

GENERAL BOOKING CONDITIONS

BOOKING CONDITIONS

- ✚ Reservations will only be considered upon receipt of the contract and the requested deposit.
- ✚ The reservation is personal. It is prohibited to sublet or transfer your pitch or accommodation to a third party. No extension of the stay beyond the reserved period can be guaranteed.
- ✚ If multiple families are staying on the same pitch or in the same rental, it is necessary to make a reservation for each family.
- ✚ The redistribution of people and vehicles to other pitches or rental is prohibited.
- ✚ Every camper must respect and ensure that the occupants of the accommodation or pitch comply with the internal regulations of the campsite displayed at the reception. They must also take out insurance to cover the risks of theft, fire, water damage, liability, and third-party claims.
- ✚ In the absence of written notification from the reservation holder (at least 48 hours before their arrival) stating that they had to postpone the date of their arrival, the campsite reserves the right to re-rent the accommodation or pitch 24 hours after the start date of the contract.
- ✚ SAS Calypso disclaims any responsibility in the event of theft, fire, adverse weather conditions, or accidents falling under the civil liability of the registered individuals
- ✚ Families are not allowed access in the following cases:
SAS Calypso disclaims any responsibility in case of theft, fire, adverse weather conditions, or accidents falling under the civil liability of registered individuals.
- ✚ Access for families is denied in the following cases:
 - Presence of a number of participants exceeding the capacity of the rented accommodation or pitch (including babies and children).
 - Presence of an animal in accommodation where pets are prohibited.
 - Presence of individuals whose identities are not listed in the booking contract.
 - Presence of more than 2 animals in permitted accommodations.
- ✚ Tourist taxes must be paid in advance for any person over 18 years old. The amount is €0.85/adult/day.
- ✚ The pitch number is not contractual and is assigned based on availability (see pitch selection).
- ✚ Visitors are not allowed within the campsite.

PITCHES

The basic package includes a pitch for 2 people with electricity (10 amperes) for a tent, caravan, or motorhome, one internal combustion engine vehicle, access to sanitary facilities, and a mandatory individual club bracelet. Additional charges may apply for tourist taxes, administrative fees, pets, maximum of 1 additional vehicle, additional persons, and various options. A maximum of 6 people per pitch is allowed. Check-in is available from 2 PM, and check-out is before 12 PM. It is recommended to subscribe a cancellation guarantee. No refunds or modifications can be claimed for any cancellation or modification of the stay without subscribing to the cancellation guarantee.



RENTAL

The basic package includes accommodation for 4 to 8 people (depending on the type of accommodation), 1 vehicle (except for Octalia, Cordélia and Taos which allow 2 internal combustion engine vehicles, and a mandatory individual club bracelet. Additional charges may apply for tourist taxes, administrative fees, a maximum of 2 pets in certain accommodations, and an additional vehicle. Check-in is available from 5 PM, and check-out is before 10 AM by appointment. Please note that animals are not allowed in the following accommodations: Kani, Taos, and Faré. Smoking or vaping is prohibited in the rental accommodations. It is recommended to purchase cancellation guarantee. No refunds, cancellations, or modifications can be claimed without subscribing to the cancellation guarantee.

FARE AND PAYMENT

A deposit is required to confirm your stay. The deposit amount is 30% of the total amount (cancellation guarantee is additional). You can make the payment in the following ways:

- You have the option to make your payment via automatic withdrawal by visiting our website www.camping-calypso.com
- By credit card (Visa/Mastercard) on our website www.camping-calypso.com.
- By bank transfer:

IBAN: FR76 1660 7000 1718 0213 1515 936

BIC: CCBPFRPPPPG

- ✚ A €40 booking fee will be automatically applied to the total amount of your rental.
- ✚ An additional fee of €8 per day (for the first vehicle) and €10 per day (for the second vehicle) will automatically apply for hybrid and electric vehicles. You must declare your vehicle's type of propulsion at the time of booking
- ✚ The balance of your stay must be paid one month before your arrival date. If the balance due is not paid, we will cancel the booking. The deposit paid will be charged by Le Calypso. No discount will be granted for delayed arrival, early departure, or booking modifications. No modifications or cancellations can be made without subscribing to the cancellation/modification guarantee. No payments can be made on-site.
- ✚ The prices indicated are subject to change. The campsite reserves the right to modify prices at any time. Stays will be invoiced based on the prices in effect on the day of the reservation, subject to availability. We advise to verify the applicable rate by contacting le Calypso directly. Offers and promotions are not retroactive and cannot be combined with each other.
- ✚ All amounts due must be settled before departure. If this has not been done, an amount equal to the outstanding balance will be charge from your credit card imprint.

CHOICE OF YOUR PITCH OR ACCOMMODATION

You can choose your pitch number for an additional fee of €40. If you wish to be located next to another family and have adjacent pitches, an additional fee of €20 will be charged. Without this specific request (subject to availability), a pitch will be assigned to you through a random computer selection process.

BOOKING MODIFICATION

All changes to the original booking contract, must be submitted in writing (by mail or email). Upon receipt, we will provide you an updated booking confirmation, which will be considered accepted on our part. The management will not modify the booking contract based on a simple phone call. Changes are subject to availability and can be made up to 7 days before your arrival, and if the total amount of the stay is equal to or bigger than the amount of the initial booking.

No cancellation or modification will be possible without subscribing to the cancellation guarantee or flex option.

CANCELLATION GUARANTEE / FLEX OPTION

General conditions of cancellation and/or modification of your booking

Exemple	Up to 45 days before arrival	From 44 days to 30 days before arrival	From 29 days to 8 days before arrival	From 8 days to the day of arrival	Arrival
	13th of May	14th of May	27th of Jul 28th of June	27th of Jul 28th of July	5th of August

Without cancellation guarantee or flex option				
Cancellation	No refund	No refund	No refund	No refund
Modification with lowest price	No refund	No refund	No refund	No refund
Modification with higher price	FREE with the fare conditions reset at the moment of the modification			
Option Flex				
Price of the option	6% of the total amount of your booking			
Cancellation according to the cancellation guarantee until the arrival date	Refund up to 75%	Refund up to 50%	Refund up to 25%	Credit note
Modification with lowest price	FREE with refund of the amount of the price difference	Credit note with the amount of the price difference		
Modification with higher price for the initial dates scheduled in July/August	FREE with fare conditions subscribed initially			FREE with the fare conditions reset at the moment of the modification
Modification with higher price for the initial dates scheduled in May/June	FREE with fare conditions subscribed initially			
Modification	Nb : Modification of dates, options, number of persons with a maximum of 1 change in the samed season without reason and according to availability			
Cancelation guarantee				
Price of the guarantee	8% of the total amount of your booking			
Cancellation without any reasons in July/August	Credit note			
Cancellation without any reasons in May/June	Credit note			
Cancellation until the departure date	Remboursement de 100% selon les conditions de la garantie annulation			
Modification with lowest price	FREE with refund of the amount of the price difference			Credit note with the amount of the price difference
Modification with higher price for the initial dates scheduled in July/August	FREE with fare conditions subscribed initially			
Modification with higher price for the initial dates scheduled in May/June	FREE with fare conditions subscribed initially			
Modification	Nb : Modification of dates, options, number of persons with a maximum of 1 change in the samed season without reason and according to availability			

The amount of booking fees and cancelation guarantee/option flex will not be refunded even for credit note.
The credit note will be valid one year starting from the reception of your cancelation confirmation.



- ✚ Cancellation guarantee and flex option must be subscribed at your reservation request. It cannot be added later or removed from the initial booking.

Conditions of cancellation guarantee can be provided on request.

DEPOSIT

An email will be sent to you a few days before your arrival to register your credit card details through the secure Payzen platform. By registering your credit card, you authorize Camping Le Calypso to use it in the following cases:

- Non-compliance of the departure inventory compared to the arrival inventory. In the event of non-compliance, you will be charged for the restoration costs and the value of missing or damaged equipment (see appendix). An amount of €150 will be withheld if the rented accommodation or individual sanitary facilities have not been cleaned on the day of departure.
- Damage or soiling of: the pitch, sanitary facilities, rented equipment, common facilities, etc. (non-exhaustive list)
- Nighttime noise disturbance (€100/nighttime disturbance)
- Outstanding balance for the stay at departure
- Borrowed equipment not returned
- Late check-out: €20 for every 15 minutes exceeded

If there is an amount due at your departure date, it will be charged on your credit card registered for your deposit.

If you wish to leave the accommodation the day before your originally scheduled departure, it is imperative to conduct the inventory with our staff before 7:00 PM. If your departure takes place during the night, the inventory will be conducted without your presence on the day of your departure. Camping Le Calypso will be the only judge of the condition of the accommodation/inventory and the cleanliness, with no possibility of dispute.

No deposit will be accepted on-site.

CHECK-OUT TIME

The day of your departure, the keys must be returned during the inventory and rental accommodations must be vacated by 10:00 AM, while pitch locations must be cleared by 12:00 PM. No extension of the stay beyond the reserved time can be guaranteed.

For any late check-out, a fee of €20 per each exceeded quarter-hour will be charged directly from your credit card imprint.

Free access to the camping facilities is available until 5:00 PM on the day of departure.

BRACELET

The bracelet is mandatory and must be worn on the wrist by each guest. In case of loss or breakage, the bracelet will be replaced upon presentation of an identification document. For late arrivals, the reception desk must be informed during the day via phone, email, or by a third party on-site. The bracelets will be given by the reception staff. The bracelets must be returned at the end of the stay.

NO RIGHT OF WITHDRAWAL

According to Article L.221-28 of the French Consumer Code, the sale of accommodation services provided on a specific date or at a specific interval of dates is not subject to the provisions regarding the 14-day right of withdrawal.

CONSUMER MEDIATION

In case of a dispute, you have the option to send a registered letter with acknowledgment of receipt to the management of Camping Le Calypso. If the response does not satisfy you, you can contact the Mediation Center "Bayonne Médiation" after a period of one month following the sending of this letter: www.bayonne-mediation.com - Bayonne Médiation - 32 rue du Hameau - 64200 BIARRITZ.



Annexe

PRIX DES EQUIPEMENTS

DISHWARE	
4 €	Dessert plate
	Dinner plate
4 €	Big Bowl
3 €	Bowl
4 €	Cup and saucer
3 €	Lemonade glass
	Wine glass
	Glass
2 €	Oyster knife
	Office knife
1 €	Knife
	Coffee spoon
	Soup spoon
	Fork
2 €	Salad server
3 €	Wooden spoon
2 €	Pair of scissors
2 €	Cutlery tray
3 €	Corkscrew and bottle opener
2 €	Ladle
1 €	Peeler
2 €	Skimmer
2 €	Can opener
3 €	Whisk
2 €	Plate coaster
6 €	Cutting board
3 €	Ice cube tray
4 €	Carafe
6 €	Dishes
20 €	Frying pan
6 €	Salad bowl
32 €	Saucepan with lid
11 €	Saucepan
5 €	Colander
5 €	Spinner
3 €	Ashtray
Autre	
300 €	TV
100 €	Clothes steamer
30 €	Hair dryer

HOUSEHOLD EQUIPMENT	
500 €	Fridge/freezer
240 €	Gas hob
90 €	Microwave
100 €	Nespresso coffee maker
100 €	Senseo coffee maker
24 €	Toaster
40 €	Bouilloire
100 €	Mini-bar
30 €	Clothes line
2 €	Broom
4 €	Mop
3 €	Dustpan + brush
4 €	Bucket
4 €	Basin
3 €	Toilet brush + stand
2 €	Hangers
20 €	Dustbin
150 €	Safe deposit box
BEDDING / LINNEN	
50 €	Blanket
6 €	Pillow
16 €	Mattress protector
30 €	Sheet kits
32 €	Large bath towel
30 €	Small towel
10 €	Bath mat
OUTSIDE	
100€	Table
40 €	Chair
60 €	Deckchair
300 €	Hammoc
80 €	Sunshade
174 €	Plancha
6 €	Plancha utensils set
2 €	Gas lighter

Update November 2023