

# Camping Les Pins d'Oléron

## General conditions of accommodation rental

### 1) Availability :

Contact us by phone to be informed of available rental periods.

### 2) Rates :

Rates are guaranteed until December 31, 2023.

The campsite reserves the right to change rates at any time after this date.

Offers and promotions are non-retroactive and cannot be combined.

Stays will be invoiced on the basis of the rates in force on the day of booking, subject to availability. It is advisable to check the applicable rate by contacting the campsite directly.

### 3) Final booking :

Reservations are only confirmed upon receipt of the completed, dated and signed booking contract, payment of a deposit equivalent to 25% of the total cost of the stay plus €25 booking fee (€10 except July/August) and written confirmation from the campsite management.

The mere payment of a deposit does not constitute a reservation guarantee.

All reservations are nominative and non-transferable.

### 4) Payment :

The balance of the rental must be paid no later than 30 days before your arrival date. After this deadline, if we have not received payment, we reserve the right to cancel the reservation and demand payment of the balance due, in accordance with the legal provisions in force. For bookings made less than 30 days before the arrival date, the full amount of the stay will be due at the time of booking.

A deposit will be sent at the same time as the balance of the booking: 285€ (200€ accommodation deposit and 85€ cleaning deposit)

This will be returned to you at the end of your stay, after deduction of any costs incurred in restoring the rental property.

A deduction of 85€ may be made if cleaning has been carried out incorrectly.

Sheet rental (upon reservation): 10€ per bed.

Baby kit rental (upon reservation): €4.50 per night (high chair, bed, bathtub).

Camping Les Pins d'Oléron au capital de 10 000€ RCS B 983777046 APE 5530 Z  
4\* Classement Atout France du 25/05/2021

Médiateur: Bayonne Médiation 32 rue du Hameau 64200 Biarritz

## 5) Cancellation :

Don't worry, if you need to cancel, here's how we can help.

For bookings made between February 1, 2024 and May 31, 2024, you have 10 days from the date of receipt of your booking request to cancel.

In all other cases, the full amount of the stay must be paid 30 days before the date of arrival.

Any stay begun is not eligible for reimbursement for early departure.

### Cancellation fees :

- Stays booked during the early-booking offer can be cancelled free of charge up to and including January 31, 2024.

Other cases :

CANCELLATION DATE	CANCELLATION FEES PAYABLE BY THE CUSTOMER
Up to D-60 STAY DATE	25% OF THE TOTAL COST OF THE STAY
D-59 TO D-29 FROM START DATE OF STAY	50% OF THE TOTAL COST OF THE STAY
D-28 TO D-3 FROM START DATE OF STAY	90% OF THE TOTAL COST OF THE STAY
D-2 FROM START DATE OF STAY	100% OF THE TOTAL COST OF THE STAY

## 6) Late arrival:

In the absence of any message from the customer indicating a justified delay in arrival, the rental will become available again at 10:00 a.m. the day after the contracted arrival date, and the full amount of the stay will be due. No refunds will be made.

## 7) Tourist tax (subject to change) :

Mobile homes, chalets, pitches and lodge tents: €0.66 per person aged eighteen and over per night.

## 8) Occupancy :

Occupancy must be in accordance with the capacities stated in the description of each accommodation for the standard rate. If the customer arrives with one or more extra people, the campsite manager reserves the right to refuse access to the accommodation without compensation.

### **9) Pets :**

Pets are welcome in all rentals except those classified as 1st and 2nd category. An additional fee will be charged.

They must be tattooed, have up-to-date vaccinations and carry a valid health record.

They must not be left alone in the accommodation in the absence of their master, and must be kept on a leash at all times. They are not allowed in public places (swimming pools, sanitary buildings...).

### **10) Wristband :**

Wearing a bracelet is compulsory.

### **11) Rules :**

All customers are required to comply with the establishment's rules and regulations.

### **12) Services/activities :**

Depending on the health situation, the government may change health regulations during the year, which could lead us to modify the content of certain services or activities. Under no circumstances may these changes give rise to requests for price reductions or reimbursements, even partial, of sums paid.

### **13) Disputes :**

Foreign language versions are as faithful translations as possible of the French version. However, in the event of a dispute, only the French version shall prevail.

In the event of a dispute, and after having referred the matter to the establishment's "customer" department, any campsite customer may refer the matter to a consumer ombudsman, within a maximum period of one year from the date of written complaint, by registered letter, to the operator.