NATURE & RÉSIDENCE Loisirs

CAMPING IBARRON ***

GENERAL RENTAL CONDITIONS 2027

1 – Booking conditions
The reservation becomes effective after receipt of the deposit corresponding to 25% of the total amount of the stay + the booking fee of 15€ and the booking contract duly completed and signed.
The reservation is made on a personal basis. It is not possible to transfer or sublet your reservation without the agreement of the campsite.
Minors must be accompanied throughout their stay by their parents or legal guardians.
The campsite reserves the right to refuse access to families or groups that would arrive in excess of the capacity of the rented accommodation.
For any specific request for groups, please contact us.

2 – Arrivals / departures
Rental stay: Arrivals are between 4pm and 7pm (please contact us if you arrive late). Departures are before 10am (a schedule is held at the reception).
Stay on a camping pitch: Arrivals are between 3pm and 7pm, departures are before 12pm.

3 – Terms of payment
Your reservation is considered final once it has been confirmed in writing by us. You will have to pay the balance 30 days before your arrival, otherwise the reservation may be considered cancelled and the deposit retained.
For bookings made less than 30 days before the start of your stay, full payment will be requested at the time of booking.
For stays on camping pitches, please go to the reception the day before your departure to pay any extra charges.

4 – Cancellation of your stay
1. Modification of your reservation **:**
Changes to your reservation can be made free of charge up to 30 days of arrival, subject to availability.
In the absence of a message specifying a late arrival, the accommodation will become vacant within 24 hours without any refund.
2. Unused accommodation **:**
Late arrival or early departure will not give rise to any refund.
3. Canellation by the Campsite :
In case of cancellation due to the campsite in which you have booked, except in case of force majeure, the stay will be fully refunded. This cancellation will not give rise to the payment of damages.
4. Cancellation by the Camper **:**
Any cancellation must be notified to us by registered mail with return receipt, the date of receipt determining the date of cancellation.
If the cancellation occurs **:**
More than 30 days before the start of the stay: the deposit will be retained by the campsite.
Less than 30 days before the start of the stay: 100% of the amount paid will be retained by the campsite.

5 - Animals
The presence of only one animal is tolerated per pitch, against supplement. We ask you to present its vaccination book at your arrival.

6 – Caution
For rentals: a deposit of 200€ will be required on handing over the keys. It includes the breakage of equipment and the cleanliness of the accommodation and will be returned to you on your departure, subject to no damage and the cleanliness of the accommodation.
If the cleaning has not been done properly by you, a sum corresponding to the price of the final cleaning will be deducted from your deposit.

7 – Rules inside the campsite
The rules and regulations are at your disposal at the reception and each person staying on the campsite undertakes to read, apply and respect them. Each tenant in title is responsible for the disturbances and nuisances of the persons staying with him or visiting him.

8 – Responsability
The campsite's liability is not engaged in the event of theft, loss or damage of any kind whatsoever, during or following a stay. Civil liability insurance is compulsory.

9 – Local taxe
Tax de séjour is put in place by the municipalities, is not included in our tarifs.

10 – VAT
Our prices are inclusive of French VAT at 10%. However, should this be increased, you will be asked to pay the difference.

11 – Holidays cancellation
The campsite offers you an optional Cancellation and Interruption insurance in your rental contract.
Our partner undertakes to reimburse all or part of the stay only to customers who have taken out the insurance.
In case of cancellation, please inform the campsite of your withdrawal as soon as an event preventing your departure occurs by mail or email. If the claim is foreseen in the general conditions (available on the website or from the campsite), notify the insurer within 48 hours and provide all necessary information and supporting documents. The text will be sent to you by Campe cover.

12 – Image
You allow « SE IBARRON and any person that "SE IBARRON wish stand in for photograph, record or film you during your stay at camping du Ibarron at Saint-Pée-sur-Nivelle and for use these images, sounds, videos and recordings on any media (especially on websites or web pages of Camping Ibarron – including facebook and Instagram – on communication mediums and on travel or tourist guides).
This authorization applies to you and people accommodated with you. Its only goal is to guarantee promotion and organization of the camping Ibarron and cannot in any way damage your reputation. This authorization is granted without charge, for any country and for 5 years.

13 – It and liberty
Information that you communicate to the camping during your reservation don't be given to any third party. These information will be considered by SE IBARRON – Camping Ibarron as confidential. They will be used only by our services, for your booking and to reinforce, personalize communication and services offered to clients depending on your hobbies and interests.
In accordance with data protection act (6th January 1978), you have access, rectification and opposition rights to your own personal data. Request can be made by post to the following address specify your name, first name and address : Camping Ibarron – SE IBARRON – Quartier d'Ibarron ZA Lizardia – 64310 Saint-Pée-sur-Nivelle. Siret : 905 345 799 00027

14 – Mediation
In the event of a dispute, and after having contacted the "customer" department of the campsite, any customer of the campsite may refer the matter to a consumer mediator, within a maximum period of one year from the date of the written complaint, by registered letter to the operator. The contact details of the mediator who may be contacted by the customer are as follows CM2C
Referral by internet by filling in the form provided for this purpose: www.cm2c.net
Referral by post: 14 rue St Jean - 75017 PARIS
Telephone: 06 09 20 48 86

Signature preceded by the words
"Read and approved":