

GENERAL SALES CONDITIONS

BOOKING CONDITIONS

- Non-compliance with all the terms indicated below shall result in the cancellation of the contract and the loss of the deposit paid on booking.
- The booking only becomes effective with the campsite's agreement, after it has received the deposit together with the booking contract duly filled in and signed.
- Bookings are not binding on the Pavillon Royal campsite unless it has accepted them, which it is free to do or otherwise, depending on availability, and in general, on any circumstances likely to be detrimental to carrying out the booking made.
- The booking of a campsite pitch or rented accommodation is done on a strictly personal basis. You can under no circumstances sublet or transfer your booking.
- Minors must be accompanied by their parents or legal guardians.
- The campsite reserves the right to refuse access to groups or families with a number of participants in excess of the capacity of the site pitch or rented accommodation.
- The preferences stated on booking shall be met subject to availability, with no liability on the part of the company.
- It is up to the customer to make sure. The customer shall not hold the company liable in the event of damage caused by falling branches or pine cones, bad weather or natural disasters, or in the event of theft, broken windows, etc.
- All customers shall comply with company policies and procedures.
- Each tenant shall be liable for any disorders or nuisance caused by the people staying with them or visiting them.
- The tenant accepts the site pitch or rented accommodation as is.

Campsite pitch

- The basic flat rate includes the pitch for the tent, caravan or camping car for 1 to 2 people and up to 6 people per pitch, up to 1 setup (1 tent or 1 caravan with a canopy or 1 camping car), and access to toilet facilities and infrastructures.
- The cancellation charges may be covered by the cancellation guarantees offered by the campsite. No reimbursement will be made unless the guarantee or cancellation insurance has been taken out.

Arrivals

- The site pitch is available from 2 p.m. onwards and must be occupied before 8 p.m. at the latest.
- In the event of late arrival, and if no justifying message has been received from the customer, stipulating their delay, the pitch will become available 24 hours after the arrival date specified in the booking contract and the deposit and administrative costs will be withheld by the campsite.

Departures

- Notice of departures must be given 24 hours in advance.
- The pitch must be returned to its initial condition at the end of the stay.
- The pitch must be vacated before 12 noon. An additional day's stay will be charged for departures after 12 noon.

Rental accommodation

- The rates include the rental for the maximum number of people indicated, its complete inventory, access for a vehicle and access to common services and infrastructures.
- The pitching of an additional tent is not allowed.
- Our accommodation facilities cannot be rented for a single night. The minimum compulsory number of nights stay is indicated in our price schedule.
- In July and August, accommodation arrivals and departures only take place on Saturdays.
- The cancellation charges may be covered by the cancellation guarantees offered by the campsite. No reimbursement will be made unless the guarantee or cancellation insurance has been taken out.

Arrivals

- On the day of your arrival, check-in is from 4 p.m. and you will be asked for a security deposit when the keys to your accommodation are handed over (cheque, credit card number or cash).
- The inventory has to be carried out by the tenant customer. The signed inventory sheet is to be given back at the reception desk. If this sheet is not handed back to the reception desk within 24 hours, the inventory will be deemed to be complete. No claim will be accepted beyond this time.
- In the event of late arrival, and if no justifying message has been received from the customer, stipulating their delay, the accommodation will become available 24 hours after the arrival date specified in the booking contract and the deposit and administrative costs will be withheld by the campsite.

Departures

- The rental accommodation must be vacated before 10 a.m. The accommodation must be handed back in a scrupulously clean condition and the inventory may be checked. You will be charged for any broken or damaged object and for rehabilitating of the premises if this proves necessary. The security deposit will be returned to you less any compensation deducted, on the basis of supporting invoices, for any damage found during the outgoing inventory assessment. The deduction of the security deposit does not exclude additional compensation in cases where costs are higher than the latter. If the accommodation is not cleaned before your departure, you will be charged a cleaning flat rate of €80 incl. tax.
- An additional day's stay will be charged on the basis of the overnight rate for all late departures.

Group

- All bookings for more than 4 overnight stays by the same individual or by different individuals but who know each other and move around together for the same reasons on the same staying dates are considered as a group.
- The accommodation facilities and pitches offered on the website are sent exclusively to individual customers.
- For all requests for group bookings, you must necessarily contact us by phone, by e-mail or via "Contact us" section. The campsite reserves the right to examine all booking requests before they are accepted or refused.

Booking fees

The booking fee amount is €25 per booking.

PRICE RATES

- The prices indicated are valid for the season. They correspond to a one-night stay and are quoted in Euros, VAT included.

VISITOR'S TAX

- The visitor's tax amount may be changed without prior notice by the municipality.

TERMS OF PAYMENT

Campsite pitch

- A deposit of 25% of the total price of the stay must be paid at the time of booking. The balance must be paid on the spot on the day of your arrival.

Rental accommodation

- A deposit of 25% of the total price of the stay must be paid at the time of booking. The balance must be paid 30 days before the day of your arrival. All rental accommodation bookings not paid up one month before the contractual date will be automatically cancelled, and the deposit and booking costs withheld by the campsite.

NO RIGHT OF WITHDRAWAL

- Pursuant to Article L.121-19 of the consumer code, the Pavillon Royal campsite informs its customers that the selling of accommodation services provided on a given date, or in accordance with a given interval, is not subject to the provisions relating to the withdrawal period of 14 days.

CANCELLATION AND CHANGES

1. Changes to your booking

- Customers may ask for changes to be made to their stay (dates, accommodation type, number of persons, etc.) by making a written request to the campsite (letter or e-mail) subject to availabilities and possibilities. No carry over to the following season shall be accepted. If no such changes are made, the customer must either complete their stay under the initial booking conditions or cancel it through the cancellation insurance if taken out by the customer.
- All requests to increase the length of your stay may be accommodated subject to availabilities and based on the existing price rates.
- All requests to shorten the length of your stay shall be considered as a partial cancellation and shall be subject to the stay cancellation and interruption procedures.

2. Services not used

- Any stay interrupted or cut short (late arrival, early departure) by you shall not give rise to any reimbursement.

3. Cancellation by the Pavillon Royal campsite

- In the event of cancellation by the campsite, the stay shall be fully reimbursed, except in cases of force majeure. Such cancellation shall not, however, give rise to any payment of damages.

3. Cancellation by the customer

- The cancellation charges may be covered by the cancellation guarantees offered by the campsite. No reimbursement will be made unless the guarantee or cancellation insurance has been taken out.

PETS

Pets are not allowed in the campsite.

IMAGES

You hereby authorize the Pavillon Royal campsite, as well as anyone or any company that the campsite wants to stand in for it, to photograph, record or film you during your stay and to make use of such pictures, sounds, videos and recordings on all graphical, optical, digital and/or electronic media (in particular, on the Pavillon Royal campsite's websites or web pages, its Facebook, in presentation and promotion media and in travel or tourist guides). The sole purpose of this is to ensure the promotion, animation and communication of our social networks and is in no way designed to harm your reputation. This authorization is granted free of charge for all countries and for a period of 5 years.

DISPUTE

Any complaint regarding a problem with the contractual services provided may be made by letter or e-mail to the site manager:

E-mail: info@pavillon-royal.com

Address: Camping Pavillon Royal - Avenue du Prince de Galles - 64210 Bidart.

MEDIATION

If you are not satisfied by the answer you are given, you can refer the matter to the Medicy's mediation centre, one month after sending such a letter/e-mail. You are required to submit a file online on the website www.medicys.fr or send it by post to: Medicy's — 73 Boulevard de Clichy — 75009 PARIS.

PAVILLON ROYAL CAMPSITE'S LIABILITY

The customer explicitly acknowledges that our company accepts no liability for any false information provided by its partners or any other third party and indicated in brochures, on websites, etc. regarding accommodation sites and in particular presentation photos, descriptions, activities, leisure, services and operation dates. None of the photos or texts used in the brochure or on the websites of the Pavillon Royal campsite are contractual. They are for information purposes only. Certain activities and facilities offered and specified in the description in brochure or on the website may be cancelled, particularly when due to adverse weather conditions or in the event of force majeure as defined by French courts.

INFORMATION TECHNOLOGY AND FREEDOM

The information you provide us with on placing your order will not be disclosed to any third party. Such information shall be considered as confidential. It shall be only used to process your order and to consolidate and customize the communication and offer according to your centres of interests. In accordance with the Data Protection law of 6 January 1978, you are entitled to access, correct and delete any personal data concerning you. To do this, simply write to us at the following address indicating your last name, first name and address: Camping Pavillon Royal - Avenue du Prince de Galles - 64210 Bidart.