



# 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 L1113-3 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), 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 €30 per holiday, regardless of length of stay.

For all bookings, a deposit of €140 (€110 + €30 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 €30 per accommodation, regardless of length of stay.

For bookings made more than 30 days before the arrival date, a deposit of 35% (+€30 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: €21 per pitch.

- Mobile home accommodation: €21 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.

### 2.5 Pandemic-related cancellations

In the event of the campsite being partially or completely closed on the customer's booked dates, or in the event of the customer cancelling the booking after becoming infected with COVID 19 or after being identified as a contact and therefore unable to stay on the planned dates, a non-refundable credit voucher will be issued with a validity period of 18 months.

## Article 3 Your stay

### 3.1 Arrivals and departures

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

Camping pitches: available from 03 pm. Pitches must be vacated before 10 am on all days of the week.

Mobile home accommodation: available from 4 pm. Accommodation must be vacated before 10 am.

In July and August: accommodation and pitches available for

one-week periods only

- from 4 pm Saturday until 10 am Saturday (maximum),

- from 4 pm Sunday until 10 am Sunday (maximum).

During the other months, mobile home rentals are available by the night with a free choice of arrival date.

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' (you must respect your neighbourhood day and night and with citizen behaviour) 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. 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 10 am, 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 10am, 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 1<sup>st</sup> and 2<sup>nd</sup> 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.

# RATES 2023



## PITCHES

### TOURIST TAX

€0.61 per night pers. over 18 years, (subject to the new bye-law)  
Eco-participation : €0.20

	01/01 14/07	15/07 28/07	29/07 25/08	26/08 29/09	30/09 05/11
Tent package with electricity *	42	44	46	44	29
Tent package without electricity	38	40	42	40	25
Caravan package **	42	44	46	44	29
Camping-car package ***	42	44	46	44	29
Pedestrian/Cyclist package	15	15	18	15	13
Additional Person + 18 years old	7	11	11	7	6
Additional Person from 3 to 17 years old	6	8	8	Free	Free
Child - 3 years old			Free		
Pet (vaccination record compulsory)	6	6	6	6	6
Extra Car - Motorcycle - Tent - Trailer	5	8	8	5	5
Visitor	5	5	5	5	5

PRICES PER NIGHT FROM 03pm TO 10am

### Access to reception and sanitary facilities

\* Tent package = 1 tent + 1 car + 2 persons \*\* caravan package = 1 caravan + 1 car + 2 persons + electricity 10 amp \*\*\* camping-car package = 1 motorhome + 2 persons + electricity 10 amp

**Pitch with electricity : you will need an european plug**

Booking fee: 30€ - Cancellation insurance per pitch: 21€/stay

Arrival time: from 12 noon - Departure time: before 11 am

## ACCOMMODATIONS

### TOURIST TAX

€0.61 per night pers. over 18 years, (subject to the new bye-law)  
Eco-participation : €0.20

### PRICES PER WEEK

	01/07 07/07	08/07 14/07	15/07 28/07	29/07 25/08	26/08 01/09	02/09 15/09	16/09 22/09	23/09 05/11	PRICES PER NIGHT				
									26/08 01/09	02/09 15/09	16/09 22/09	23/09 05/11	
Lodge woody luxury 5/7 persons	973	1085	1183	1295	1183	973	833	623	169	139	119	89	
Lodge woody luxury 6/8 persons	1295	1295	1491	1575	1491	1183	1085	763	213	169	155	109	
MH 2 bedrooms 4/6 persons	1183	1295	1393	1491	1393	1295	833	833	199	185	119	119	
MH 3 bedrooms 6/8 persons	1673	1673	1883	1995	1855	1589	903	903	265	227	129	129	
Cleaning package				80							80		
Tent	8	8	16	16	12	12	12	6	12	12	12	6	
Pet (vaccination record compulsory)				6							6		
Car	5	5	8	8	5	5	5	5	5	5	5	5	

In July and August, rental periods run from Saturday to Saturday or Sunday to Sunday

Booking fee: 30€ - Cancellation insurance per accommodation: 21€/stay

Arrival time: from 2 pm - Departure time: before 12 noon





# BOOKING FORM

Between the undersigned and Pyla Camping, the following has been agreed:

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

Address.....

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

Tel..... Port..... 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 time: from 12 noon - Departure time: before 11 am

### Dimensions obligatory

- Tent (nbr/dimensions) : ..... / ..... m x ..... m
- Caravan ..... m x ..... m
- Camping-car ..... m x ..... m

### Electricity:

- YES  NO

## MOBIL-HOME

Arrival time: from 2 pm - Departure time: before 12 noon

- Lodge woody luxury 5/7 persons
- Lodge woody luxury 6/8 persons
- MH 2 bedrooms 4/6 persons
- MH 3 bedrooms 6/8 persons

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

For ..... pers. + 18 y, ..... pers. + 13 y, ..... pers. de -13 y, ..... child. -3 y.

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

Number of cars: .....

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

## METHOD OF PAYMENT:

- Postal order  Bank transfer

Credit card: I authorise Pyla Camping to debit my credit card for the above payment

N°..... Expiry date: ..... 3 last numbers behind the card: .....

SIGNATURE : (read and approved)

DATE : ...../...../.....

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



# CONDITIONS DE LOCATION

## PITCH

Down-payment at the booking **€110**  
+ €30 booking fee

Cancellation insurance (optional) **+ €21**  
/pitch/stay

The balance must be paid upon arrival

## ACCOMMODATIONS

Down-payment at the booking **35%**  
+ €30 booking fee

Cancellation insurance (optional) **+ €21**  
/accommodation/week

### Rented included:

Our rented accommodation includes : the pitch, electricity, gas, terrace with garden furniture, and arbour or parasol. The main cooking utensils and crockery, table, chairs, blankets, the gas stove, microwave, 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)

## CAUTIONS

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

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



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