

# 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 (Visa, and MasterCard) and bank transfer.

Last minute booking: all reservation made within 7 days before arrival must be completely paid by credit card only.

## 3) Cancellation conditions (only possible by registered letter or email) 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

COVID 19: In case government restrictions prevent the fulfilment of your stay (closure of borders, lockdown, quarantine upon arrival or return), we commit to refunding the amounts you already paid.

## 4) Cancellation insurance

Our partner Gritchen Affinity offers optional Cancellation and Interruption insurance for your rental (see attached document). Its price is 2.9% of rental cost and supplements.

Find complete general terms of insurance here: <https://gap.gritchen.fr/minurl/i35bhGhG/>

It is possible to subscribe cancellation insurance simultaneously with your booking or, at the latest, when you pay the deposit.

## 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. 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: BAYONNE MEDIATION, 32 rue du Hameau, 64200 BIARRITZ ; 06 79 59 83 38 ; form on line on [www.bayonne-mediation.com](http://www.bayonne-mediation.com) .



# Campez Couvert

by gritchen

## OUR COVERS



**CANCELLATION  
OF STAY**



**LATE  
ARRIVAL**



**INTERRUPTION  
OF STAY**



**REPLACEMENT  
VEHICLE**



**FORGOTTEN  
ITEM**



**COVID-19  
COVER**

### WHAT DOES THE COVID-19 COVER COVER ?

#### CANCELLATION FEES

- COVID ILLNESS
- QUARANTINING AFTER A POSITIVE COVID TEST
- CONTACT CASE WITH 14-DAY QUARANTINE
- NOT VACCINATED

#### ASSISTANCE

- HOTEL EXPENSES FOLLOWING 14-DAY QUARANTINE
- MEDICAL REPATRIATION
- REMOTE ADVICE

**Fast & easy!**

Everyone is covered, no need to be related.

**[www.campez-couvert.com](http://www.campez-couvert.com)**

Campez Couvert gives you the most complete holiday insurance on the market.

Campez Couvert covers COVID-19,, not just cancellation or interruption of your stay.

Find all the general insurance terms and conditions on [www.campez-couvert.com](http://www.campez-couvert.com)



### Medical reasons

Serious illness including COVID, serious accident or death, , contra-indication to vaccination and its side effects, complications due to pregnancy.



### Personal reasons

Summons with a view to adopting a child, re-sitting an exam or undergoing organ transplant, etc.



### Serious damage to your car

Within 48 h before the first day of the stay.



### Professional reasons

Cancellation or modification to the paid holiday dates, redundancy or contractual termination, change of job, getting a job, etc.



### Not vaccinated

Cancellation due to the lack of vaccination against COVID-19: If, when you took out this policy, the country of destination did not make a vaccine mandatory, a contra-indication to vaccination or a postponement of dates of appointment for vaccination against COVID-19 imposed by the health authorities, etc.

**Other covers:** Serious damage to professional or private premises, theft of ID card, driving licence or passport, boarding denied if your temperature is checked, etc.



### Contact case

Showing Covid-19 symptoms confirmed by a medical opinion or having been in close contact with an infected person.

## What should I do if my stay is cancelled or interrupted?



1

### WARN YOUR BOOKED LOCATION

of your withdrawal, delay or interruption



2

### DECLARE THE CANCELLATION OR INTERRUPTION

→ OF YOUR STAY ONLINE:

[www.campez-couvert.com/declarer-un-sinistre](http://www.campez-couvert.com/declarer-un-sinistre)

→ VIA EMAIL:

[sinistres@campez-couvert.com](mailto:sinistres@campez-couvert.com)



3

### YOU ARE REIMBURSED\* WITHIN 48 HOURS

Once all your supporting and validation documents have been received!

\*Excess deducted

**SB SAFEBOOKING**  
SERVICE REINDEMENT AMPLIÉ

DISPONIBLE SUR  
**Google play**

Télécharger dans  
**l'App Store**



SIMPLE, EASY AND CONNECTED!

### DECLARE YOUR LOSS ON YOUR MOBILE

Discover our smartphone app **Safebooking®**,

Declare, monitor and complete your declaration in real time...



**gritthen**  
SMART INSURANCE SOLUTIONS

Gritthen Affinity - Insurance Broker

HEAD OFFICE: 27 Rue Charles Durand - CS 70139 - 18021 BOURGES Cedex - France  
ORIAS 110 613 17 - [www.orias.fr](http://www.orias.fr) - RCS Bourges 529 150 542 - Corporate equity: €10,280  
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