

# SALES CONDITIONS



These sales conditions govern the sale of stays at Camping Municipal Les Sablères, hereafter the operator, and become valid upon signing of the rental contract. Each client recognizes that he has been made aware of the present general conditions, for himself and for all persons participating in the stay.

**RENTAL AGREEMENT:** The rental agreement is specified with a name and cannot under any circumstances be transferred or rented. The names of all persons participating in the stay must be specified. If the rental agreement is accepted it will be for the registered persons only. For security and assurance reasons, the operator reserves the right to refuse access to the campsite to clients who arrive with a number of persons exceeding the capacity for the pitch or the rented accommodation. Any occupancy without formalities will lead to a penalty billing for a stay that is at least equal to the number of visitors and to immediate eviction.

**BOOKING CONDITIONS:** The booking becomes effective only with agreement of the operator; either after reception of the deposit and booking contract, duly signed and completed, or after accepting the general sales conditions at the time of the online booking.

Upon reception of the signed rental agreement and deposit, and depending on available space, the operator will send the client a booking confirmation to present on the day of his arrival. Any pre-booking which is not confirmed within 15 days is automatically cancelled, without notice.

The operator reserves the right to change a client's pitch or rental in order to facilitate the management of booking schedules, in case of an act of God or temporary unavailability.

**SETTLEMENT TERMS:** Will be accepted cash, bank transfer, bank card (credit or debit card), contactless payment by credit or debit card. The bank transfers (all charges are for the applicant's account) have to be done with the IBAN: FR76 1007 1400 0000 0020 0018 659 and BIC: TRPUFRP1

The debit or credit card accepted is Visa and MasterCard.

**PAYMENT CONDITIONS:** The price of the stay is indicated in Euros, VAT (value added tax) included. The tourist tax amount is not included in the price of the stay.

A deposit of 20% of the cost of the stay plus handling fees must be paid upon booking. The remaining balance and the tourist tax are to be paid upon arrival. For spontaneous stays the payment has to be done at least in the day before the departure.

**RESIDENTIAL PITCH:** The period of residential stays spans the campsite's opening period. The price list for these pitches can be readjusted each year, according to the consumption price index plus tourist tax increase and other fees. The rental charge is payable according to the schedule of payments chosen upon booking. The contract can be extended; it must be expressly renewed for the following year before the campsite closes. Any delay in payment or breach of the campsite's regulations will lead to the non-renewal of the contract for the following year. This contract is specified with a name and cannot be transferred.

**ARRIVAL AND DEPARTURE FOR PITCHES:** Booked pitches are available starting at 3 pm and until 6 pm the day of arrival and must be vacated before 12 pm on the day of departure. Bookings are accepted with priority for a minimum stay of one week in high season. Short stays (minimum of 2 nights) will be available for booking starting the 15th of June. Clients can choose their arrival and departure days.

The regular camping pitch includes: 2 persons, 1 camping car or 1 caravan or 1 tent with a car or a motorbike. One tent per extra person authorized. Any additional person will generate extra fees. An additional car can be accepted but it will be charged. Tents as main equipment are not allowed in Grand Confort places. All places are equipped with electric terminals with European plugs, the customer has to provide with European adapter and 25m cable. In high and mid season, electricity will automatically be billed on the pitches.

The number of occupants intended per pitch is 4 people aged 13 and over.

**ARRIVAL AND DEPARTURE FOR RENTALS:** Booked rentals are available starting at 3 pm and until 6 pm the day of arrival and must be vacated before 10 am the day of departure. Bookings are accepted by the week in high season, and arrival is on Saturday. Outside this period, there is a two night minimum for bookings and guests can choose their arrival day.

When taking possession of the rental, the client must verify the accuracy of the inventory given by the reception office upon arrival and indicate any problems within 24 hours. Any claim made at a later date will not be taken into consideration.

Bed linens are not included in the rental price.

A deposit will be asked on the arrival, to cover the damages that might be done and eventually the cleaning service fees in the rental. The deposit will be returned on the departure day, during the opening hours of the reception desk, and after the check out. The accommodation must be returned in a perfect state of cleanliness. Should it be, otherwise the cleaning deposit will be retained. Any problem in the accommodation beds (dirt and animal hair) shall be charged in the same way as the household not performed.

Every broken, lost or damaged object during the stay will be charged.

On the departure day, the accommodation has to be vacated between 8 am (7 am in high season) and 10 am. The customer has to make an appointment at the desk, at the latest, the day after the arrival, for the departure inventory. The departure inventory has to be done at the accommodation between 8 am and 10 am (subject to scheduled times available).

The intended number of occupants is 4 to 6 persons depending on the type of rented accommodation.

**ARRIVAL AND DEPARTURE:** The campsite must be notified of any late arrivals before 6 pm the day of arrival. If the pitch or rented accommodation is not occupied by the client 12 hours after the planned date and the campsite has not been notified by writing (by letter, email, fax) of a late arrival, the operator will be able to use the space as he wishes and will keep all payment already made. All stays are owed according to the dates appearing on the booking reservation.

In the case of a late arrival or early departure, voluntary or by the operator's decision for non-respect of campsite regulations, no refund or reduction will be made. Any request to extend a stay must be made 24 hours or less before the planned departure date and will be fulfilled depending on availability. After this deadline, a supplementary night will be billed to the client. For all late departures, an additional night will be billed (after 10 am for rented accommodations and after 12 pm for pitches).

**CHANGES:** The operator must imperatively be notified by writing of any changes to the rental agreement, between the time of booking and the arrival date. Any date changes must be made at least one month in advance. Requested changes will be made without a fee, subject to campsite availability.

**WITHDRAWAL PERIODS:** In accordance with the consumption code, the entire range of services and benefits provided by the campsite is not submitted by the right of withdrawal. Refund and cancellation terms will be exclusively the ones mentioned below.

**CANCELLATION:** All cancellations must be made by writing, accompanied by written proof, at the latest, three days after the events leading to the cancellation. If the client cancels 30 days before the beginning of his stay, the deposit will be refunded; otherwise the deposit will be retained by the campsite manager. In any case, the handling fee is not refunded. For all cancellations that are made by the operator, except in the case of an act of God or the guest's fault, the payment will be completely refunded to the client. However, this cancellation cannot in any case lead to the payment of damages or interests.

**REFUNDS:** The operator will refund the cost of a stay which is not carried out in the case of an accident, sickness, decease concerning the client or, the client's spouse or children, or in case of fire, explosion or theft leading to significant damage at the client's residence or in the case of a change of planned holiday dates by the client's employer. Official written proof must be provided.

**BOOKING FOR NEXT YEAR:** If you are please by your stay, you can book in advance for next year. The pitch number and the days of arrival and departure will be identical as the ones of the current stay. You will receive a post mail in December to confirm the booking before the 20th of January. If you wish to change your booking, it will be treated in priority and accepted as far as possible.

**CLAIMS:** Any complaints relative to nonconforming services and benefits regarding to the campsite regulations should be submitted by registered letter with an acknowledgement of receipt to the operator.

**MEDIATION:** In accordance with the consumption code, you can use the mediation service MEDICYS, free of charges.

Post address: MEDICYS - 73 boulevard de Clichy - 75009 Paris, email address: [www.medicys.fr](http://www.medicys.fr)

**DAMAGE:** It is the client's responsibility to insure him. The operator declines all responsibility in the case of theft, fire, bad weather, natural catastrophes and in the case of an incident under the client's legal liability. Any damage done to the premises, loss or destruction of furniture equipping the rented accommodation or the campsite's public buildings, will lead to the person who committed these acts' being held responsible by full right. Despite the care in upkeep and pruning of trees, the operator cannot be held responsible for natural events such as falling pine cones or falling branches.

**IMAGE RIGHTS:** The operator reserves the possibility to use all photographic materials where the client may appear for its publications. The client accepts this use of images which may be used namely for external communication materials and relinquishes any remuneration or compensation.

**JURISDICTION:** All bookings necessarily implicate the respect of the campsite regulations and the acceptance of the general sales conditions listed above. In the case of litigation, only the Landes courts are competent.

Dear client, we thank you for choosing the Camping Municipal Les Sablères. We wish you a pleasant stay.

April 2019