

General terms and conditions

Reservation

Reservations are definitive only after receipt of the contract signed by you with the 25% deposit and after confirmation from the BEL OMBRAGE campsite.

Please advise us of any late arrival. Failure to do so, can result in the campsite offering the site to another client.

Billing

It will be carried out on the whole of the booked stay (less the deposit).

Any stay begun is due in full.

The balance of the stay must be paid in full on the day of your arrival.

Cancellation

For any cancelled stay, the deposit is acquired by the campsite.

Cancellation insurance is recommended.

No refund will be made if there is no insurance.

Cancellation insurance

Cancellation and interrupted stay insurance « Campez Couvert » will reimburse in full funds paid in advance of the stay.

The insurance premium must be paid in full at the time of booking and is not refundable.

General terms and conditions for full cancellation and the procedure in the case of cancellation can be found on the website www.campez-couvert.com.

Swimming pools

Swimming pools are not supervised. Supervision of minors is compulsory by parents or guardians. The campsite's management disclaims any liability in the event of an accident.

Visitors

Visitors are the responsibility of the campers who receive them. They must be presented at the reception.

Animals

Dogs and cats are accepted under certain conditions, they must:

- have valid vaccinations
- be kept on a lead
- not be left alone on the site
- be walked outside the campsite for their bodily needs

Dogs classed 1st and 2nd category in France are forbidden.

Safety

Barbecues are authorised on each site.

The campsite disclaims any responsibility in the case of theft or incident relating to the civil responsibility of the camper

Mediation of consumer disputes

In accordance with the provisions of the French Consumer Code concerning << the consumer dispute

mediation process » the client has the right to make use of the mediation service made available by the BEL OMBRAGE campsite free of charge. The « consumer rights » mediator proposed for this service is BAYONNE MEDIATION.

This mediation service may be contacted :

- Online via www.bayonne-mediation.com

- Or by sending a request through the post to : BAYONNE MEDIATION 32 Rue du Hameau
64200 BIARRITZ

Jurisdiction

Any dispute relating to the purchase and holding of a living room or on the enforcement or interpretation of the general conditions of sale will be subject to the jurisdiction of the courts de Bergerac France

Camping* BEL OMBRAGE**

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