GENERAL CONDITIONS OF SALE

Article 1 *Scope of application*

The present general conditions legally govern all sales of holidays made on the web site, www.pyla-camping.com.

They form an integral part of any contract made between Pyla Camping and its customers. Each client acknowledges that they have understood the present general conditions prior to any holiday booking made on behalf of themselves or any other person who will be present during the stay.

In accordance with the provisions of article L113-3 of the consumer code and the French Code of Tourism, the present general conditions are available to all clients for information, prior to the finalisation of any contract of sale. They may also be obtained by written request addressed to the headquarters of Pyla Camping.

All minors must be accompanied by their parents or legal guardians. Access to the facilities will otherwise be denied for liability reasons.

AFTER-SALES SERVICE:

We shall not be held liable for acts of God, force majeure or climatic events which might disrupt, interrupt or prevent the holiday. In the event of a problem with the mobile home, lodge tent, canvas cottage (tit'home) or summer-rented caravan, you must lodge a complaint ON SITE on arrival or no later than 24 hours after arrival (the inventory, state of cleanliness of the accommodation in particular). After this deadline has passed, no complaints will be taken into consideration and you will be held responsible upon departure for any possible damages or missing items.

Campsite pitches:

Our pitches are suitable for 3 tents and a maximum of 6 people only (please consult the prices for extra charges).

OUR PRICE DOES NOT INCLUDE:

Additional cars, trailers, additional motorbikes, additional tents, additional people, additional pets or day visitors.

Bedlinen and towels in rented accommodation and cleaning at the end of the stay. (Option to pay for a € 75 package)

An adapter for the European plugs on pitches with electricity.

Article 2 *Booking conditions*

2.1 Price and payment

Holiday prices are indicated in Euros and are inclusive of tax. Customers are reminded that tourist tax is not included in the price.

For campsite pitch bookings: All bookings are nominative and non transferable. The standard booking fee is €29 per holiday, regardless of length of stay.

For all bookings, a deposit of €139 (€110 + €29 booking fee) is required in order to secure the booking. **The balance must be paid on the day of arrival.**

In the absence of any notification of delayed arrival, the pitch will be made available for sale 24 hours after the arrival date specified in the booking contract. Should this occur, the booking will be cancelled and the deposit will be retained by Pyla Camping.

For mobile home accommodation bookings: All bookings are nominative and non transferable. The standard booking fee is €29 per accommodation, regardless of length of stay.

For bookings made more than 30 days before the arrival date, a deposit of 35% (+€29 booking fee) of the total amount is required in order to secure the booking. The balance must be paid no later than 30 days before the arrival date. **For bookings made less than 30 days before the arrival date, payment must be made in full at the time of booking.** In the absence of any notification of delayed arrival, the accommodation will be made available for sale 24 hours after the arrival date specified in the booking contract. Should this occur, the booking will be cancelled and the full amount will be retained by Pyla Camping.

2.2 Booking amendments

Any changes prior to your arrival must be indicated in writing (email or letter) and shall be subject to the appraisal and validation of PYLA CAMPING. It is not possible to change your booking upon arrival, in the event of late arrival or early departure, no refund will be given.

2.3 Cancellation

Any booking which has not been paid in accordance with the general conditions of sale will be cancelled.

Camping pitches: in the event of a booking cancellation:

- more than one month before the arrival date, a fixed amount of €55 will be retained,
- less than one month before the arrival date, the full deposit will be retained.

Mobile home accommodation: in the event of a booking cancellation:

- more than one month before the arrival date, the full deposit will be retained,
- less than one month before the arrival date, the full cost of the holiday will be retained.

2.4 Optional cancellation insurance: Customers are advised to take out cancellation insurance in accordance with the conditions outlined below:

– *Camping pitches:* €19 per pitch.

– *Mobile home accommodation:* €19 per accommodation per week.

– The full amount must be paid at the time of booking along with the deposit.

– In order for the insurance to be valid, the campsite must be notified of any booking cancellation in writing sent by registered mail, no later than 3 days after the event which has given rise to the cancellation. A full list of eventualities covered by the present insurance policy is outlined below. Any cancellation request must be accompanied by accurate and indisputable documentary evidence.

The cancellation insurance covers the reimbursement of the contract price of accommodation when the cancellation occurs between the date of booking and the date of arrival (on the campsite), and the event was unknown and unforeseeable at the time of booking.

Non-refundable: cancellation insurance + fixed cancellation fee of €55.

Events covered by the cancellation insurance are as follows (comprehensive list):

1) Death, serious physical injury or serious illness caused to you, your spouse, parents, children or siblings.
2) Redundancy caused to you or your spouse.
3) Moving house as a result of a job transfer.
4) Damages caused to your main place of residence due to fire or flood, and damage to property resulting from theft, vandalism, storms or natural disasters.

Cancellation insurance ceases to have effect from the start of the rental period and is not effective should one of the events detailed above occur during your stay.

Article 3 *Your stay*

3.1 Arrivals and departures

Access to mobile home accommodation and camping pitches is as follows:

Camping pitches: available from 02pm. Pitches must be vacated before 11am on all days of the week.

Mobile home accommodation: available from 4pm.

Accommodation must be vacated **before 11am.**

From 05nd July to 31th August 2017: accommodation and pitches available for one-week periods only

- from 4pm Saturday until 11am Saturday (maximum),
- from 4pm Sunday until 11am Sunday (maximum).

From 26th March to 04th July and 31th August to 27th September 2017, mobile home rentals are available by the night with a free choice of arrival date.

It is compulsory to wear your ID bracelet in July and August. Any lost or torn bracelets will be invoiced €8.

The barriers close at 11 pm.

There is no access for vehicles for any scheduled arrival times after 11.00 pm to campsite pitches or rented accommodation.

The campsite must be informed of any departure expected to occur whilst reception is closed.

We would like to inform you that the gates are closed from 11.00 pm to 6.00 am. Access outside of the opening hours can only occur if you have entered your vehicle's registration number

3.2 Security deposit

Upon arrival you will be asked to pay a 'noise nuisance €75' deposit, and an additional deposit of €225 for rented accommodation. These deposits will be returned to you on your day of departure, providing that you have abided by the site rules, and subject to an inventory conducted by site staff. Charges for any damage done to rented property will be added to the cost of your stay, along with a €75 penalty sum if you fail to leave the accommodation clean and tidy.

3.3 Departure

Camping pitches: in the event that a pitch is not vacated before 11am, an additional night will be charged. If you wish to extend your stay, you must confirm this at least 24 hours before the anticipated departure date, subject to availability.

Mobile home accommodation: in the event that accommodation is not vacated before 11am, an additional night will be charged. If you wish to extend your stay, you must confirm this at least 24 hours before the anticipated departure date, subject to availability.

3.4 Pets

Pets are forbidden in rental accommodation at all times of the year. Dogs classed within the 1st and 2nd category of the French law of 1999 are strictly forbidden on the campsite. Various other breeds may also be forbidden - contact reception for further details.

3.5 Code of conduct

In accordance with French law, all guests must comply with our code of conduct. The site code of conduct is registered with the local prefecture and is on display in our reception. A copy may be sent to you on request.

Article 4 *Liability*

Pyla Camping is not responsible for any damage caused to the property of guests, through fault of their own or due to circumstances beyond their control. All property must be covered under personal liability insurance. The management cannot accept liability for any personal items, cases, bags, objects, furniture, valuables and vehicles which may be stolen, lost or damaged for whatever reason. Both parties therefore agree that Pyla Camping will never be held responsible for such damages, and that it is the guest's responsibility to take out the relevant insurance policies.

Article 5 *Applicable law*

The present general conditions of sale are subject to French law. In the event of a dispute relating to the application of these conditions, the Tribunal de Grande Instance or Tribunal de Commerce of Bordeaux will have sole jurisdiction.

© ASP Edition - 05 59 03 35 62 - Graphiste : Gracient Geoffrey

RATES 2017

PITCHES

PRICES PER NIGHT FROM 02PM TO 11AM

SEJOURN TAX : € 0,61 per night pers. over 18 years, (subject to the new bye-law)	* Package tent = 1 Tent + 1 Car + 2 pers. ** Package Caravan = 1 Caravan + 1 Car + 2 Pers. + Electricity 10 amp. *** Package Camping-Car = 1 Camping car + 2 pers. + Electricity 10 amp.		
	From 31.03 to 30.06 and from 02.09 to 01.10	From 01.07 to 14.07 and from 19.08 to 01.09	From 15.07 to 18.08
PACKAGE (2 pers. max.)	18,00	30,00	38,00
PACKAGE Caravan	23,00	36,00	45,00
PACKAGE Camping-Car	23,00	36,00	45,00
Electricity	3,00	5,00	6,00
Additional Person +13 years	6,00	7,00	9,00
Additional Person -13 years	4,00	5,00	7,00
Additional Person -2 years	FREE	FREE	FREE
Pet (vaccination record compulsory)	5,00	5,00	5,00
Additional car, motorbike, tent	4,00	5,00	8,00
Visitor	5,00	5,00	5,00
Additional Person (without electricity / Pers.)	9,00	15,00	19,00
Access to reception, leisure and sanitary facilities			

Pitch with electricity : you will need an european plug.

BOOKING FEE FROM 30.06 TO 03.09.2017 : € 29 - CANCELLATION INSURANCE PER PITCH: € 19 /STAY
ARRIVAL FROM 02PM - DEPARTURE BEFORE 11AM.

ACCOMODATIONS

PRICES PER WEEK

SEJOUR TAX 0,61 € per night person over 18 years (subject to the new bye-law)	01.04 - 28.05 02.09 - 01.10	27.05 - 25.06 26.08 - 03.09	24.06 - 16.07	15.07 - 23.07 19.08 - 27.08	27.07 - 20.08
ESTIVALE 5 PERS. (NO WATER)	210	230	330	430	570
TITHOME 5 PERS. (NO WATER)	255	295	395	595	735
TENT LODGE 5 PERS. MEUBLÉE (NO WATER)	255	295	395	595	735
MOBIL-HOME ECO 4 PERS. hot water (shower, wc)	310	420	650	735	935
MOBIL-HOME PREMIUM 4 PERS. hot water (shower, wc)	350	460	690	780	985
MOBILHEIM 4/6 PERS. hot water (shower, wc)	420	530	760	865	1085
MOBILHEIM 6/8 PERS. hot water (shower, wc)	550	650	880	985	1150
In July and August, rental periods run from Saturday to Saturday or Sunday to Sunday					

PRICES PER NIGHT

Possibility 1 night	Price per night excluding tax in April, May, June, September — Monday 14h to Friday 12h: 31.03 - 01.06 11.09 - 28.09	05.06 - 29.06 28.08 - 07.09	WEEK-END Friday Saturday, Sunday and public holidays*
ESTIVALE 5 PERS.	30	35	45
TITHOME 5 PERS.	40	45	55
ZELT LODGE 5 PERS.	40	45	55
M-H ECO 4 PERS.	50	60	65
M-H PREMIUM 4 PERS.	55	65	70
MOBIL-HOME 4/6 PERS.	65	75	85
MOBIL-HOME 6/8 PERS.	75	85	95

***2 nights minimum weekend: 14.04.2017, 28.04.2017, 05.05.2017, 25.05.2017, 02.06.2017**

BOOKING FEE FROM 30.06 TO 03.09.2017 : € 29 - CANCELLATION INSURANCE: € 19 PER WEEK FOR RENTAL ACCOMMODATION
ARRIVAL FROM 4PM - DEPARTURE BEFORE 11AM.

BOOKING FORM

Name ..... First name.....

Adress .....

Post code ..... Town ..... Country.....

Tel: ..... / ..... E-mail: .....

How did you hear of this campsite?.....

I hereby declare that I have read and do agree to your booking terms (see over leaf) I, the undersigned, undertake to book a

PITCH

Arrival: 14 noon ; Departure : 11 noon

❒ Tent (number, dimensions) : .....

❒ Caravan ..... m x ..... m

❒ Camper-van ..... m x ..... m

Electricity

❒ YES ❒ NO

MOBIL-HOME

Arrival: from 4pm; Departure: 11am

❒ ESTIVALE 5 Pers. ❒ TITHOME 5 Pers.

❒ TENT LODGE 5 Pers. ❒ M-H ECO 4 Pers.

❒ M-H PREMIUM 4 Pers. ❒ M-H 4/6 Pers.

❒ M-H 6/8 Pers.

From ..... (date of arrival) to/.....(date of departure)

For ..... pers. + 18, ... pers. + 13 , ... pers. de -13 yrs old ..... child under 2

Pet ..... vaccination record compulsory (animals are not allowed in mobil-homes)

Number of cars ..... Marke .....

Herewith a payment of ..... € (see conditions of sale)

❒ Cancellation insurance

METHOD OF PAYMENT

❒ Bank transfer ❒ Postal order ❒ Credit card

CB N°..... Expiry date ..... /..... /.....

3 last numbers behind the card .....

DATE: ..... SIGNATURE:

("read and approved")

(Direct bookings may also be made by telephone with payment by bank card)

RENTAL CONDITIONS

PITCH

Down-payment at the booking	€110 + €29 booking fee	Cancellation insurance (optional)	+ €19 per pitch

The balance must be paid upon arrival

ESTIVALE, TENT LODGE ET MOBILHOMES

Down-payment at the booking	35% + €29 booking fee	Cancellation insurance (optional)	+ €19 per week of rental

Rented included:

Our rented accommodation includes : the pitch, electricity, gas, terrace with garden furniture, deck-chair and arbour or large parasol. The main cooking utensils and crockery, table, chairs, blankets, the gas stove, microwawe, the fridge.(about 121 L).

Balance:

The balance must be paid 30 days before your arrival. For bookings made less than 30 days before the arrival date, payment must be made in full at the time of booking.

SERVICES

- Disposable sheets ..... € 10
- Package Cleaning . ..... € 70
- Chilled wine rack..... € 4/day
- Safe ..... € 3/day
- WIFI (price depending on the term selected)

DEPOSITS

- Accommodation deposit ..... € 225
- Deposit for 'noise nuisance' ..... € 75

Contact us for special requests, groups, seminars, half-board etc...

Pyla Camping - Grande Dune du Pyla - 33115 Pyla sur Mer
Tel. +33 (0)5 56 22 74 56 - Fax +33 (0)5 56 22 10 31
Mail : reception@pylacamping.fr -Site : www.pyla-camping.com