

# TERMS AND CONDITIONS FOR UNSERVICED PITCHES FOR TENTS - CARAVANS - MOTORHOMES.

## RENTAL ACCOMMODATION in MOBILE HOMES or CHALETs

The rental of a pitch or accommodation presumes acceptance of these terms and conditions.

### 1/ Our services

#### 1/1 - Unserviced pitch

We provide an **unserviced pitch** for up to 6 people for your **tent, caravan or motorhome**. To preserve your environment, **only one vehicle can be parked on each site**. Additional vehicles must be parked in the car park at the entrance, and will be charged an additional fee. **Pitches are available from 1.00pm on the day of arrival, and must be vacated before 1.00pm on the day of departure**. Late departures will be subject to an additional charge

#### 1/2 - Rented accommodation

We provide **"accommodation"** for 2 to 8 people according to the type chosen in the booking. Tents are not permitted on rental accommodation sites. Specific requests regarding the location in the campsite, or for a particular rental accommodation, can only be taken into account on the day of your arrival, depending on the circumstances. **Rented accommodation is available from 4.00pm on the day of arrival, and must be vacated by 11.00am on the day of departure**. Late departures will be subject to an additional 24-hour charge. The accommodation must be left in the same state as at the beginning of the rental period. Only small (-5kg) pets are permitted. Pets are not permitted in chalets. Out of respect for the next tenants and for safety reasons, it is forbidden to smoke in our accommodation.

#### 1/3 - Activities and entertainment

All activities and entertainment - free or paid (swimming pool, game room, multi-sport court, Basque pelote court, playgrounds, mini club, teenager and adult sports activities, evening entertainment, etc.) mentioned in this contract are subject to modification or cancellation for reasons beyond our control during your stay. We take no responsibility in the case of modification or cancellation.

#### 1/4 - Extra charges

Extra charges will be payable for additional services which were not included in the contract (additional people, vehicles, motorbikes, etc.) according to the current tariffs, and regardless of the package booked. Our prices include VAT but do not include tourist tax.

### 2/ Tariffs and payment

**2/1 The price of your "unserviced pitch"** is calculated using the current campsite Tariffs according to the period (peak season, high season, shoulder season, or low season) and the services booked by quantity (number of unserviced pitches, adults, children aged from 1 to 13 years, vehicles, motorbikes) etc.

**2/2 The price of your "rented accommodation"** is calculated using the current campsite Tariffs depending on the type of accommodation chosen. This price includes the site, the number of people depending on the capacity of the type of mobile home or chalet booked, your installation, your vehicle, water, gas, and electricity consumption, access to facilities, activities and entertainment, and sanitary facilities. Extra charges (additional people, additional vehicles, etc.) are not included in this price and will be added accordingly.

#### 2/3 Payment methods

Both the deposit and the balance of your account can be paid with: French bank or post cheques, French holiday vouchers (chèque-vacances), postal order, cash, or bank card.

#### 2/4 Payment conditions

Bookings must be confirmed in writing with a deposit of:

• For **"Unserviced pitches"**: **25 % of the total price of the booking plus €20 booking fee**.

The balance of the booking is payable on the day of departure from the campsite.

• For **"Rented accommodation"**: **25 % of the total price of the booking plus €20 booking fee**.

The balance of the booking is payable in total one month prior to the date of arrival at the campsite.

A booking becomes a binding contract when you have received a booking confirmation from the ESDUALDUNA campsite.

### 3/ Last minute reservations

All bookings for accommodation less than 30 days prior to the date of arrival must be paid for in total when booking, and by bank card only.

### 4/ Late arrival or early departure

In the event of late arrival or early departure compared with the dates featured on your booking confirmation, the total price of your booking will be payable. There will be no reimbursement for the absent period.

### 5/ No arrival at the campsite

In the case of no arrival at the campsite within 48 hours of the scheduled arrival date, and with no supporting documents and/or news regarding your arrival, the unserviced pitch/rented accommodation will be made available for rental to other tenants. In such an event, the cancellation clause (below) applies.

### 6/ Cancellation

#### 6/1 By the tenant:

Booking cancellations must be made in writing, and will be taken into account from the date of reception of the correspondence.

#### Cancellation of an "unserviced pitch" booking:

- received more than 30 days before the beginning of the stay, the total deposit amount will be refunded.
- received less than 30 days before the beginning of the stay, the total deposit amount will be kept by the ESDUALDUNA campsite.

#### Cancellation of "rented accommodation":

- received more than 3 months before your arrival, the total deposit amount will be refunded. The booking fee will be kept by the campsite.
- received less than 3 months before your arrival, the total deposit amount and the booking fee will not be refunded. Moreover, and unless in the event of an act of God, the balance of the total price of your booking is payable to the campsite.

**It is advisable to take out insurance to be able to claim damages for cancellation or modification of your booking.** (links on our website)

#### 6/2 Cancellation by the ESKUALDUNA campsite:

If the ESKUALDUNA campsite cancels a confirmed booking for an unserviced pitch/rented accommodation, you will be informed at least 30 days prior to the date of the confirmed stay by registered post, and refunded the total amount already paid (deposit and booking fee).

### 7/ Security deposit

For rented accommodation, a security deposit of €350 is payable on arrival, and will be refunded, by post, within 8 days of departure.

The campsite reserves the right to keep part or the totality of the security deposit amount in the case of damage to the rented accommodation, or the contents, and/or equipment on the campsite. The campsite reserves the right to deduct the amount of €60 for cleaning costs in the event that the rented accommodation is not as clean as at the beginning of the stay.

### 8/ Campsite regulations

Customers will be sanctioned in the event of violation of the campsite regulations. This may include the cancellation of the booking contract with no compensation.

### 9/ Minors

Minors must be accompanied by a parent.

### 10/ Animals

Pets (dogs and cats except Category 1 and 2 dogs) are permitted in the campsite subject to prior request at reception. Dogs must be kept on a leash at all times when in the campsite. Respect the cleanliness and environment of the campsite. Veterinary records must be presented to the campsite reception on arrival. Rabies vaccination and ID tattoo certificates are obligatory.

### 11/ Complaints

Any complaint after your stay must be made in writing within 20 days of the date of departure, and sent by registered post with acknowledgement of receipt.