

PRATICAL INFORMATION AND GENERAL CONDITIONS

CAMPSITES:

Booking is recommended for July and August. The reservation includes the site for a tent + 1 vehicle, or a caravan + vehicle, or a camping-car and access to the reception area, toilets/showers.

Each camping area can accommodate no more 3 tents. Each caravan or motor home site can accommodate no more than 2 supplementary tents.

There may be no more than 4 persons per site except for a family, parents and children, including 6 people.

If your equipment is cumbersome in size (wind shield, large caravan, supplementary tents), we would ask you to specify these details on the contract under "Remarks".

RENTALS:

Booking is recommended.

The reservation shall include: **accommodation for the number of people indicated, car parking** (2 cars for the chalets, the Lodge, the Azur, Marina and Alizé cottages, the Pin apartment and Grand Canopée bungalow), **standard crockery and bedding complete** with mattress covers, disposable sheets and pillowcases (**not made of cloth**). Changes of bedding are on sale at reception (single bed: EUR4 - double bed: EUR6). **It is possible to rent cloth sheets** and extra blankets. **Furnishings are rented out of board, without towels.** Final clean-up is your responsibility or ours for a forfeit fee of EUR80 (except washing of dishes).

A small tent (max 2.5x2.5m) may be pitched free of charge (except for the apartments) if you wish and if the site is big enough, without exceeding the number of persons allowed into the tenancy (please specify this information on the booking contract).

During the seasonal period starting from the 04/07 to the 23/08 inclusive, reservations are obligatory from Saturday, Sunday or Monday from 5p.m. until departures on Saturday, Sunday or Monday at 10a.m.

For the period from 16/05 to 03/07 inclusive and from 29/08 to 20/09, reservations must be for a minimum of 2 nights.

For the period from 22/08 to 28/08 inclusive, arrivals in rentals are obligatory from a Saturday, a Sunday or a Monday and **departures Saturday 29/08 minimum** (5 nights minimum for rentals in Monday, 6 nights minimum for rentals on Sunday and 7 nights minimum for rentals on Saturday).

BOOKING AND PAYING FOR YOUR STAY:

- **You book and pay online:** if a camp site is available, a receipt will be sent to you by email resuming all the elements you have given. Your reservation is hereby confirmed
- **You book online but you pay by other means:** if a site is available, you will be sent a confirmation by email of your request, but the reservation is not confirmed. You dispose of 8 days to pay the deposit by whichever means suits you (bank cheque, vacation cheques, camping pass cheques, electronic transfer, cash mandate). Beyond the allowed delay of eight days your request will be cancelled
- **In the case where a site is not available**, you will receive a response by email.

The balance for rentals and pitches must be paid 30 days, at the latest, before the start of your stay. If payment is not received, we will assume your reservation is cancelled, conditions of which are explained.

Cheques should be made out to CLUB MARINA-LANDES or CAMP ARGENT SAS

Bank Details: 30002017290000060055N 15

IBAN No.: FR8830002017290000060055 N15

BIC Code: CRLYFRPP

ADVANCE PAYMENT:

25% of the cost of your stay for rentals and for the sites.

The total cost shall be due if the reservation made less than 30 days prior to arrival.

BOOKING FEES:

The fee is EUR35 for rentals and for the sites. Booking fees are free from the period 18/05 to 12/07 inclusive and 24/08 to 21/09.

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 *et seq* of the French Consumer Code.

Consequently, the accommodation and leisure services ordered on the Site are exclusively subject to the cancellation conditions attached.

LATE ARRIVALS AND EARLY DEPARTURE:

By the client:

- **Camping/caravanning:** in case of late arrivals or of early departures, the dates on your reservation will be referred to and you will be charged accordingly.
- **Rental accommodation:** no reimbursement will be made by the camping for the reasons given above

The cancellation insurance you can subscribe to will reimburse for lost days (please consult us).

We will reserve your site or rental for 24 hours from your scheduled date of arrival. After this delay we cannot guarantee the booking.

Please, inform us **in writing** if your arrival date is delayed, as phone messages will not be honoured.

By Club Marina-Landes:

Excepting expulsion of a client by the police for serious fault, only the competent Court can decide in favour of compensating a client upon his request.

CANCELLATION:

By the client: in the case of cancellation of your contract:

- **More than 30 days before your reserved date of arrival,** your deposit, reservation fee and (optional) cancellation insurance will be retained.
- **Less than 30 days before your reserved date of arrival,** the total amount of your payment, reservation fees and (optional) cancellation insurance will be retained.

If you have bought Cancellation Insurance, your contract will cover the reimbursement of the amounts paid (not including reservation fees and insurance) within the limits of the insurance conditions.

By Club Marina-Landes: in the case of cancellation of a stay for reasons incumbent on us, or due to force majeure, leading us to cancel the trip for the safety of holiday makers, the client shall be reimbursed for all monies paid. Only a competent court may consider any potential compensation that may be awarded to the client at their request.

CANCELLATION INSURANCE (OPTIONAL):

Cancellation insurance shall cost 4% of your total camping-caravanning or accommodation costs (minimum EUR8 for campsites and EUR12 for rentals). It allows you to recover fees paid (except for reservation and insurance fees) in the case of cancellation of your holiday, or your early departure or late arrival.

For more details:

AXELLIANCE BUSINESS SERVICES
61 Rue du Port – BP 080063
33260 LA TESTE DE BUCH
+33811885560
+33556543217
www.axelliance-business-services.com

In the case of a loss you must, within 24 hours, inform the campsite management and confirm in writing if you need to cancel your holiday.

Do not forget that without insurance, you will not be reimbursed for any amount paid if you cancel or shorten your stay.

DEPOSIT:

For housing rental, a deposit of **EUR200** must be paid upon arrival. The deposit will be returned at the end of your stay, less deductions, in the event of property damage. Also a deposit of **EUR80** for potential house cleaning will be required. This amount will be returned if the site is left in its original state of cleanliness.

INSURANCE:

During their stay Campers will benefit from civil liability insurance for all corporal or material damage. **Acceptance of this contract is only valid with the presentation of a valid civil liability insurance certificate covering the tent, caravan, camping-car, auto and its civil liability.**

MINORS:

Minors must be accompanied by their parents.

ANIMALS:

They are accepted on the campsites and rental properties.

They must be kept on a leash and never left alone in a car, caravan, camping car or tent. They are forbidden in the swimming pool and the playgrounds.

Their vaccination records must be provided (please specify the "Remarks" section of the contract the breed of your animal).

Dogs belonging to category 1 are not allowed (Pittbull, American staff....) as per departmental order 30/06/1992, 22/01/1985, 06/01/1999.

BARBECUES:

Please note that private charcoal barbecues are not allowed except in designated places. Gas and electric barbecues are authorised on the sites. Collective charcoal-burning barbecues are put at guests' disposal. **Bring your own grill.**

IMAGE RIGHTS:

You shall expressly authorise, and without payment, the Club Marina-Landes campsite to use in all media, photos of you and your children that may be taken during your stay for the purpose of advertising the campsite. Otherwise, you must specify it in writing at the latest when you arrive at the establishment.

COMPLAINTS/LITIGATION:

Any possible complaint concerning the non-conformity of services in relation to the contractual commitments can be submitted to the campsite manager by registered mail with acknowledgement of receipt to Club Marina-Landes, rue marina, 40200 Mimizan, France.

In accordance with Article L.612-1 of the French Consumer Code, you can use the **SAS MEDIATION SOLUTION** mediation service, either electronically at: contact@sasmediationsolution-conso.fr or <https://www.sasmediationsolution-conso.fr> or by post at: Madame Eliane SIMON, médiateur - Sas Médiation Solution - 222 chemin de la bergerie - 01800 Saint Jean de Niois (France) - Tel. 0033 4 82 53 93 06.

OTHER INFORMATION:

The sanitary facilities are not equipped with toilet paper (except pool, sports club, mini-club, events room, reception and restaurant).

The campsite being located in the heart of a pine grove, pine resin may possibly drop on equipment. Consider bringing a cover or resin remover (resin remover and covers are on sale in the shop).

Classification: 476 tourist places

Number and date of the prefectural order: C40-042680-002 – 24/08/2017

Camping area: 8.8ha

154 rentals and 330 camp sites.

Trade name: S.A.S CAMP' ARGENT – 1 avenue Maréchal Foch – 64200 BIARRITZ

Registered capital: EUR229283

RCS: Bayonne B652720699

N° Ident. Intracom: FR23652720699

EXTRACT OF THE INTERNAL REGULATION:

Any person wishing to spend a night at the camping site must:

- Register before and at the reception desk with proof of identity in order to complete the required formalities.
- Agree to act in accordance with the internal regulations (posted at the reception desk and in various building at the campsite).
- Wear a “Marina” bracelet which will be given to them upon their arrival for the purpose of security identification while on the campsite.

The rentals are available from 5:00p.m. until 8:00p.m. during July and August (out of season please contact us for the timetable). Departures must be before 10:00 a.m..

Campsite places are available from 12:00a.m. and must be vacated before 11:00 a.m.

Late departures may be subject to payment of one supplementary night.

All requests to extend your stay must be made at the reception desk at least three days before the original planned date of departure. The decision to accept any extension shall be at the discretion of the campsite.

Anyone acting contrary to the internal regulation risks immediate cancellation of their contract and will be required to leave the campsite immediately. In case of a criminal offence, the director reserves the right to contact the police authorities.