

CONDITIONS GENERALES - CAMPING BARETOUS PYRENEES

RESERVATION: All reservations must be accompanied by a 30% deposit, plus a reservation fee of €20.

- Your booking is final as soon as it has been confirmed in writing by us, either by email or by post.

- All bookings are nominative, made by a person aged at least 18 and participating in the stay. It is forbidden to sublet or transfer to a third party.

- The balance of the stay must be paid more than 30 days before the date of arrival. The full payment is due for any reservation made less than 30 days before the date of arrival. If the payment is not paid, the campsite is entitled to cancel your stay.

CANCELLATION OF STAY: (without subscription to cancellation insurance): Any cancellation of a stay will not give rise to any refund. For any stay cancelled before the date of arrival, all the sums paid will remain with the campsite (deposit, booking fees and balance of the stay). When the stay has started, the entire price of the stay remains with the campsite, there is no refund possible for any reason. If you do not hear back 24 hours after the scheduled arrival date, the reservation will be cancelled by operation of law without you being able to claim any compensation.

In the event of cancellation for reasons within the control of the company managing the campsite, the customer will be reimbursed for the full amount paid.

CANCELLATION INSURANCE: The Barétous Pyrénées campsite offers you Cancellation and Interruption insurance in your rental contract. Our partner Gritchen Affinity undertakes to reimburse all or part of the stay to our holidaymakers. In the event of cancellation, notify the campsite of your withdrawal as soon as an event occurs preventing your departure by post or email. If the claim is provided for in the general terms and conditions (available on the www.campez-couvert.com website or at the campsite), notify the insurer within 48 hours and provide all the necessary information and supporting documents. Cost of insurance: it represents 5% of the cost of the stay (excluding booking fees and tourist tax). You must be insured for civil liability: You may be asked for a certificate on arrival.

RENTAL AVAILABILITY: The reserved bare pitch is available every day from 3pm. On the day of departure, the pitch must be vacated before 12 noon. The number of people allowed on the same camping pitch is limited to 6 people. The rental of a mobile home, chalet or lodge tent, is done from Saturday to Saturday in July and August. It is available from 4pm on the day of your arrival, and must be vacated before 10am on the day of your departure. On departure, any return of the key after 10 am will result in the invoicing of an additional night. Outside this period, you have the possibility to rent by the night for a minimum stay of 2 nights. All participants in the stay must be counted, including young children. No additional people will be accepted in the rental if the capacity does not provide for it.

The inventory of fixtures leaving the rentals is done on the day of departure in the presence of the holidaymakers, between 8 am and 10 am, set on the day of arrival according to the available time slots. However, the time of the outgoing inventory of fixtures can also be fixed, before your arrival, by email or phone.

Camping Barétous Pyrénées reserves the right to change your pitch or rental number for internal management reasons.

For your hygiene, we would like to point out that all our rentals are equipped with disposable mattress pads and pillowcases. In our rentals, you have the possibility to rent your sheets at the rate of €11 for the double bed and €8 for a single bed, as well as a towel kit (a large, a small and a floor mat) at the rate of €6 per person. For the rental of our chalets during the winter period, from December to April 30, we offer you 15kWh/day. In case of exceedance, the additional kWh will be billed at €0.50/kWh. The electricity meter will be read on the day of your arrival as well as on your departure.

PRICES: The prices indicated are subject to change. The campsite reserves the right to change the rates at any time. Stays will be charged based on the rates in effect on the day of booking, subject to availability. It is advisable to check the applicable rate by contacting the campsite directly. Offers and promotions are not retroactive and cannot be combined with each other.

DEPOSITS: Deposits (300€ for rental and 80€ for cleaning costs) are preferably issued in 2 cheques. You will be asked for them when you arrive. The deposits are the guarantee of clean accommodation in good condition. An inventory is available in the rental for any control. These deposits are returned no later than 8 days after the end of the stay, subject to missing or damaged equipment and the return of tidy and perfectly clean accommodation. The customer will have 48 hours to report any shortcomings or breakages. You have the option of entrusting us with your end-of-stay cleaning. In this case, only the dishes will be washed and stored in the cupboards. For our organization, you will be sure to choose this option upon your arrival and it will be charged at a rate of 80€. Other deposits for all pitches: Beep or badge at the entrance barrier: 20€. Only for camping pitches: €20 deposit for the loan of the European plug and €40 for an extension.

LIABILITY: The Barétous Pyrénées campsite is not liable in the event of theft, loss, damage of any kind whatsoever during or following a stay, breakdown or decommissioning of technical equipment. Likewise, no liability will be held against the campsite in the practice of sports activities or not in the event of injury or illness of the customer. The management is only responsible for the objects deposited at the office. No refund is possible if the aquatic services are closed for reasons beyond our control (bad weather, water quality, technical incident, etc.).

TOURIST TAX: Tourist taxes instituted by the Municipality are not included in our rates. They are collected per person over 18 years of age and per day, from 1 January to 31 December at a rate of €0.80. The eco-tax concerns anyone entering the campsite, it amounts to €0.20 per day.

JURISDICTION CLAUSE: Any disputes will be the exclusive jurisdiction of a district court.

SHOOTING: During your stay, you can be photographed or filmed and appear in our next advertisements, without compensation and without limitation of time. In the event of refusal, you must notify us by registered letter before your arrival or express it in writing on the booklet available at the reception.

HOUSE RULES: In order to facilitate the course of your holiday, the house rules are available at the reception and can be consulted beforehand on our website. Each person staying on the campsite undertakes to read it, to apply it and to respect it (adults and children).

CONSUMER MEDIATION: In accordance with the provisions of Article L 612-1 of the Consumer Code, any customer of the campsite has the right to have recourse free of charge to a consumer mediator with a view to the amicable resolution of a dispute between him and the site operator. The contact details of the consumer mediator that the customer can contact are as follows: LET'S LIVE BETTER TOGETHER Referral by internet by filling in the form provided for this purpose:

Mediation - let's live better together by answering a questionnaire:

1. by Internet (online): www.mediation-vivons-mieux-ensemble.fr
2. by fax: 09 56 43 04 09
3. by mail: Mediation - let's live better together, 2 impasse de Beauregard, 54000 NANCY

The questionnaire can be downloaded: www.mediation-vivons-mieux-ensemble.fr

PROTECTION OF PERSONAL DATA: In accordance with the regulations on the protection of personal data and the best practices recommended in this area, the information that you have agreed to provide to us when placing your order is necessary for the processing of your order. It is kept by the Barétous Pyrénées campsite and is not transmitted to a third party under any circumstances. This information is considered confidential. It is accessible and used only by us to process your order, send information and offers, to strengthen and personalise communication and the offer of services reserved for customers according to your interests. They are kept for a maximum period of 3 years.

In accordance with the regulations in force, you can exercise the following rights:

- right of access,
- right to rectification,
- the right to erasure,
- the right to object to or to limit the processing of data, unless it is impossible to do so by the proper performance of the contract.
- the right to portability,
- where the processing is based on consent, the right to withdraw your consent at any time,
- the right to lodge a complaint with the CNIL.

To exercise these rights, you must send your request, specifying your identity and the subject of your request, by post to: Camping Barétous Pyrénées – 6 Chemin Ripaude – 64570 ARAMITS or by email contact@camping-pyrenees.com.

INTERIOR LIFE

RECEPTION HOURS: Summer season: Saturday from 8:00 am to 10 am and from 3:00 pm to 7 pm, Sunday to Friday from 8:00 am to 12:00 pm and from 3:00 pm to 7:00 pm. Out of summer season: Monday to Saturday from 9:00 a.m. to 12:00 p.m. and from 3:00 p.m. to 6:00 p.m., closed on Wednesday afternoons and Sundays.

SWIMMING POOL: Unsupervised, children remain under the supervision and responsibility of their parents. Children under the age of 6 unaccompanied by an adult are not allowed. Access to the swimming pool is free and compliance with the posted recommendations is mandatory. Shorts and swimming trunks are not allowed in the pools (only swim briefs or boxers are allowed). To respect this place and the quality of the water, it is forbidden to enter with shoes, food, balls, air mattresses, cigarettes. Access to and use of the swimming pool are subject to specific regulations applicable from the date of its commissioning, i.e. 1 July 2000. The use of the swimming pool is strictly forbidden to people outside the campsite, including visitors.

CHILDREN'S PLAYGROUNDS: Children are under the responsibility and supervision of their parents. Please respect the age ranges listed on the games.

TELEVISION/ WIFI: The campsite is not responsible for the disruption of the reception of television channels, as well as for the reception of wifi. Television is included in the chalets, in the 3 Prestige mobile homes and in the TV room. There is no TV in the other rentals. Wifi is free near the snack bar, the reception and the playground.

PETS: (with supplement, see campsite rates): Only one dog is accepted per pitch, on request at the time of booking and after acceptance by the management, on presentation of the up-to-date vaccination record on arrival. They must be kept on a leash at all times and are not accepted in public places frequented by holidaymakers (swimming pool, grocery store, toilets, entertainment room, etc.). They should not be left alone in cars, caravans, tents or rentals. Dogs of the 1st and 2nd category are strictly prohibited. The needs must be done outside the campsite. Otherwise, the defilements will be removed by their owners. They are allowed in some rentals. The owners of the campsite will reserve the right to apply a daily rate for the animal as well as the cleaning package. Other animals (NAC) and cats are strictly prohibited.

CLEANLINESS: The entire team remains vigilant in terms of hygiene for your well-being as well as the aesthetics of the campsite and its equipment: please respect the cleanliness, hygiene and appearance of the camp, the pitch will always be kept in perfect condition. Parents must keep their children under their supervision, accompany them and help them in the toilets, showers and prevent them from playing there. They should never be alone in the toilets and playgrounds.

BIN : Leave your rubbish bags in front of the campsite and don't forget to sort them, deposit your glass bottles, packaging and magazines in the containers provided for this purpose. The containers are not managed by the campsite, but by the Community of Communes of Haut Béarn, in case of complaint, please contact 05.59.10.35.70.

SAFETY: Open fires are prohibited. The reception offers barbecue rental at 5€ per day. Barbecues are forbidden on wooden terraces under penalty of a 300€ deposit.

SILENCE: Silence must be total between 11 p.m. and 8 a.m. Vehicle traffic is limited to 10 km/h and is prohibited in the campsite between 10:30 p.m. and 8 a.m. In the event of non-respect for the neighbourhood, those responsible will be evicted without refund. The use of sound equipment must not be perceived beyond the perimeter of each location. At 10 p.m., the children are escorted back to their pitch.

VISITOR: When the reception is open, each visitor is welcome but must go to the reception to pay the fee. No visitors are allowed to enter the campsite unless previously authorised by the management. If the management is closed, contact the telephone number indicated on the reception door. In all cases, their vehicle must be parked outside the campsite and access to the swimming pool is prohibited.