

GENERAL CONDITIONS OF SALE Camping UR-ONEA

We invite you to read our general sales conditions in order to benefit from the services during your stay.

These conditions govern the sales of stays and are valid at the time the order is placed.

The client will enjoy the premises and the furniture with due diligence. He must be aware of the Internal Regulations and undertake to respect them and ensure that they are respected by all people who stay or visit the leased property.

Access to the campsite is via the mandatory and permanent wearing of an access bracelet on the wrist.

1-The reservation becomes effective only with the agreement of the campsite, after receipt of the requested payment (deposit + administration fees) and of the contract in duplicate (the double of the contract validated by us will be returned to you) or by the reservation in online on our website www.uronea.com.

The rental is nominative, strictly personal and non-transferable.

Management reserves the right to accept or reject any contract without explanation.

The wishes expressed by the tenant during the reservation will be studied as best as possible within the limits of availability. No location can be guaranteed.

Minors unaccompanied by parents are not accepted. Parental disclaimers are not accepted.

2- Reservations must be made before 8 p.m. in high season and 7 p.m. in low season. (If the tenant cannot respect this schedule, he will kindly inform the reception by phone or email in good time).

In the event that he must postpone his arrival date, only his written message will be accepted (telephone messages are not taken into consideration), otherwise the rental or the location becomes available 24 hours after the arrival date mentioned on the rental agreement ; the deposit and the administrative costs remain acquired by the management.

3- You will be required to pay the full balance of your living expenses on the day of your arrival, your length of stay being that for which you have agreed. No reduction will be granted in the event of early departure or late arrival.

A reduction in the length of your stay is considered a partial cancellation and will be subject to the cancellation of stay arrangements.

An increase in the length of stay or the number of people will be made according to availability and according to the rates in force.

Changes to your reservation can be requested in writing or by email subject to availability.

Only people listed on the reservation contract will be admitted to the campsite.

The Management reserves the right to cancel the contract in the event of a change in the dates, the number of participants, the identity of the participants without any refund.

The balance of the stay can be paid by check, credit card, cash, holiday vouchers.

4- Any cancellation must reach us by registered letter with acknowledgment of receipt.

5- Conditions of cancellation of the contract:

A- In the event of cancellation due to the campsite, except in cases of force majeure, your stay will be refunded. This cancellation may not, however, give rise to the payment of damages.

B- In the event of cancellation by the customer:

1B: In the event of border closures, quarantine upon arrival of the client or upon return of the client to his country, limitation of movement, confinement of the client's region, you benefit from the total postponement of the sums paid under in the form of a voucher on presentation of an official document. This voucher is non-refundable, non-transferable, and is valid for year N or N + 1.

2B: for any reason other than 1B, more than 30 days before the expected date of your arrival, you will be charged the administrative fees and asked for 25% of the total amount of the reserved stay.

Less than 31 days before the scheduled date of your arrival or if you have not shown up by this date, you will be deducted from the administration fees and the total amount of the stay will be required.

6- "Cancellation" insurance can be taken out in your rental contract. This insurance reimburses you the forfeiture that you are obliged to pay in the event of cancellation of your stay, calculated according to our rental conditions, and the clauses of this insurance (see IPID sheet and CGV on the website www.uronea.com).

We strongly advise you to take out this insurance covering in particular the risks associated with Covid-19 (quarantine, positive test, and requisition by the authorities ...) for the serenity of your vacation. No reimbursement will be made without taking out "cancellation" insurance.

7- It is the camper's responsibility to take out insurance, with the campsite declining all responsibility in the event of broken glass, theft, fire, bad weather, etc..... under the responsibility of the camper.

8- For any group reservation request, you must send us your request by email or in writing. It will be studied for acceptance or refusal

9- The Ur-Onéa campsite offers family stays, in the traditional sense, the accommodation is specially designed for this purpose. The Ur-Onéa campsite reserves the right to refuse any reservation which would be contrary to this principle, or which would seek to divert it.

10- The prices indicated are valid for the current season. They correspond to one night for pitches or one week for rentals (weekly rates except for short stays within the framework of nightly pricing).

The amount of the tourist tax can be modified without notice by the municipality.

11 - Special conditions for pitches:

The basic package includes the pitch for the tent, caravan or camper van, access to sanitary facilities and reception facilities.

A deposit of 25% of the amount of the stay + 16 € administration fees.

The balance is to be paid on the day of arrival.

A deposit of 20 € will be required for the magnetic card to access the campsite. It will be returned to you upon departure.

Arrival day free from 12 p.m. to 8 p.m. Departure between 7:30 am and 12 noon, no departure at night. Minimum stay of one week, 6 people maximum per pitch.

Pets allowed on a lead, tattooed and vaccinated. (Presentation of compulsory vaccination booklet). Category 1 and 2 dogs are prohibited.

Supplement for the second vehicle parked on the pitch or the car park. .

12- Special conditions for rentals:

The rental accommodation is equipped. The basic package is 2 to 6 places depending on the type of rental.

A deposit of 25% of the amount of the stay + € 16 administration fees

The balance is to be paid on the day of your arrival.

Arrival on Saturday from 5 p.m. to 8 p.m. (7 p.m. in low season) - Departure on Saturday from 8:30 a.m. to 10 a.m. No night departures are permitted.

The keys will be handed over only in the presence of the holder of the rental contract. A detailed control will be carried out to verify the cleanliness of the premises and the inventory in the interest of everyone

Two deposits will be required: 200 € for rental, the magnetic card for access to the campsite and 120 € for cleaning. They will be returned to you on the day of your departure after checking the state of order and cleanliness which must be carried out in the presence of the holder of the rental contract. (Inventory by appointment to be made in advance at reception). Withholding of the deposit does not exclude additional compensation in the event that the costs exceed the amount thereof. No departure will be authorized at night. No return of deposit by post is allowed.

The rental must be returned in exactly the same condition as when the keys were taken.

Animals strictly prohibited in rental accommodation. Access to the rental for people presenting with an animal will be refused without reimbursement of the deposit and administration fees.

The installation of a tent is not authorized on the rental sites.

Supplement for the second vehicle parked on the pitch or the car park.

Maximum number of people admitted regardless of the age of the people:

Azur mobile home 4 places : 2 adults + 2 children under 10

Océane and Iris mobile home 4 places: 4 adults

Flores mobile home: 4 adults + 1 child under 16.

Marina Grand Confort mobile home, Chalet Rêve: 4 adults + 2 children under 16.

(Child or baby counting as one person)

If you arrive in excess, the reservation will be canceled and no refund will be made.

13- ABSENCE OF RIGHT OF WITHDRAWAL:

In accordance with Article L.221-28 of the Consumer Code, UR-ONEA campsite informs its customers that the sale of accommodation services provided on a specific date, or according to a specific periodicity, is not subject to the provisions relating to the 14-day withdrawal period.

14- IMAGE: You authorize the UR-ONEA Campsite, as well as any person designated by the UR-ONEA Campsite to photograph you, record you or film you during your stay at the UR-ONEA Campsite and to use the said images, sounds , videos and recordings on all media (in particular on Camping UR-ONEA websites or pages - including Facebook and Instagram - on Camping UR-ONEA presentation and promotion media and on travel or tourist guides). This authorization applies both to you and to the people staying with you. Its sole purpose is to ensure the promotion and animation of Camping UR-ONEA and cannot in any way damage your reputation. This authorization is granted free of charge, for all countries and for an indefinite period.

15- In the event of a dispute, after consulting the "customer" service by registered letter with acknowledgment of receipt, if you are not satisfied with the response, you can exercise your right to complain to a mediator at the latest, within a period of " one month from the date of notification, Decree No. 2015-1382. The mediator likely to be contacted by the client is Médicys, 73 bd de Clichy - 75009 PARIS - 01 49 70 15 93 - contact@medicys.fr. Only the courts of Bayonne are competent.

16- It may happen that certain activities and facilities offered and indicated in the description appearing in the brochure or the website are canceled, in particular for climatic reasons or in the event of force majeure as defined by the French courts.

17 - Computing and Freedom:

The information you give us when placing your order will not be passed on to any third party. This information will be considered by Camping UR-ONEA as confidential. They will be used only by the internal services of Camping UR-ONEA, to process your order and to strengthen and personalize communication and the range of services reserved for Camping UR-ONEA customers according to your areas of interest. In accordance with the Data Protection Act of January 6, 1978, you have the right to access, rectify, and oppose your personal data. To do this, simply send us a request by mail to the following address indicating your name, first name and address: Camping UR-ONEA - 489, rue de la chapelle - 64210 BIDART.

INTERNAL RULES

The Management asks you to read and respect its Internal Rules and Code of Conduct as everyone's well-being depends on each person's behaviour. We want our establishment to be a place of relaxation. Thank you for your understanding in creating harmony.

1 - ACCESS TO THE CAMPING GROUNDS: To be allowed entry to set up at a camping site, you must be authorised by the Reception Manager. He is entitled to refuse entry, or permission to stay, to any person whose behaviour could disturb the peace or safety of the camping site. Minors unaccompanied by parents will not be accepted. No in loco parentis responsibility will be accepted.

2 - RECEPTION OFFICE: Reception is open from 8:30am to 12:45 midday and 2:15pm to 8pm during the season and 9am to 12:15pm and 2:15pm to 7pm during low season. Respecting these opening hours will help Reception operate smoothly and offer a better service to our clientele.

3 - CHARGES: Charges can be paid during office opening hours only and in accordance with the rental conditions. As length of stay is assessed by the local authority on a noon-to-noon basis, we ask departing campers to vacate their campsite by 12 noon. Otherwise an additional night will be charged. Please advise Reception the day before you leave that you will be leaving the following day. You may also use that opportunity to enquire about the possibility of prolonging your stay. Rentals must be vacated by 10am.

4 - CONDUCT: Campers are required to behave courteously, and use the camping facilities that have been made available to them carefully and correctly. Users must prevent any noise that may disturb their neighbours, including during the day. (By all means listen to your radio but do not force your neighbour to do so.) Act courteously and quietly. Total silence must be observed between 11pm and 7:30am.

5 - CAMPING BRACELET: Camping bracelets must be worn and on your wrist all the time to guarantee you the exclusivity of our services and activities.

6 - TRAFFIC: A magnetic card gives you and your vehicle access to the camping site between 7:30am and 11:30pm. Outside these hours, vehicles must be left in the parking lot. Under no circumstances, except in an emergency, will the barrier be opened outside these hours. This card is strictly personal and must not be used to allow access to any other vehicle. The vehicles of campsite users must be parked on their own site and not on a neighbouring site even if the neighbouring site seems unoccupied: a reservation may arrive at any moment. The speed limit is 10 km/hr.

7 - WASHROOM BLOCKS: Washroom facilities must be kept constantly clean by users. Please report to us any uncleanness or abnormality. Young children must be accompanied to toilets by their parents. Washroom pavements are not cycle tracks: we ask parents and users to respect this. We count on your understanding to avoid any noise around or in the washroom blocks. Dishes may not be washed after 10:30pm. Please do not sing or whistle in the showers.

8 - GREEN SPACES - SITES - RENTALS: You must respect and protect the trees and plants. Do not empty wastewater near them, drive nails into trunks or attach washing lines to trees. Keep the camp clean and do not throw litter. Campsites must not be allowed to appear unkempt at any time. Please leave your campsite in the state in which you found it. Remove all paper, trash, litter and cigarette ends. Rental property must be treated with respect and returned in the state in which you received it.

9 - CHILDREN – PLAY FACILITIES: Parents are exclusively responsible for their children and are legally liable when using the play facilities made available to them. As water is precious and scarce, the use of water pistols and other water games is prohibited within the bounds of the campground.

10 - AQUATIC CENTER: The covered part will be exclusively dedicated to a space balneotherapy reserved for the adults resting and relaxation when the outside swimming pool is opened. Minors do not have access to balneo workshops. Please obey, and

make sure others obey, the lifeguard who is there to ensure your safety and relaxation, in July and August. **SWIMSUITS MUST BE WORN** (boxer or bermuda type shorts are prohibited). For safety reasons, running and use of balloons, inflatables and umbrellas are prohibited within the bounds of the swimming pool. Similarly, you may not eat, drink or smoke in the area. Children must remain supervised by their parents at all times. Use of the swimming pool outside opening hours is strictly prohibited and non-observance of this rule will result in the immediate expulsion of the family or group involved.

11 - RIGHT TO THE IMAGE: During your stay, you can be filmed or photographed and be on one our future publicity. In case of refuse from you, please notify it to us with a registered letter including a copy of your identity card and although a copy of other persons concerned by this.

12 - ANIMALS: Animals must be kept on a leash when inside the camping grounds. Under no circumstances may they be attached to trees or plants and above all not left alone in the absence of their owners. A vaccination health card must be produced upon arrival. Class 1 and class 2 animals are not accepted. We insist that animal owners take them outside the perimeter of the campground (including the parking area and any other area available for camping!) for their daily hygiene requirements and in respect for their neighbours. Animals are not allowed within the bounds of the swimming pool and washrooms: a dog shower is set aside for them in washroom blocks B and C. **Dogs must not be washed inside rental mobile homes or chalets.**

13 - VISITORS: Visitors are permitted subject to the Internal Rules. Visitors are permitted between 8:30am and 10:30pm. They must first check in at Reception and state the name of the client or staff member they are visiting. They must obey all instructions given them. The client or staff member who receives a guest must ensure that the guest has checked in properly at Reception. Visitors must leave their vehicle in the parking lot and make the rest of their way on foot. Management reserves the right to prohibit any visitor from entering.

14 - SAFETY: Open wood fires are prohibited. Wood, charcoal and electric (maximum 1500 W) barbecues are tolerated by Management but remain the sole responsibility of their users. In case of fire, or any damage, you must immediately alert Reception. You are advised to take measures to prevent theft. Safes are available for campers to rent, to store money or valuables. Management is responsible only for items entrusted to it for safe-keeping. Management rejects all liability for the theft, loss or degradation by a third party, of items non-left at Reception.

15 - LITIGE: To resolve any dispute, please first contact customer service at the office. If your concern is not resolved, you have the option to request mediation via Medicys consumer services, provided that you do so within one year of the date you submitted a written copy of your complain to us, with return receipt and signature confirmation. Medicys, 73 boulevard de Clichy, 75009 PARIS - 01.49.70.15.93 - contact@medicys.fr

We wish to express our wish that, in everyone's interests, each person will respect the minimum requirements of community life for a harmonious holiday. Have a very pleasant stay!

SAS Camping UR-ONEA au capital de 20 000 € - SIRET : 340 605 807 000 15 - CODE APE : 5530Z- RSC : Bayonne 340 605 807
Classement Atout France du 30 mai 2017 - N° C64-043271-002 - 3 étoiles « tourisme » pour 245 emplacements pour 100 emplacements « confort caravane » et « grand confort caravane » et 125 emplacements nus sur une surface de terrain de 48384m²