



## INSIDE RULES

### ○ **BOOKING • CONDITIONS PITCHES**

**Minimum 7 nights arriving on Saturday, Sunday or Wednesday, leaving on Saturday, Sunday or Wednesday from June 15th to September 15th.** The pitches have a minimum area of 80m<sup>2</sup> according to the new standards of 2011. The reservation becomes effective upon acceptance by the direction of your contract with a first payment of 25% of the total stay + 30€ booking fees which will be charged upon receipt. You will be sent a booking confirmation. The pitch is available the day of scheduled arrival from 2pm until 8pm until the day of departure at 12pm. Maximum 6 people, including babies on a pitch (except in the quarter reserved for the youngs : 4 people max), additional persons will be refused and any person whose identity has not been reported at the reception. Unaccompanied minors by a parent or legal guardian will be refused. For the private facilities, the customer is responsible for leaving the facility clean after his departure. We ask for a deposit of €150 in cash or by credit card on your arrival.

### ○ **BOOKING CONDITIONS OF BUNGALOWS**

**Between 15 June and 15 September : 7 nights minimum , Arrivals and Departures on Saturdays, Sundays and Wednesdays. No departure or arrival is permitted outside of office hours.**

The reservation becomes effective upon acceptance by the direction of your contract with a first payment of 25% of the total stay + 30€ booking fees, which will be charged upon receipt. You will be sent a booking confirmation. The rental is available the day of arrival from 4pm until 8pm until the day of departure under the same contract between 8am and 10am. Late check-out can be charged 10€ per hour. Unaccompanied minors by a parent or legal guardian will be refused. Additional persons including babies according reserved rental will be refused and any person whose identity has not been reported when booking.

### ○ **CHOICE OF PITCH NUMBER**

Existing customers can choose a location number when booking, **subject to availability**. For this option you will be charged an additional 15€ during low season and 35€ depending on the rental, in high season.

### ○ **PAYMENT OF STAY**

**The balance of your stay has to be paid one month before arrival. For all reservations though, we recommend you to use our down payment facilities. Reservations can't be transferred to a third party.**

No reservation can be transferred to a third party. Payments can be made in cash, holiday vouchers, bank bank cheques (more than one month before your arrival), credit cards (Visa, MasterCard, Eurocard).

### ○ **PRE-RESERVATIONS / OPTIONS**

Pre reservations have no contractual value and may be canceled without penalty to either side, after a period of eight days without confirmation.

### ○ **RETRACTATION**

According to the article L.221-28 of the french consumption code, no retraction is permitted for free once the booking is made either by phone or by internet.



○ **CANCELLATION OF RESERVATION**

In case of cancellation on your part you will be retained or liable : An amount equal to 25% of the full cost of the stay, corresponding to the first payment.

As compensation for breach of contract : An amount equal to the total of your stay if you cancel less than 30 days before the date of arrival, or in cas of non-arrival. **In the absence of a written message** stating that the client had to postpone the date of arrival, the rental becomes available 24 hours after the scheduled arrival date the booking contract and full payment of services will be required. **Telephone messages are not taken into account.**

○ **DELAYED OR SHORTENED STAY**

No discount or refund will be granted in the case of late arrival or early departure.

○ **SAFETY – INSURANCE**

A cancellation insurance can be purchased for pitches and for rentals. The price of this insurance corresponds to 7% of the stay. You can read the conditions on our website [floride.fr/en](http://floride.fr/en).

It is the campers' responsibility to be covered for their caravan, tent equipment, and their own liability. The management is not responsible for any theft, loss or damage due to weather conditions or accidents.

○ **DEPOSIT**

For pitches and rentals, a deposit of 100€ will be kept at your arrival. The deposit can be paid cash or by credit card (the amount is blocked but not withdrawn). If the payment is made on [floride.fr](http://floride.fr), the deposit will be automatically recorded. An amount of money can be withdrawn by the resort out of the deposit in case of : damage or dirtying the pitch, the rental, an rent item or anything that belongs to the resort.

○ **UPON ARRIVAL**

You must declare each of your accompanying persons. In the event that you have omitted to add a participant and that you exceed the maximum capacity of your accommodation, a penalty of 30€ per day and per person will be applied. (Subject to acceptance by the management)

○ **ACCESS TO THE CAMPSITE**

For access to the camping you need to register your licence plate number at the reception at arrival. At the entrance a camera will read your licence plate number and open the barrier. When extending your stay, it is imperative to inform the reception to reprogram your access.

BRACELET : During your stay, wearing a bracelet is mandatory. Access to the campsite and to the waterpark will be denied to the people not wearing it. The bracelet must be given back at your departure. If not, 20€ will be taken out of your deposit.

○ **CLEANLINESS - DAMAGES**

Household waste and selective sorting must be deposited in the containers located at the entrance to the Embouchure campsite. We ask you to respect the environment, trees, plantations etc. by not throwing any polluted water, not hanging clothes lines from tree to tree. The pitch that was entrusted to your during your stay needs to be back in its initial state, remove papers, trash, cigarette butts etc.



○ **ANIMALS**

One animal per reservation is admitted, dog or cat. Additional fees will apply : 4€ per day in the low season, and 8€ per day in the high season. Dogs that could be dangerous (Category 1 and 2 Decree of 04/27/99) are rejected. Accepted upon presentation of immunization (decree of 22/01/85), they must be tattooed (decree of 06/30/92) they must be non-aggressive and kept on a leash. Their dirt should be removed by their masters, bags are available at the reception. Under no circumstances should they be left alone in the car, mobil home, chalet, caravan or tent on the pitch or tied to a tree.

○ **VISITORS**

Visitors must sign up at the reception, a ticket will be issued for a period of two hours. During the peak season, beyond this 2 hours period, 3€ per person of 13 years and older will be charged. Vehicles must be parked at the night parking lot of the camping.

○ **TRAFFIC – NOISE**

The speed limit is 10 km/h in camping parking is prohibited on roads and driveways. Vehicles must be parked on the parking lot allocated on arrival. Never park your vehicle on a neighboring plot even if it appears empty. Upon arrival you will receive a sticker at the reception; you must paste it on your windshield so visible. The gates are closed between 00pm. and 6am., all traffic is prohibited during this period. Sound devices should not heard beyond the perimeter of each plot.

**From 12am at 8am, it is mandatory that each respects the rights to rest of it neighbors.**

○ **BEHAVIOUR**

Any kind of theft, aggressive, threatening or insulting behavior is strictly prohibited as well as any act of discrimination or harassment ; whether they would be done against other customers or against employees.

○ **REGULATION POOL**

THE AQUA PARK IS STRICTLY RESERVED FOR CAMPERS. The pool area is open from the opening to the closing of camping from 10am to 7pm every day. The completed rules are posted at the entrance of the pools. Wearing surf or boards shorts, T-shirts, combination of any kind is strictly forbidden for hygienic reasons, excepted diving combinations during the diving initiations. Access to the Space Hole and the Dome Slide is strictly forbidden to persons under 1m20.

○ **BARBECUES**

**Only Gaz Barbecues are allowed.** Wood, electric or charcoal barbecues are not permitted on the campsite.

○ **DATA PROTECTION / PRIVACY**

Our privacy policy and your access to modify or delete your personal data is available on our web page: <https://floride.fr/politique-de-confidentialite-et-gestion-des-donnees-personnelles/>

Camping Village & Spa



○ **MEDIATION**

In accordance with the provisions of the Consumer Code relating to the "mediation process for consumer disputes", the customer has the right to use the mediation service offered by SAS Camping Le Florida free of charge. The mediator "consumer law" thus proposed is BAYONNE MEDIATION.

This mediation device can be attached:

- By electronic means: [www.bayonnne-Mediation.com](http://www.bayonnne-Mediation.com)

- By mail: BAYONNE MEDIATION - 32 Rue du Hameau - 64200 BIARRITZ

**Our management informs you that cameras were placed on the campsite for you safety and ours.**

**YOUR BOOKING IMPLIES YOU ACCEPTANCE OF THE RULES. THE MANAGEMENT RESERVES THE RIGHT TO DEPORT WHITOUT NOTICE OR REFUND THE PEOPLE WHO FAIL RESPECT THE RULES OR WHO GAVE FALSE INFORMATION CONCERNING THE OCCUPANTS OF THE PITCH OR RENTAL.**