

GENERAL CONDITIONS OF SALE OF CAMPING AMETZA

At the time of drafting these documents, the sanitary pass is still required on the campsite and will be requested on arrival.

The respect of the sanitary rules, physical distance, use of hydro-alcoholic gel or soap and protective gestures, remains advised in the entire campsite's enclosure in order to preserve the safety and health of our clients and the campsite staff.

Any modification of the contract (dates, number of people, cars) must be notified at least 48 hours in advance by e-mail and authorized by the Management before your arrival on the site.

The rental of a pitch or accommodation implies acceptance by the customer of the following general conditions of sale.

The campsite offers family-oriented stays in the traditional sense, so the accommodations and pitches are specially designed for that purpose. The campsite reserves the right to refuse any reservation that contravenes these principles or attempts to avoid them.

All reservations are nominative and cannot be transferred under any circumstances.

Minors must be accompanied by their parents or legal guardians.

Similarly, the camping management reserves the right to deny access to a plot or accommodation if one or more of the general conditions of sale present here are not respected.

I. PITCH - RENTAL

Definition of the different periods: see the price list.

I.1 Traditional camping pitch and Premium:

- In order to stagger arrivals, an approximate arrival time will be validated with you by email or via the Cool'n Camp application.

- No arrivals without a reservation will be made outside the office opening hours.

- Parking within the campsite will not be allowed before the estimated time of arrival (from 2pm).

- During the stay each vehicle must be parked on its reserved space.

- Each traditional pitch has its own shower, washbasin and WC. We ask you to strictly use the cabins that have been allocated to you for the duration of your stay. Flip-flops are compulsory in the sanitary facilities. A pass per pitch will be provided, a deposit will be requested, credit card payment preferred.

- Each Premium pitch is equipped with a private sanitary cabin on the plot including a shower, a washbasin, a toilet and a sink. We ask you to use these cabins strictly for the duration of your stay. One pass per pitch will be provided, a deposit will be requested, credit card payment preferred.

- The plot is intended for a maximum of 6 people, on the reserved pitch, a tent, caravan or motorhome.

Any additional vehicles parked inside the campsite must be notified and registered and will be billed according to the current rate.

- Price of the plot: the price indicated is the amount per night of occupancy for 2 people. The plots are available from 2 pm on the day of arrival and must be vacated before 12 noon on the day of departure. The price includes access to sanitary facilities, entertainment facilities and reception.

- Extras: people (adults or children) or additional elements present in the campground (electricity, etc.) are subject to an additional daily cost.

- The allocation of pitches is done without distinction following the order of registration of reservations. The management reserves the right to modify the assignment of the pitch upon arrival of the client.

- Any night of unused stay (due to absence, delay, early departure, etc.) will be charged to the customer. In case of not receiving a justifying message, the rental will become available 48 hours after the arrival date stated on the receipt. The campsite will not refund the rental amount.

Arrival time: from 2 pm

Departure time: until 12 noon

- In the off-season period and depending on availability, we offer a late check-out option: please check the price list and contact us.

I.2. Campétoile:

- In order to stagger arrivals, an approximate arrival time will be validated with you by email or via the Cool'n Camp application.

- No arrivals without a reservation will be made outside the office opening hours.

- Parking within the campsite will not be allowed before the estimated time of arrival (from 2pm).

- During the stay each vehicle must be parked on its reserved space.

- For the safety and well being of our customers, a shower, washbasin and WC will be allocated and privatized to each occupied pitch. We ask you to make strict use of the cabins allocated to you for the duration of your stay. One pass per family will be provided, a deposit will be required, preferably with a credit card guarantee.

The use of flip-flops is compulsory in the sanitary facilities.

- The Campétoile is designed for a maximum of 2 to 4 people. No tents will be allowed on the pitch. Any vehicle parked inside the campsite must be notified and registered and will be billed according to the current rate.

- Price of the Campétoile: The indicated price is the amount per night of occupancy for 2 and 4 people.

The Campétoiles are available from 2 pm on the day of arrival and must be vacated before 12 noon on the day of departure. The price includes access to sanitary facilities, entertainment facilities and reception.

- For safety reasons, smoking is prohibited in the Campétoile. Animals are also prohibited.

- A deposit of € 50 will be requested upon arrival and it will be returned upon departure after the inspection of absence of damages.

Arrival time: from 14.00

Departure time: until 12 noon

- In the off-season period and depending on availability, we offer a late check-out option: please check the price list and contact us.

I.3. Types of accommodation (mobile homes, chalets, Coco sweets)

- The accommodations have a capacity of 2 to 6 people (children and babies included). Only 1 single vehicle is allowed in the parking space adjacent to the mobile home.

- Tents are not authorized in rental accommodation pitches.

- The management reserves the right to deny access to the campsite to groups or families that arrive with a number of people exceeding the capacity of the rented accommodation.

- Pets are not allowed inside the accommodation.

- Out of respect for users and for security reasons, smoking is strictly prohibited in the accommodation.

- A deposit of € 200 is requested one week before arrival by secure bank transfer and will be returned upon departure after damage and cleaning inspection. If the Management considers that the cleaning is insufficient, the rates shown at the reception (cleaning fee) will apply.

This deposit does not constitute a limit of liability.

- Any night of unused stay (due to absence, delay, early departure, etc.) will be charged to the customer. In case of not receiving a justifying message, the rental will become available 48 hours after the arrival date stated on the receipt. The campsite will not refund the rental amount.

Arrival time: from 3 pm

Departure time: until 10 am

- In the off-season period and depending on availability, we offer a late check-out option: please check the price list and contact us.

Arrival conditions:

- In order to stagger arrivals, an approximate arrival time will be validated with you by email or via the Cool'n Camp application.

- No arrivals without a reservation will be made outside the office opening hours.

- Parking within the campsite will not be allowed before the estimated time of arrival (from 3pm).

- During the stay each vehicle must be parked on its reserved space.

- The client will make the inventory and inventory of fixtures on the Cool'n Camp application no later than 24 hours after arrival. After this period, no claim will be taken into account.

Any problem should be notified quickly. The management or the maintenance team will intervene as soon as possible. Otherwise, claims will not be accepted.

Departure Conditions:

- It is necessary to make an appointment at least 48 hours in advance for the handing over of the keys (before 10am).

- The inventory and the inventory of fixtures will be carried out by us after your departure. For any departure before 8am, the credit card deposit file will be closed without debit, subject to damage or additional cleaning, within 7 days after the inventory of fixtures.

Schedule of fixtures:

- When vacating your accommodation, we ask you to leave the windows open for good ventilation, remove and fold the sheets, and place them on the outside table.

- An adapted disinfection protocol will be carried out by us after your departure from the mobile home.

- After the inventory of fixtures, the deposit file will be closed without debit, subject to damage or additional cleaning, within 7 days.

The cleaning of your accommodation is your responsibility and it must be returned in a state of cleanliness identical to the one found upon arrival. This includes:

- Cleaning and storing the dishes, defrosting and cleaning the refrigerator, cleaning the appliances, cleaning the kitchen, bathroom and toilets.

Otherwise, a fixed amount of € 75 will be deducted from the deposit.

- If you have chosen the cleaning option, you must still defrost the refrigerator, wash and store the kitchenware and utensils, sweep the floor (as it is not included in this option).

II. RESERVATION AND PAYMENT TERMS

II.1. Pitch and Campétoile

- The reservation will be final once the duly completed reservation form has been received, accompanied by a payment of € 80 corresponding to a deposit of € 60 and reservation fees of € 20 and prior acceptance of the general conditions of sale in case of booking online.

For the pitch payment of the remaining amount must be made the day before departure.

For the Campétoile payment of the remaining amount must be made upon arrival.

No refund will be made in case of early departure.

II.2. Accommodation

- The reservation will be final upon receipt of the duly completed reservation form, accompanied by a payment of 25% of the amount of the stay and prior acceptance of the general conditions of sale in case of booking online.

The remaining amount must be paid no later than 30 days before the date of arrival at the campsite, as stipulated in the payment request. In case of booking less than 30 days in advance with respect to the start of the stay, full payment of the total amount will be requested when making the reservation. Any non-payment within the stipulated deadlines will result in the total cancellation of the stay without refund of the payment.

II.3. Payment Methods

Payment by credit card will be preferred.

Accepted payment methods are credit card, transfer and cash.

II.4. Departure and Tourist tax

The client has to pay the applicable tourist tax.

Clients are invited to make an appointment by telephone or via the Cool'n Camp application in order to stagger the presence of clients at the reception desk: payment of the stay and tourist tax, deposit, handing over of passes.

III. CANCELLATION

The cancellation insurance Campeze-Couvert 2022 insures Covid 19 cancellations (read the clauses carefully).

Cancellation insurance is strongly recommended: the price corresponds to 2.9% of the amount of the stay (excluding reservation costs and tourist tax).

- Cancellation of the stay by the client BEFORE his arrival: If the client has not contracted the cancellation insurance, no refund will be granted.

- Cancellation of the stay by Camping Ametza BEFORE your arrival: in case of force majeure, the management reserves the right to cancel your stay for security reasons. Full refund of payments will be made.

- The cancellation guarantee ceases to take effect at the beginning of the stay.

IV. ACTIVITIES AND ENTERTAINMENT

- The program of events and activities will be adapted to the health measures established by the Government.

Any activity or entertainment, free or paid (swimming pool, games room, multisport ground, sports activities, activities for teenagers / adults, children's club) that appears in the campsite program can be modified or even canceled during the client's stay. In that case the management assumes no responsibility.

V. RIGHT TO IMAGE

During your stay at the campsite you are likely to be photographed or filmed. Such photos could be used for commercial or advertising purposes unless upon arrival you notify the reception in writing of your opposition to such practice.

VI. RULES OF PROCEDURE

Some changes have been made to the rules of procedure. We advise you to read them carefully.

-Any client must comply with the internal regulations of the establishment. You can check our website in the "Documents of stay" tab and this is also available at the campsite reception.

-The use of the bracelet is mandatory throughout the stay.

VII. WIFI

Camping Ametza offers its customers free Wi-Fi connection. The connection lasts 30 minutes and must be restored after this time. A maximum use of 2 devices is accepted simultaneously per pitch.

The use of the Wi-fi is limited. Even if the fiber optic cable is installed throughout the campsite, heavy downloads such as videos, music or software are not recommended.

The Mobil-homes Grand Confort are equipped with their own independent Wifi connection.

We are not responsible for operator interruptions or network problems.

Statistics and user visits are recorded and can be delivered to the authorities if required.

VIII. ANIMALS

Pets are not allowed in rental accommodations.

Dogs and cats should never go loose. They should not be left alone or locked up, in the absence of their masters, who are legally responsible for them.

Dogs classified in categories 1 and 2 of the law of January 6, 1999 are strictly prohibited (such as attack, guard or defense dogs, e.g. Pit Bull, Rottweiler, etc.). Animals must be kept strapped on the pitch and cannot be left alone. They should not be loud, annoying or threatening with neighbours.

Companion animals should be in good health and with mandatory vaccinations up to date. The presentation of the health record indicating the identification of the animal by tattoo or other approved means (Order of June 30, 1992) as well as valid vaccination against rabies (Order of January 22, 1985) are mandatory.

IX. INSURANCE

The client must have a mandatory civil liability insurance that covers the damages that may occur. Management disclaims all responsibility in case of theft, fire or other disasters.

X. CONFLICTS

The versions of this contract in foreign languages are translations as faithful as possible to the original French version. However, in case of conflict only the French version will prevail. In case of conflict and after being informed the management of the campsite by legal means, the client has the option of resorting to a consumer mediator. The contact details of the mediator that the client can contact are:

Médiation 64 - 00 33 678155718

69 Boulevard de la Mer - 64700 HENDAYE

The Bayonne courts have exclusive jurisdiction in case of litigation.