

## Booking contract

Send back at this address:

**383 rue Maurice Pierre, 64210 BIDART, FRANCE**

**Tel : (0033) 5 59 26 54 71, Email : [info@harrobia.fr](mailto:info@harrobia.fr), Website : [www.harrobia.fr](http://www.harrobia.fr)**

### CONTACT DETAILS

Surname : (1) ..... First Name: ..... Born: .....

Address: .....  
.....

Postal code: ..... City: ..... Country: .....

Phone number: ..... E-mail: .....

#### Participants:

(2): Surname: ..... First name: ..... Born: .....

(3): Surname: ..... First name: ..... Born: .....

(4): Surname: ..... First name: ..... Born: .....

(5): Surname: ..... First name: ..... Born: .....

(6): Surname: ..... First name: ..... Born: .....

### RENTAL (arrivals and departure on Wednesday, Saturday and Sunday in July/August)

**Arrival on:** ..... (from 4 pm) **Departure on:** ..... (before 11 am)

☐ Mobile home 1 bedroom 2/3 p

☐ Mobile home 2 bedrooms 4 p

☐ Mobile home 2 bedrooms 4/5 p

☐ Mobile home 3 bedrooms 6 p

☐ Chalet 2 bedrooms 4/6 p

☐ Apartment T2, 1 bedroom 2/4 p

Rental cost ..... €

SUPPLEMENTS: ☐ Pet (vaccinated, tattooed) ..... x 3€/night = ..... €

☐ Big bed sheets hire ..... x 10€/bed = ..... €

☐ Small bed sheets hire ..... x 10€/bed = ..... €

☐ Towels hire (1 big + 1 small) ..... x 5€/person = ..... €

☐ Baby cot hire ..... x 1.25€/night OR 7.50€/week = ..... €

☐ Baby chair hire ..... x 1.25€/night OR 7.50€/week = ..... €

☐ Baby tub hire ..... x 1.25€/night OR 7.50€/week = ..... €

☐ Complete baby kit ..... x 2.50€/night OR 15€/week = ..... €

☐ TV hire (only French channels) ..... x 4€/night OR 25€/week = ..... €

**TOTAL COST OF YOUR STAY = ..... €**

#### Deposit:

30% of total cost OR 100% if arrival within a month ..... €

+ Booking fees (25€) ..... €

+ Cancellation insurance (option) 2.10€/night ..... €

**TOTAL DEPOSIT ..... €**

Balance is due 30 days before arrival. Tourist taxes (0,61€/night/pers + 18 years old) and household rubbish taxes (0,09€/night/pers + 18 years old) can be paid with the balance or upon arrival.

Comment: .....  
.....  
.....

**« I have read the general terms and conditions and the prices, and I accept them. »**

In ..... Date ..... Signature:

## TERMS AND CONDITIONS

### **1) Our services**

#### **\*Rentals (Mobile home, chalet or apartment):**

Each rental is nominative and cannot be given in. The rental is only effective after a deposit is done (30% of the amount of your stay + booking fees of €25) and after the balance of the stay is paid, 1 month before arrival. Without payment from you within the deadlines (14 days), we will consider your stay as cancelled and deposit will be lost. No modification is possible during the previous month of your arrival. The package includes water, gas, electricity and access to infrastructures facilities, animations and aquatic space.

Arrivals are possible from 4 pm (3 pm in low season) and departures are before 11 am.

It is strictly forbidden to smoke in the mobile home, chalet or apartment.

#### **At your arrival (from 4 pm in high season, 3 pm in low season):**

We will ask for a deposit of €150 by imprint of your credit card. Expenses caused by possible damages will be charged on this deposit.

#### **At your departures (before 11 am):**

It is asked to leave the rental in a perfect state of cleanliness. The deposit made at your arrival will be given back at the end of your stay. Damages, missing items or cleaning costs if necessary will be charged and deducted from your deposit. If the cost of damages is not known, we will keep the deposit till further information.

**Choice of a specific location:** your wish for a location is subject to availability at your arrival.

**Side activities:** All activities, free or not, mentioned in the present document can, by certain circumstances independent of our own fact (notably due to the weather), be modified or cancelled on your arrival on site. As such, our responsibility could not be engaged.

### **2) Booking**

Your booking will be considered as firm at reception of your booking contract signed and filed in, along with your deposit (30% of total amount of your stay + booking fees + cancellation insurance fees if subscribed). Booking and cancellation insurance fees are not refundable.

At reception of your contract, a booking confirmation will be sent to you by email.

Methods of payment accepted: cash, credit card (Carte Bleue, Visa, and MasterCard) and bank transfer.

Last minute booking: all reservation made within 30 days before arrival must be completely paid by credit card only.

### **3) Cancellation conditions (only possible by registered letter) without insurance**

For rentals:

- until 90 days before arrival: deposit refundable, except for booking fees (€25)
- from 90 days to 30 days before arrival: deposit not refundable
- from 30 days to 0 day and non-presentation: 100% of the cost of the stay not refundable

### **4) Cancellation insurance**

It is possible to subscribe cancellation insurance simultaneously with your booking. Please see the following document.

### **5) Minors**

Minors not accompanied by their parents are not accepted.

### **6) Animals**

Pets are allowed on the campsite. Only dogs of category 1 and 2 are not accepted. An extra cost of 3€/night will be charged for your pet. Dogs must be kept on a lead in the enclosure of the campsite. Please, respect hygiene and environment of the campsite. Health record booklet must be presented upon arrival. Rabies vaccine and tattoo certificate are compulsory. Pets must not be left alone in the rentals. Cleaning/disinfection fees can be charged if rentals are not maintained in a perfect state of cleanliness.

### **7) Consumer mediation**

In case of dispute, and after having submitted the case to the campsite customer service, any guest can contact a consumer mediator within a year after the written complaint to the campsite.

The customer can contact the following consumer mediator:

Medicys 73 boulevard de Clichy 75009 Paris - FRANCE / Phone: 0033 1 49 70 15 93.

## Extract of General Terms and Conditions of Insurance

### **CANCELLATION**

When the *Insured* cancels his booking, we refund to the *Insured* all or part of the price of his stay, except for the booking fees and the cancellation insurance cost.

### **EVENTS COVERED IN RELATION TO A CANCELLATION**

- An Illness, including related to a pregnancy
- A Personal Injury,
- The psychological, mental or depressive illness of the Insured leading to an hospitalization of at least three days
- A medical contraindication to vaccination, the effects of vaccination or being medically unable to take preventive treatment
- Notification of the Insured to adopt a child
- The death
- The redundancy of the Insured or that of his spouse, de facto spouse or partner bound by a civil solidarity pact, provided that the notification to attend a prior individual assessment was not received before the day of taking out this policy and/or booking
- Obtaining a salaried position or a paid work placement,
- The notification of the Insured to re-sit an examination in connection with his studies,
- The modification, by the employer of the Insured's date of paid leave that he granted him prior to booking the rental.
- The non-disciplinary work transfer of the Insured,
- Serious Damage to property, directly affecting the following properties: the main or secondary residence of the Insured, its professional use if the Insured is a craftsman, shop owner, company director or he carries out a liberal profession,
- Serious damage to the vehicle of the Insured requiring the intervention of a professional and occurring within the 48 hours prior to his Departure,
- An Accident or a mechanical breakdown of the means of transport used by the Insured en route, resulting in a delay of over one (1) night
- Burglary and theft, in the 48 hours prior to Departure, of the Insured's identity documents
- The notification of the Insured for an organ transplant at the time of the stay.
- The mandatory, unforeseen summons of the Insured to appear in court, as a witness or for jury service that cannot be postponed.
- The Cancellation of persons remaining alone or two staying together due to the Cancellation cover of one of the insured parties, provided that all are insured under this policy and feature on the same registration form on the insured service.

### **HOLIDAY CURTAILMENT**

When the *Insured* curtails his stay, we guarantee the payment of an indemnity proportional to the number of travel days that went unused (not including the booking fees and the cancellation insurance).

### **EVENTS COVERED IN RELATION TO A CURTAILMENT**

- Your repatriation for medical reasons or that of your insured family members, organized by another insurance company
- Your hospitalization in your holiday location.
- Your early return due to illness or accident, involving urgent hospitalization, beginning during the period of your stay.
- Your early return to attend a funeral, following the death of a family member.
- Your early return in the event of material damage to your primary or secondary residence, your farm, your place of work/office

### **ADMINISTRATIVE PROVISIONS**

The cancellation insurance cost is €2.10 per night.

The policy must be taken out on the same day as the booking or within 2 working days of the booking, at the latest.

The cover takes effect the day after payment of the premium at midnight.