

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.bo-bains.com. They form an integral part of any contract made between Camping Les Bô-Bains 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 Bô-Bains.

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 (0.60€/ad./day) is not included in the price. All bookings are nominative and non transferable. The standard booking fee is 25 € per holiday, regardless of length of stay.

For campsite pitch bookings :

For all bookings, a deposit of 30% + 25 €(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 36 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 Camping Les Bô-Bains.

For mobile home accommodation bookings :

For bookings made more than 30 days before the arrival date, a deposit of 30% (+ 25 € 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 36 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 Camping Les Bô-Bains.

2.2 Booking amendments

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: 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

It is advisable to take out cancellation insurance. We recommend Campez Couvert, a specialist in camping stays. The price of this insurance is 2.7% of the total amount of the stay. More information on <http://www.campez-couvert.com>

First, make your reservation on our site and then go to the Campez Couvert site (5 minutes to subscribe to this insurance on the internet).

Article 3 Your stay

3.1 Arrivals and departures

In July and August, guests may check in and access the site NO EARLIER THAN 12PM. Access to mobile home accommodation and camping pitches is as follows:

Camping pitches :

Available from 01pm. Pitches must be vacated before 12pm on all days of the week.

Mobile home accommodation :

Available from 4pm. Accommodation must be vacated before 10am.

July & August: accommodation available for one-week periods only

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

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

In June & September, mobile home rentals are available by the night with a free choice of arrival date (2 nights minimum).

3.2 Security deposit

Upon arrival you will be asked to pay **a deposit of 200 €** for rented accommodation + **100 €** for cleaning. These deposits will be returned to you within 7 days of your departure after an inventory conducted by site staff. Charges for any damage done property will be added to the cost of your stay, along with a 100 € 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 12pm, 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 200 € 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

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

Camping Les Bô-Bains 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 Camping Les Bô-Bains 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.