail or email. It is nominative and, as such, subletting is strictly prohibited.

• **Booking conditions:**

To ensure proper rental management, please return the completed and signed rental contract with your payment no later than 7 days after receiving the file.

• **Rental duration:**

Arrival between 4:00 PM and 6:00 PM and departure between 8:00 AM and 10:00 AM. The reserved rental is held for 24 hours. After this period, it will be released. Please inform us of any late or delayed arrival.

• **Payment of stay:**

Guests must present themselves at reception with the rental confirmation to finalize the invoice on the day of arrival. The total amount of the stay must be paid in full on arrival. No discounts will be granted for late arrivals or early departures.

• **Security deposit:**

Upon taking possession of the rental, an inventory check will be conducted by the guest, and a deposit of €200 will be required for any possible damage. This deposit includes breakage or loss of equipment and the cleanliness of the accommodation upon departure. It will be refunded after inspection of the premises, with possible deductions for missing equipment or, in case of unclean accommodation, a €90 cleaning fee. This deposit does not limit liability.

• **Cancellation policy:**

For bookings made until 01/04/2025:

- If cancellation occurs **at least 45 days** before the arrival date: **100% of deposits are refunded.**
- If cancellation occurs **between 45 and 30 days** before the arrival date: **50% of deposits are refunded** – the remaining 50% is converted into a **credit voucher valid until the end of the following season.**
- If cancellation occurs **less than 30 days** before the arrival date: **100% of the deposit is converted into a credit voucher valid until the end of the following season.**

For bookings made from 02/04/2025:

- **Non-Cancellable & Non-Refundable Offer = -10% discount** on the flexible rate.

1. Full prepayment (100% deposit)
2. No refund or modifications allowed

- **Flexible Offer:**

1. 30% deposit required
2. Balance due no later than 30 days before arrival
3. Modifications possible up to 30 days before arrival (for the current season only)
4. In case of cancellation:
 - > 30 days or more before arrival: 100% of the deposit is refunded
 - > Less than 30 days before arrival: no deposit or balance is refunded

- **Jurisdiction:**

All users of the Camping and Holiday Village must comply with the Internal Regulations. The courts are solely competent in case of dispute.

- **Complaint procedure – Consumer dispute mediation:**

In case of a dispute and after contacting the professional's customer service, any client has the possibility to refer to a consumer mediator within a maximum period of one year from the date of the written complaint by registered mail with acknowledgment of receipt to the professional.

The contact details of the mediator who can be referred to by the client are as follows:

BAYONNE MEDIATION

32 rue du Hameau 64200 BIARRITZ
www.bayonne-mediation.com
06 79 59 83 38

- **Miscellaneous information:**

The prices of our rentals are established per night. Water, gas, and electricity consumption are included in the rental prices. All our rentals are equipped with the necessary furniture, tableware, and basic utensils. One blanket per used bed and one pillow per person are provided. Sheets and towels are supplied in the Holiday Village. Only one vehicle per rental pitch is allowed. It is forbidden to charge electric vehicles in any of our accommodations. Trailers are prohibited on these pitches; a secure space is dedicated to them. We remind you that exceeding the maximum capacity of the rental (2 to 6 people depending on the selected accommodation category, including children and babies) is strictly prohibited. Minors unaccompanied by their parents or a legal guardian are not allowed. Setting up a tent on a rental pitch is strictly prohibited. Camper vans are not allowed to circulate within the camping or holiday village.

- **Practical information:**

The campsite is under video surveillance (Internal Security Code – art. L.223-1 to L.223-9 and L.251-1 to L.255-1 art. R.251-1 to R.253-4). For any information regarding access rights to images, please contact the establishment manager.

The reception office is open: In low season from 9:00 AM to 12:00 PM and from 2:00 PM to 6:00 PM from Monday to Saturday. Sunday 9:00 AM to 12:00 PM. In high season (July and August), from 9:00 AM to 12:00 PM and from 3:00 PM to 7:00 PM every day.

The internal regulations governing life at the campsite are posted at the reception office.

Pets must be kept on a leash, and vaccination records are mandatory.

Category 1 and 2 dogs are prohibited on the campsite grounds.

Barbecues are prohibited outside designated areas.

Swimming pool area: open from mid-June to mid-September.

Sauna/hammam access (€10/1H). Prior reservation required at our reception.

Bicycle rental available.

Entertainment during high season, both day and evening.

The local tax is due from January 1st to December 31st per day and per person from 18 years old.