GENERAL TERMS AND CONDITIONS OF SALE

1. IDENTITY AND CONTACT DETAILS

Camping Airotel La Côte d'Argent *****
33990 Hourtin-Plage
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SAS Camping La Côte d'Argent / Siret: 41931772200017 / TVA Intracommunautaire: FR45419317722

2. BOOKINGS

Every booking constitutes the conclusion of a rental contract.
All bookings are made in the name of the person making the reservation and may under no circumstances be transferred or sublet.
To confirm a booking, the customer must pay a deposit of 50% of the total cost of the stay.
The accepted payment methods are: bank card (Visa/Mastercard) and bank transfer.
For greater flexibility, subject to eligibility, the campsite offers payment in four instalments by bank card, under terms to be agreed with the campsite.
For any booking made after 01/06, 100% of the total cost of the stay is payable at the time of booking, regardless of the dates of the stay.
A non-refundable booking fee of €50 applies to stays between 26/06 and 29/08. During the early and late seasons, the booking fee is waived, except in the event of cancellation.
The booking becomes effective upon receipt of the required payment, followed by the sending of a booking confirmation. This confirmation may be requested upon arrival.

Minimum stay requirements for camping pitches
- During the low seasons, pitches can be booked by the night, subject to availability.
- During the high season, the minimum stay is 5 nights.

Arrivals and departures are possible every day throughout the season.
Minimum stay requirements for rental accommodation
- During the early and late seasons, the minimum stay is 2 nights. Arrivals and departures are possible every day.
- During the high season, the minimum stay is 7 nights. Arrivals and departures are possible on Wednesdays, Saturdays or Sundays.

Prices are based on the economic conditions in force at the time of publication. Contractual amounts may be adjusted in the event of changes to legally applicable taxes or contributions, particularly VAT or the tourist tax.
The tourist tax is payable for each adult and each night, in accordance with the regulations in force.

3. FEES AND CANCELLATION

Payment terms for the stay
The following payment deadlines apply:
- For stays scheduled before 01/07, the balance is due one month before arrival.
- For stays scheduled from 01/07 onwards, the balance is due no later than 01/06.
- For any booking made after 01/06, 100% of the total cost of the stay is payable at the time of booking.

Failure to pay the balance by the agreed date may result in termination of the contract, in accordance with the applicable legal provisions.
The financial consequences will be determined in accordance with the cancellation conditions set out below and the regulations in force.
The cost of the stay is calculated on the basis of the dates stated in the booking contract. No refund will be granted in the event of late arrival or early departure.

Cancellation conditions, compensation and amounts retained
a) Booking fees and cancellation insurance
Booking fees are non-refundable. Any cancellation insurance premium paid is non-refundable, in accordance with the terms of the insurance policy taken out.
During the low seasons, booking fees that would normally be waived may be charged in the event of cancellation, in accordance with the conditions communicated at the time of booking.
b) Refund conditions
Amounts paid, less any applicable non-refundable fees, will be refunded in the following cases:
- For a stay scheduled from 01/07 onwards, where cancellation takes place before 01/06.
- For a stay scheduled before 01/07, where cancellation takes place more than one month before the arrival date.

c) Late cancellation and failure to arrive
The total cost of the stay will be retained and charged:
- For a stay scheduled from 01/07 onwards, where cancellation takes place on or after 01/06.
- For a stay scheduled before 01/07, where cancellation takes place less than one month before the arrival date.
- In the event of failure to arrive on the scheduled arrival date.

In the event of late arrival or cancellation, the customer must notify the campsite in writing as soon as possible. Telephone messages do not constitute written notification.
If no notification is received, the booking will be cancelled and the pitch or accommodation may be made available to another customer from 12 noon on the day following the scheduled arrival date, without any possibility of a refund.
In the event of early departure, the pitch or accommodation may be made available to another customer, without any possibility of a refund.
For greater flexibility, the campsite offers optional cancellation insurance. The terms and conditions are available from the campsite.

4. CAMPING PITCHES AND RENTAL ACCOMMODATION

a) Camping pitches
Pitches can accommodate a maximum of 6 people, regardless of age. Babies count as one person.
The basic rate includes one accommodation unit, namely: one motorhome, one caravan, one minibus or one tent, plus one car and two people.
Any additional person and/or accommodation unit will incur a daily surcharge (see rates). The addition of one or two small extra tents is free of charge but must be declared at the time of booking.

b) Rental accommodation
Rental accommodation is equipped in accordance with its respective description. The basic rate includes the maximum occupancy permitted for the accommodation booked, ranging from 4 to 8 people depending on the model.
Every person counts towards the maximum permitted occupancy, regardless of age, including babies. This capacity may under no circumstances be exceeded. Any additional person exceeding the permitted capacity may be refused access to the accommodation.

Barbecues
The use of open-fire barbecues, particularly those using charcoal or wood, is strictly prohibited throughout the campsite.
Only electric and gas barbecues are permitted, subject to the regulations in force and the applicable safety instructions. These provisions may change depending on orders issued by the local or regional authorities and the campsite's safety instructions.

Quiet hours
Quiet must be observed throughout the campsite between 11 p.m. and 6 a.m. to ensure that all campers can enjoy a peaceful stay.

5. RIGHT OF WITHDRAWAL
In accordance with Article L.221-28 of the French Consumer Code, accommodation services provided on a specific date or during a specified period are not subject to the 14-day right of withdrawal.

6. PETS
a) Camping pitches
Pets are permitted on camping pitches, with the exception of category 1 and category 2 dogs under French law, subject to an additional charge (see rates).
Pets must be kept on a lead at all times, wear a collar, be identifiable, be vaccinated, **particularly against rabies**, and be declared at reception.
The owner must present the up-to-date vaccination record upon arrival for inspection.
Pets must never be allowed to roam freely or be left alone on the campsite, even if tied up or confined, in the absence of their owner. The owner remains responsible for any damage caused by their pet.
Pets are not permitted in public areas where their presence is prohibited.
The campsite does not have a designated dog toileting area. Waste bags are available at reception.
b) Rental accommodation
Pets are strictly prohibited inside rental accommodation and on the pitches associated with such accommodation.

7. UNACCOMPANIED MINORS
Minors are not accepted unless accompanied by at least one parent or legal guardian.
The campsite reserves the right to refuse or terminate the stay of minors who are not accompanied by a legal guardian, even after the booking has been confirmed.

8. ARRIVALS AND DEPARTURES
a) Camping pitches: Arrivals are from 2 p.m. and departures must take place before 12 noon.
b) Rental accommodation: Arrivals are from 4 p.m. and departures must take place before 10 a.m.

9. SECURITY DEPOSITS
For all rental accommodation, a security deposit of **€300** is required to cover any costs arising from damage attributable to the customer, missing or damaged equipment, and any additional cleaning required after the stay.
The security deposit may be provided using one of the following methods:
• Via SWIKLY: A link will be sent to the customer by email a few days before arrival, allowing them to enter their bank card details. SWIKLY is an independent and secure platform that guarantees the amount of the security deposit without charging the customer's card or blocking their available card limit.
• In cash*: On the day of arrival. (*In this case, the accommodation inspection at departure must take place in the customer's presence, by mandatory appointment during one of the following time slots: between 8 a.m. and 9 a.m. or between 9 a.m. and 10 a.m.)

Upon arrival, customers are invited to check the condition and cleanliness of the accommodation, as well as the inventory of the equipment provided. Any irregularities must be reported to the campsite team within 48 hours of arrival.

On departure, the accommodation must be vacated before 10 a.m. Customers may choose between:
• Self-check-out, by leaving the keys in the designated box at reception.
• An inspection in the presence of the campsite team, by mandatory appointment during one of the following time slots: between 8 a.m. and 9 a.m. or between 9 a.m. and 10 a.m.

In the event of self-check-out, the campsite team will inspect the inventory, cleanliness and general condition of the accommodation after the customer has departed.
We will confirm within 72 hours of departure whether any irregularities requiring a deduction have been identified. If the security deposit was provided via SWIKLY, the guarantee will be automatically released 15 days after departure.
In the event of damage, missing equipment or the need for additional cleaning, the corresponding costs may be charged to the customer or deducted from the security deposit within a period of up to 15 days after departure, based on the price schedule provided in the dedicated document.
Any amount claimed may be substantiated and will be proportionate to the costs incurred.
Customers are invited to report any damage occurring during their stay. The campsite will inform them of any irregularities identified within 72 hours of their departure.
If the substantiated costs exceed the amount of the security deposit, the outstanding balance may be charged to the customer upon presentation of the relevant supporting documents.
Where damage attributable to the customer makes it genuinely impossible to rent out the accommodation again and causes an actual loss to the campsite, additional compensation may be requested, provided that the existence and amount of the loss can be substantiated.
The price schedule for the applicable equipment and services is provided to the customer in a dedicated document attached to these general terms and conditions of sale or made available before booking.

10. IMAGE RIGHTS

The campsite's name and image are the property of the campsite.
You expressly authorise the campsite, free of charge, to use, in any medium, photographs of you or your children that may be taken during your stay for the campsite's advertising purposes.
Photographs and plans shown in the campsite's various communication materials are for illustrative purposes only, are not contractually binding and cannot, on their own, constitute grounds for a complaint.

11. PROMOTIONS AND SPECIAL OFFERS

Prices are set in accordance with the applicable price list. The campsite does not offer promotions such as "Early Booking" or "Last Minute" deals.

12. ACCESS TO THE CAMPSITE

All customers must comply with the campsite's internal rules, available at www.camping-cote-dargent.com
Wearing a wristband is mandatory. The wristband is anti-allergenic and tamper-proof. It will be provided upon arrival and must be worn at all times on the wrist or ankle.
Groups are not permitted, subject to any specific conditions that may be communicated by the campsite.

13. FORCE MAJEURE

Force majeure means any event beyond the control of the parties that could not reasonably have been foreseen when the contract was concluded and whose effects cannot be avoided by appropriate measures, making it impossible for either party to perform all or part of its contractual obligations.
Where the impediment is temporary, force majeure suspends the performance of the obligations concerned, unless the resulting delay justifies termination of the contract. Each party shall bear the costs for which it is responsible, in accordance with the applicable legal provisions. In such circumstances, the campsite shall not be held liable for consequences directly attributable to an event of force majeure, within the limits laid down by the regulations in force.
Furthermore, disruptions or disturbances may occur that interfere with, interrupt or prevent the normal course of customers' stays (e.g. flooding or a prolonged, widespread power or water outage). Customers will be informed of any such disruptions as soon as possible, provided that the campsite is aware of them.
In such circumstances, the campsite may be required to partially or fully modify its services or facilities (partial closure of the campsite, complete closure of the aquatic area or of a facility such as a bar or restaurant, etc.), where justified by the circumstances, without the customer being entitled to claim any compensation.
Where the campsite remains open and is able to provide the services booked, a customer's decision not to proceed with their stay, particularly due to concerns about external events affecting the region or the country, shall not entitle them to a refund. The cancellation conditions set out in the contract shall remain applicable, subject to the legal provisions in force.

14. DISPUTES AND CONSUMER MEDIATION

In the event of a dispute, customers are invited to contact the campsite's customer service department in the first instance in order to seek an amicable resolution.
In accordance with the provisions of the French Consumer Code, any campsite customer may refer the matter to a consumer mediator within a maximum period of one year from the date of the written complaint sent by registered letter with acknowledgement of receipt (LRAR) to the operator.
The contact details of the mediator to whom the customer may refer the matter are as follows:
CM2C – 49 rue de Ponthieu – 75008 Paris (France) www.cm2c.net // +33 189470014

15. FINAL PROVISIONS

Any one-off exception to these general terms and conditions of sale shall not constitute a permanent waiver of their application.

APPENDIX TO THE GENERAL TERMS AND CONDITIONS

PRICE LIST – MISSING OR DAMAGED ITEMS, DAMAGE AND ADDITIONAL CLEANING

The amounts listed below serve as pricing guidelines for missing or damaged equipment and any additional cleaning services that may be required after the stay.

Any amount charged will relate to damage or services actually identified and will be supported by appropriate evidence. Normal wear and tear resulting from proper use of the accommodation will not be charged. Where relevant, the age and condition of the equipment concerned will be taken into account.

In the event that the security deposit is handled through our partner SWIKLY, a processing fee equal to 6% of the amount withheld will be charged to you.

Indicative Rates for Additional Cleaning, Damage and Replacement

Category	Item or Service	Indicative Rate
Additional Cleaning	2-bedroom cottage	€100
	3-bedroom cottage – 1 bathroom	€150
	3-bedroom cottage – 2 bathrooms	€200
Indoor Furniture	Dining table	€300
	Chair	€50
	Coffee table	€100
	Sofa or settee	€180–€300
	Bed frame footboard	€30
	Bed slat	€20 per slat
	Stained or damaged mattress	€150–€300
	Torn or missing curtain	€150–€300
	Damaged indoor blind	€200
Rented Furniture	Damaged rented baby cot	€50
	Damaged rented high chair	€50
Outdoor Furniture	Stained or damaged table	€300
	Damaged chair	€50
	Damaged sun lounger	€100
Household Appliances	Damaged refrigerator	€200–€300
	Broken refrigerator drawer or shelf	€50
	Damaged microwave	€90
	Damaged hob	€200
	Damaged drip coffee maker	€30
	Damaged Nespresso machine	€90
	Damaged kettle	€35
Other Items and Repairs	Lost key	€10 per key
	Key replacement requiring a lock change	€80
	Damaged interior door	€100–€300
	Torn or damaged insect screen	€50–€200
	Damaged exterior cladding board	€100
	Burn mark or damage to a worktop	Actual replacement cost, duly documented
	Broken window pane	Actual replacement cost, duly documented
	Technical repair required due to damage	Actual cost, duly documented