GENERAL CONDITIONS OF SALE OF CAMPING AMETZA

Version : 4th November 2026

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

To best prepare for arrivals, an approximate arrival time will be requested via email or through the Ametza app.
-A deposit will be requested, by credit card or by cash the day of your arrival, or by the application Swikly, totally secure, 10 days before your arrival.
In the event of late arrival or the Fast Check-in option, a deposit via Swikly will be required.

Definition of the different periods: see the price list.

I.1Traditional camping pitch, Premium and Privilège:

- No arrivals without reservations will be accepted outside of office 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 which will be under your responsibility. We ask you to strictly use the cabins that have been allocated to you for the duration of your stay and maintain them clean. Flip-flops are compulsory in the sanitary facilities. A key per pitch will be provided.
- Each Premium or Privilège pitch is equipped with a private sanitary cabin on the plot including a shower, a washbasin, a toilet and a sink, under your responsibility. We ask you to use these cabins strictly for the duration of your stay and maintain them clean. One key per pitch will be provided.
- A deposit of € 50 will be requested upon arrival and will be refunded upon the return of the keys.
- The pitch is intended for a maximum of 6 people, with only one vehicle required to be parked on the reserved pitch, a tent, caravan or motorhome. Any additional vehicles parked inside the campsite (in the parking areas or on the pitch) must be reported, registered, and will be charged according to the current rate.
- Price of the pitch: the price indicated is the amount per night of occupancy for 2 people. Pitches 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.
-The pitches are equipped with a European electrical socket, for which an adapter will be required. The Premium and Privilège pitches have a NF electrical socket. An extension cord may be necessary for some pitches.
- Extras: people (adults or children) or additional elements present in the campground (electricity, etc.) are subject to an additional daily cost. An additional fee will be charged for motorhomes 8 meters or longer on Traditional and Comfort pitches.
- 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 before the client's arrival.
- Each unused night of accommodation (absence, late arrival, early departure, etc.) will be charged to the customer.
- In the event of a no-show and in the absence of a message explaining the reason, the pitch will become available from 12 noon on the day after the arrival date mentioned on the booking voucher. The amount of the booking will be retained by the campsite.

Arrival time: from 2 pm
Departure time: until 12 noon

- For a booked stay, in the event of late arrival (after the reception has closed), we ask that you contact us so that we can explain the procedure for entering the site. Your license plate number will be required.
- 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:

- 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.
- A shower, washbasin and WC will be allocated and privatized to each occupied pitch, under your responsibility. We ask you to make strict use of the cabins allocated to you for the duration of your stay and maintain them clean. One key per family will be provided. The use of flip-flops is compulsory in the sanitary facilities.

- A deposit of € 50 will be requested upon arrival and it will be returned with the delivery back of the keys.
- 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 (in the parking areas or on the pitch) must be notified and registered and will be charged 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.

Arrival time: from 14.00
Departure time: until 12 noon

- Each unused night of accommodation (absence, late arrival, early departure, etc.) will be charged to the customer. In the event of a no-show and in the absence of a message explaining the reason, the pitch will become available from 12 noon on the day after the arrival date mentioned on the booking voucher. The amount of the booking will be retained by the campsite.
- 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 sweet)

- 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 in accommodations, except in certain types specified on the website.
- 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.
- Each unused night of accommodation (absence, late arrival, early departure, etc.) will be charged to the customer. In the event of a no-show and in the absence of a message explaining the reason, the rental will become available 48 hours after the arrival date mentioned on the accommodation voucher. The rental amount will be retained by the campsite.

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:
- No arrivals without a reservation will be made outside the office opening hours (see internal regulations).
- Parking within the campsite will not be allowed before the estimated time of arrival (from 3pm).
- The client will make the inventory and inventory of fixtures on the Ametza application no later than 48 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.

Departure Conditions:
-For better organization, it is necessary to communicate an estimated departure time either at the reception or via the Ametza app at least 48 hours in advance for the return of the keys (departure before 10am).

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.
- The inventory and the inventory of fixtures will be carried out by us after your departure.
- After the inventory of fixtures, the deposit file will be closed without debit, subject to damage or additional cleaning, within 3 days. Deposits at the application Swickly will be closed within 72h after the departure. A confirmation mail will be send.
- 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: cleaning and storing the dishes, defrosting and cleaning the refrigerator, cleaning the appliances, cleaning the kitchen, bathroom and toilets.
Otherwise, a fixed amount will be deducted from the deposit, corresponding to the cleaning fee (see rates) or the cost of any damage found.
- 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
In our secured web site
www.camping-ametza.com

II.1. Pitch and Campétoile

- The reservation will be final once the duly completed reservation form has been received, accompanied by a payment bay credit card on our secured reservation center Ctoutvert corresponding to a deposit of € 75 + reservation fees of € 25 (+ cost of cancellation insurance if this option is chosen) and prior

acceptance of the general conditions of sale in case of booking online. In the off-season period reservation fees are free.
-For pitches, the balance must be paid the day before departure.
-For Campétoiles, the balance must be paid on the day of arrival. No refund will be made in case of early departure.

II.2. Accommodation

- The reservation will be final once the duly completed reservation form has been received, accompanied by a payment bay credit card on our secured reservation center Ctoutvert corresponding to a deposit of 25% of the total amount of the stay + reservation fees of € 25 (+ cost of cancellation insurance if this option is chosen), and prior acceptance of the general conditions of sale in case of booking online.
In the off-season period reservation fees are free.
-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

Accepted payment methods are credit card, transfer and cash.

II.4. Departure and Tourist tax

The client has to pay the applicable tourist tax.

III. CANCELLATION
- Campez-couvert 2026 Cancellation Insurance (Gritchen) covers cancellations according to the terms and conditions defined by them (see brochure).
Cancellation insurance is strongly recommended: the price corresponds to 3.5% of the total cost of the stay (excluding booking fees and tourist taxes).

III.1 Cancellation of the stay by the customer
-Cancellations must be confirmed by email. The pitch or accommodation will be available for rental once we receive the email.
-If the client has purchased Cancellation Insurance, the file will be sent to Campez-Couvert. The insurance fees will be charged, along with the reservation fees. If the causes for cancellation are not covered by the insurer Gritchen, we invite you to contact us.
-If the client has not purchased cancellation insurance, the reservation fees will still apply, and the cancellation will be handed as follows:
- If the cancellation is made 60 days or more before the arrival date, the campsite may offer a credit for the remaining amount, which can be used for a stay within the current year.
- If the cancellation occurs 59 days or less before the arrival date, unfortunately, no postponement or refund will be provided.
- The cancellation guarantee Gritchen Campez-couvert ceases to take effect at the beginning of the stay.

III.2 Cancellation of the stay by the Campsite

-Cancellation of the stay by Camping Ametza before your arrival: In case of force majeure, Management reserves the right to cancel your stay for safety reasons. A refund of the amounts already paid will be provided, excluding bank charges, postal costs and ANCV costs (2,5%).

IV. DELAYED ARRIVAL
-The Gritchen Campez-Couvert 2026 Cancellation Insurance covers delayed arrivals according to their defined terms and conditions (see brochure).
-Cancellation Insurance is highly recommended: the cost is 3,5% of the total stay (excluding reservation fees and local taxes).

-Any delayed arrival must be confirmed by email no later than the scheduled arrival date.
-Since the pitch or accommodation is held for guest's use, the campsite will not issue any refunds, and the full stay will be charged.
-If the guest has purchased Campez-Couvert Cancelation Insurance, the case will be submitted to Gritchen Campez-Couvert for a potential refund of the base rate for the unused portion of the stay.

V.EARLY DEPARTURE
The Gritchen Campez-Couvert 2026 Cancellation Insurance covers early departures according to its terms and conditions (see brochure).

Cancellation Insurance is strongly recommended: the cost is 3,5% of the total stay (excluding reservation fees and local taxes).
-An early departure must be confirmed at the campsite reception.

-<u>For accommodations</u>:
- The entire reserved stay will be charged.
-If you have purchased Cancellation Insurance, the case will be submitted to Gritchen Campez-Couvert for a possible refund of the contract termination fees.
- If you not have purchased Cancellation Insurance, no refund will be provided.

<u>For pitches:</u>
-In high season (July 1 to August 31): Contract termination fees will apply (30% of the base rate for the unused portion of the stay).

-If you have purchased Cancellation Insurance, the case will be submitted to Gritchen Campez-Couvert for a possible refund of the contract termination fees.
-In low season (outside July and August): No additional fees will apply, and the only portion of the stay completed will be charged.

VI. ACTIVITIES AND ENTERTAINMENT

- The program of events and activities will be available on the application Ametza.

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.

VII. 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.

VIII. RULES OF PROCEDURE

-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 and on the application Ametza.
-The use of the bracelet is mandatory throughout the stay.

IX. WIFI

Camping Ametza offers its customers free Wi-Fi access. Each connection lasts 30 minutes and must be restored after this time. A maximum of 2 devices per pitch can be connected simultaneously.

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 “Elegance” 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.

X. ANIMALS

Pets are allowed only in certain rental accommodations and on campsites. An additional daily fee will apply for pets.

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.

Animals must be kept strapped on the pitch and cannot be left alone. They should not be loud, annoying or threatening with neighbors.

Companion animals should be 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.

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.

XI. 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.

XII. 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 Consommation Développement
Immeuble l’Horizon – Esplanade de France – 3, rue Jean Constant
Milleret – 42000 SAINT ETIENNE
www.medconsodev.eu

The Bayonne courts have exclusive jurisdiction in case of litigation.