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 (except for Nomade pitch). Check-in is available from 2 PM, and check-out is before 12 PM (except for Nomade pitch : check-in time by 6 PM and check-out time by 9 AM). 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 2 to 8 people (depending on the type of accommodation), 1 vehicle (except for Cordélia which allow 2 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: Maya, 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

- Option “Availability and Price Guarantee”
  The client has the possibility to subscribe to an option called “Availability and Price Guarantee”, subject to the payment of a fixed amount of ten euros (€10). This option guarantees the availability of the accommodation as well as the price for a period of seven (7) days from the date of receipt of the option confirmation email.
  At the end of this period, and in the absence of a definitive confirmation through the payment of the deposit, the option will automatically expire, without any compensation being claimed by the client. It is expressly specified that the amount paid for this option shall in no case be deductible from the total price of the stay and shall remain definitively acquired as a fixed fee, even in the event of a subsequent confirmation of the booking.
- A deposit is required to confirm your stay. The deposit amount is 30% of the total amount (cancellation guarantee is additional). The payment of the deposit must be made by credit card, either through the secure online payment platform or by phone with the reservations department.
- You can make the payment in the following ways:
  - 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 / OPTION FLEX

General conditions of cancelation and/or modification of your booking

	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	
Exemple	■	■	■	■	Arrival
	13th of May	14th of May	27th of June	28th of June	7th of July	28th of July	5th of August

	WITHOUT CANCELATION GUARANTEE OR FLEX OPTION			
Cancelation	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	**30 €**
Modification with lowest price	Credit note with the amount of the price difference
Modification with higher price for the initial dates scheduled	FREE with the fare conditions reset at the moment of the modification
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**	
Cancelation without any reasons	Credit note	
Cancelation according to the cancelation guarantee until the departure date	Refund up to 100%	
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	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 subscribe at your reservation request. It cannot be added later or removed from the initial booking.

Conditions of cancelation 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. The amount for this authorization is €1. 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

Your €1 credit card authorization will be refunded after the inventory is conducted on the day of departure and after it has been determined to be in compliance with the original condition by the Calypso team.

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 (except for Nomade pitch : check-out time by 9 :00AM). 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

EQUIPMENT PRICES	

DISHWARE	
4 €	Dessert plate
	Dinner plate
4 €	Big bowl
3 €	Bowl
4 €	Cup and saucer
3 €	Lemonade glass
	Wine glass
	Glass
2 €	Oyster knife
	Kitchen 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 €	Sauce pan with lid
11 €	Saucepan
5 €	Colander
5 €	Spinner
3 €	Ashtray
10 €	Citrus juicer

OTHER	
300 €	TV
40 €	Tv remote control
40 €	Air-co remote control
30 €	Hair-dryer
40 €	Baby bed
30 €	Baby chair
30 €	Baby bath
30 €	Baby barrier

HOUSEHOLD EQUIPMENT	
500 €	Fridge/freezer
500 €	Dishwasher
240 €	Gas hob
90 €	Microwaves
100 €	Coffee maker
24 €	Toaster
40 €	Kettle
100 €	Mini-bar
30 €	Clothes line
2 €	Broom
4 €	Mop
3 €	Dustpan + brush
4 €	Bucket
4 €	Basin
3 €	Toilet brush + stand
2 €	Hangers
20 €	Bustbin
150 €	Safe deposit box
40 €	Iron table
60 €	Iron
60 €	Vaccum cleaner

BEDDING / LINNEN	
50 €	Blanket
6 €	Pillow
16 €	Mattress protector
30 €	Sheets kit
32 €	Large bath towel
30 €	Small towel
10 €	Bath mat
40 €	Large pool towel

OUTDOOR	
100€-400€	Table depending of the range
300 €	Premium/luxe range table
40 €	Chair
60 €	Desckchair
300 €	Hammoc
80 €	Sunshade
174 €	Plancha ustensils set
6 €	Plancha ustensils set
2 €	Gas lighter

LEASURE	
500 €	Bicycle
20 €	Petanque balls
20 €	Soccer ball
20 €	Set of ping pong paddles
20 €	Uno/Scrabble
15 €	Bicycle lock

RULES OF PROCEDURE

ADMISSION REQUIREMENTS: To be allowed to enter and settle on the campsite, you must have been authorized by the manager. This person must ensure that the campsite is kept in good order and that the present internal regulations are respected. The fact of staying on the campsite implies acceptance of the provisions of these rules and the commitment to comply with them. Minors who are not accompanied by their parents will not be accepted inside the campsite. To access to the campsite and to the activities, a permanent bracelet will be provided to wear for the duration of your stay.

POLICE FORMALITIES: Every guest staying at least one night in the campsite must submit his ID to the manager and complete the formalities required by the police.

SETTING UP: The tent or caravan and its equipment must be set up on the appropriate pitch according to the instructions given by the manager.

RECEPTION: Open from 9.00 a.m. to 12.00 p.m. and from 2.00 p.m. to 7.00 p.m. Information about the campsite and tourist sites are available. Suggestions and complaints from guests can be reported on a dedicated device. Complaints will be taken into consideration only if they are signed, dated, as precise as possible and related to relatively recent events.

ACCOMMODATION CHECK / INVENTORY : the day of your check-in, you must fill in the incoming inventory of fixtures on Tipiz app. Inventory must be made within 24h after your check-in. The accommodation must be vacant by 10 am at the latest and the pitches vacant by 12 noon at the latest. Accommodation check at your departure will be made by a member of our staff during the day of your checkout and without you.

EARLY CHECKOUT: No discount or refund will be given in case of early checkout.

NOISE AND SILENCE: Guests are requested to avoid any noise and discussion that might disturb their neighbours. Sound equipment should be adjusted accordingly. Doors and trunks must be closed as quietly as possible. There must be total silence between 00:30 and 06:00.In case of non-respect of this rule, the management will charge 100€ from the guest deposit.

ANIMALS: Pets are allowed, but the management reserves the right to cancel a reservation if the number or species of pets is deemed to be contrary to the good life of the campsite. Category 1 and 2 dogs are not allowed. Dogs and other animals must never be left unattended. They must not be left alone on the campsite, even if they are locked up in the absence of their owners who are civilly responsible for them. Dogs must have a valid vaccination booklet. Insects and other small animals are part of this holiday package. The management is not responsible for their movement around the campsite. We advise you to keep groceries in closed places and to keep the doors and windows shut.

If your animal has not been registered at your check-in, a penalty of 15€ per day and per animal will be applied.

VISITORS: Visitors are not accepted inside the campsite.

TRAFFIC, PARKING : Within the campsite, vehicles must travel at a speed limit of 10km/h. Parking is forbidden on the main roads and access roads. It is also forbidden on your neighbour pitch even

if it is vacant. Vehicles must be parked on the pitch or on the parking lot specified at your arrival. Guest can arrive at any time. Traffic is not allowed between 00.30 and 7:00. Hoverboards kart are forbidden in the entire campsite. Only vehicles belonging on to the campsite may circulate. Parking must not be in front of a fire hydrant or fire hose.

ACCOMMODATION AND FACILITIES : Everyone is obliged to refrain from any action that could damage the cleanliness, hygiene and appearance of the accommodation and the campsite and its facilities, especially the sanitary facilities. Water fights are strictly forbidden in the entire campsite. It is forbidden to throw waste water on the ground or into the gutters. Caravanners must empty their waste water into the facilities provided for this purpose. Household waste, waste of any kind, paper, must be sorted in the bins, respecting the selective sorting in the containers provided for this purpose (glass, metal, paper and cardboard, household waste). Washing is strictly forbidden outside the bins provided for this purpose. The hanging of laundry is tolerated near the shelters, provided that it is very discreet and does not disturb the neighbors. It should never be done from trees.

Plantations and floral decorations must be respected. It is forbidden to put nails in the trees, cut branches or make plantations. It is not permitted to demarcate the location of an installation by personal means, nor to dig up the ground, especially in case of rain. Any damage to the vegetation, fences, grounds or facilities of the campsite will be charged to the person responsible.

The pitch used and the accommodation rented during the stay must be maintained and returned in the same condition as the camper found it on arrival.

TECHNICAL PROBLEMS : The Management is not responsible for failures caused by technical faults. The Management reserves the right to carry out emergency work and/or maintenance checks if necessary for safety reasons during your stay.

SAFETY:

a/ Fire: Open fires (wood, coal, etc) are strictly forbidden. Stoves must be kept in good working order and not be used in dangerous conditions. Only gas barbecues are allowed.

In case of fire, notify the management immediately. Fire extinguishers can be used if necessary. A first aid kit is available at the reception desk.

b/ Theft: The management is responsible for the items left at the office and has a general duty to monitor the campsite. Guests are responsible for their own facilities and must report the presence of any suspicious person to the manager. Although security is provided, guests are advised to take the usual precautions to safeguard their equipment. The management declines all responsibility in case of theft.

POOL AREA: Access is restricted to registered guests. Children younger than 12 years old must be accompanied by an adult to get access to the pool area. Please respect the hygiene and safety instructions displayed at the pool entrance. Only swimming short, swimming boxer, 2-piece bikinis, 1-piece bikinis are allowed in the pool area. All other types of clothing are strictly forbidden.

GAMES: No violent or disturbing games are allowed near the facilities (especially water games). Children must always be under the supervision of their parents. The safety of children is the total responsibility of their parents or legal guardians, especially in the pool and leisure areas.

SCHEDULE OF OPEN-ACCESS FACILITIES: The use of outdoor facilities is allowed from 9 a.m. to 11 p.m.

ENTERTAINMENT: The management reserves the right to suspend certain service without notice.

ATTENDING ACTIVITIES : Participation in organized (sports and leisure) activities is always optional. Guests should be aware that participation always entails a risk. Participation in activities organised outside your stay and/or the use of our facilities remain your own responsibility. Any damage caused or costs incurred remain your responsibility. Guests are required to submit a third-party insurance to cover all risks.

BARBECUES: Only barbecues and gas plancha are accepted. Access to the collective barbecue area is forbidden in case of wind.

WATER: Water is precious, please save it and let's take care of our vital resource. The use of water inlets is strictly forbidden for washing vehicles and camping facilities.

DISPLAY: The rules and regulations are displayed at the campsite entrance and at the reception desk. It is provided to the client on request.

PERSONAL ITEMS : all your personal items forgotten in the campsite, in your accommodation or on your pitch will be kept for 72h. After this delay, your item will be given to a charity association.

DRESS CODE: To access enclosed areas such as kids' club, junior club, reception, supermarket, restaurant and snack bar, an appropriate dress code is required. Full or partial nudity and naturism are strictly prohibited within the campsite.

COMMON SANITARY FACILITIES: Common sanitary facilities are exclusively reserved for families staying in pitches. Residents of rental accommodations do not have access to the common sanitary facilities except on Saturdays and Sundays in July/August and in May/June.

IMAGE RIGHTS: Guest expressly authorizes the campsite to use photos of himself or his family that may be taken in photos during his stay for the campsite's advertising, social medias.

VIOLATION OF THE RULES OF PRECEDURE: The management will put an immediate end to the stay without indemnity or compensation in case of non-respect of the internal rules; infringement of the rules of good neighborliness; incivilities; false information concerning the occupants of the stay and any other fact likely to harm the harmony within the campsite.

Updated in July 2026