

GENERAL TERMS AND CONDITIONS OF SALE

1. IDENTITY AND CONTACT DETAILS

Camping Airotel La Côte d'Argent *****

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SAS Camping La Côte d'Argent / Siret: 41931772200017 / TVA Intracommunautaire: FR45419317722



2. RESERVATIONS

A reservation constitutes the signature of a rental contract.

All reservations are nominative and may under no circumstances be transferred or sublet.

To validate a reservation, the client must pay a deposit of 50% of the total cost of the stay.

Accepted methods of payment are: bank card (Visa/MasterCard) or bank transfer.

Should the client wish for greater flexibility, and subject to eligibility, the campsite may offer payment in 4 instalments by bank card (terms to be defined with the campsite).

For any reservation made after 01/06, 100% of the total amount of the stay is due at the time of booking, regardless of the dates of the stay.

A non-refundable administration fee of €50 will be applied to stays between 01/07 and 31/08. Before and after the high season, administration fees are waived, except in the event of cancellation.

The reservation becomes effective upon receipt of payment, followed by the sending of a confirmation. This booking confirmation must be presented upon arrival.

Minimum stay duration for camping pitches

- In low season, pitches may be booked per night, subject to availability.
- In high season, reservations are for a minimum of 7 nights.

Arrivals and departures may take place on any day throughout the season.

Minimum stay duration for rentals

- In low and mid-season, rentals are subject to a minimum stay of 2 nights, with arrivals and departures possible on any day.
- In high season, rentals are subject to a minimum stay of 7 nights, with arrivals and departures on Wednesdays, Saturdays, or Sundays.

Prices are given for information purposes only. They are established on the basis of economic indices in force at the time of publication and may be revised, upwards or downwards, depending on their development (VAT, tourist tax, etc.).

Tourist taxes are payable in full for each adult per night of their stay throughout the opening period.

3. PAYMENTS & CANCELLATION

For any booking made less than one month before the start of the stay, the balance is due at the time of reservation.

For any booking made more than one month before the start of the stay:

- If the dates of the stay fall before 01/06, the balance is due one month before arrival.
- If the dates of the stay fall after 01/06, the balance is due on 01/06.
- If the stay is booked after 01/06, 100% of the total amount of the stay is due at the time of booking.

Failure to pay the balance by the agreed date will automatically result in termination of the contract, without prior formal notice, and without reimbursement of sums already paid. Once the deposit has been paid, the stay is provisionally booked and the balance will be due in accordance with the conditions set out above.

The cost of the stay will be calculated based on the dates mentioned in the booking contract. No reduction will be granted for late arrival or early departure.

Cancellation conditions; indemnities & retained sums:

a) Administration fees and cancellation insurance will always be charged. These are never refundable, regardless of the dates of stay.

b) Sums paid (less administration fees and cancellation insurance) will be refunded if:

- Cancellation is made before 1 June for a stay scheduled between 01/07 and 31/08.
- Cancellation is made more than one month before the arrival date for any stay scheduled before 01/07 or after 31/08.

c) 100% of the total cost of the stay will be charged if:

- Cancellation is made after 1 June for dates of stay between 01/07 and 31/08.
- Cancellation is made less than one month before the arrival date for any stay scheduled before 01/07 or after 31/08.
- You fail to arrive on the scheduled arrival date.

In the event of late arrival or cancellation of the stay, please inform the campsite as soon as possible **in writing**. Telephone messages are not accepted. If no information is received, the pitch/rental becomes available as of 12 noon on the following day and may be allocated to another client. Full payment for the reserved services will remain due as compensation.

For greater flexibility, the campsite offers optional cancellation insurance (conditions available separately).

4. PITCHES & RENTALS

a) Pitches may accommodate up to 6 persons maximum, regardless of age (a baby counts as one person).

The rental price for pitches includes 1 accommodation unit, namely: 1 motorhome or 1 caravan or 1 minibus or 1 tent + 1 car and 2 persons.

The addition of one extra person and one additional accommodation unit incurs a daily supplement (see price list).

The addition of 1-2 small tents is not charged but must be declared at the time of booking.

b) Rental accommodations are equipped as described in the information provided for each type of rental. The base price includes the maximum number of participants; rentals may accommodate 4 to 8 persons depending on the type.

All participants are counted as one person, regardless of age (a baby counts as one person), and the maximum accommodation capacity may not be exceeded. Any person exceeding the permitted capacity will be refused entry to the campsite.

The use of open-fire barbecues (charcoal, wood, etc.) is strictly prohibited throughout the campsite. Only electric and gas barbecues are permitted, subject to applicable regulations and current safety instructions. These provisions may change depending on prefectural or municipal orders or internal safety requirements.

Silence must be observed throughout the campsite between 11 p.m. and 6 a.m. to ensure the tranquillity of all campers.

5. RIGHT OF WITHDRAWAL

Pursuant to Article L.221-28 of the French Consumer Code, the sale of accommodation services provided on a specific date, or according to a specific schedule, is not subject to the statutory 14-day right of withdrawal.

6. ANIMALS

a) Pitches: Animals are accepted (excluding categories 1 and 2) subject to a supplement (see price list). They must ALWAYS be kept on a lead, wear a collar, be identified, vaccinated (NOTE: rabies vaccination is mandatory), and declared at reception. Owners must present an up-to-date vaccination record upon arrival. Animals must never be left loose. They may not be left alone on the campsite, even tied or enclosed, in the absence of their owners, who are financially and legally responsible for any damage. They are not permitted in public areas. There are NO dog “toilet areas” on the campsite; however, “dog waste bags” are available at reception.

b) Rentals: Animals are strictly prohibited both inside rental accommodations and on the pitches of the rental accommodations.

7. UNACCOMPANIED MINORS

We do not accept minors unless accompanied by at least one parent or legal guardian.

The campsite reserves the right to cancel the stay of unaccompanied minors, even after booking confirmation.

8. ARRIVALS – DEPARTURES

a) Camping pitches: arrivals from 2 p.m., departures before noon.

b) Rentals: arrivals from 4 p.m., departures before 10 a.m.

9. SECURITY DEPOSITS

a) For all clients with a vehicle: a deposit of €20 will be required upon arrival for the magnetic barrier card.

b) For rentals: a deposit of €300 (credit card details or cash) will be required upon arrival to cover possible damage and cleaning costs incurred during the stay. Unless otherwise notified within 48 hours of arrival, the inventory of fixtures and equipment provided in each accommodation shall be deemed accepted by the clients.

The deposit will be returned to the client upon departure, after inspection by the campsite team. This inspection verifies the inventory, cleanliness of the accommodation, and absence of damage (in your presence = by appointment, or in your absence = ask procedures to reception).

In the event of non-compliance (unclean accommodation, damaged or missing equipment), charges will be deducted from the deposit:

- Final cleaning must be carried out by the client. For any rental not returned in the same state of cleanliness as upon arrival, a flat-rate charge of €150 will be deducted from the deposit and invoiced.

- The campsite reserves the right to notify the client of any irregularities within 24 hours after departure.

Any object broken, lost, or damaged during the stay must be reported and will be charged.

10. IMAGE RIGHTS

The campsite name and image are the sole property of the campsite.

You expressly and without compensation authorise the campsite to use, on any medium, photographs of you or your children that may be taken during your stay, for advertising purposes.

Photographs and plans presented in our various communication tools are non-contractual and may under no circumstances be used as grounds for complaint.

11. PROMOTIONS & COMMERCIAL OFFERS

Rates are fixed. The campsite does not apply promotions (whether early booking or last Minute).

12. CAMPSITE ACCESS

All clients must comply with the campsite's internal regulations.

The internal regulations are available at www.camping-cote-dargent.com

Wearing the bracelet is mandatory (hypoallergenic and tamper-proof). It will be issued upon arrival and must be worn permanently on the wrist or ankle.

13. FORCE MAJEURE

Force majeure refers to any event external to the parties, both unforeseeable and unavoidable, making it impossible for either party to perform all or part of its contractual obligations.

Force majeure suspends the performance of the parties' obligations, each bearing the costs incumbent upon them. Consequently, the campsite cannot be held responsible for any resulting consequences or effects. The same applies in the event of disturbances preventing, interrupting, or hindering the stay of clients (e.g. flooding, general power or water outage), provided that the campsite has been informed of such events.

The campsite may then be obliged to modify its services partially or fully (partial or total closure of the campsite, facilities such as swimming pool or restaurant, etc.), without the client being entitled to claim any compensation.

14. DISPUTES & CONSUMER MEDIATOR

In the event of a dispute, after contacting the establishment's “customer service” and in accordance with Article L.152 of the French Consumer Code, any campsite client has the right to refer the matter to a consumer mediator within a maximum of one year from the date of the written complaint, sent by registered post with acknowledgement of receipt, to the operator.

The mediator that the client may refer to is:

BAYONNE MÉDIATION – 32 rue du Hameau – 64200 BIARRITZ www.bayonne-mediation.com // +33 679 59 83 38)

15. DEROGATION

Any temporary derogation from these general terms and conditions of sale does not constitute a permanent waiver.