

2026 General Terms and Conditions of Sale

I. BOOKING CONDITIONS

- ✓ The reservation becomes effective only with the agreement of Arena Camping***, after receipt of the 25% deposit and after acceptance of the General Terms and Conditions of Sale during online booking.
- ✓ A confirmation of stay will be sent to the client. It must be presented on the day of arrival.
- ✓ Reservations are binding on Arena Camping***, only if Arena Camping*** has accepted them, which Arena Camping*** is free to do or refuse depending on availability and, in general, any circumstances likely to hinder the execution of the reservation made.
- ✓ Arena Camping*** offers family-oriented stays, in the traditional sense, and the accommodations are specially designed for this purpose. Arena Camping*** reserves the right to refuse any reservation that would be contrary to this principle, or that would seek to divert it.
- ✓ The reservation of a camping pitch or rental is made strictly for personal purposes. The customer may not sublet or assign his reservation under any circumstances without the prior consent of the campsite.
- ✓ Minors must be accompanied by their parents or legal guardians.

1- Camping Site :

The basic "Comfort Package" includes the pitch for an installation: tent, caravan or camper, vehicle and electricity for 1 or 2 people, access to toilets and reception facilities (except for the Nature pitch and the Halte Vélo package, which are understood without a vehicle).

2- Location

- ✓ The rental accommodations are equipped. The basic package is from 2 to 6 places depending on the type of rental.
- ✓ Arena Camping*** reserves the right to refuse access to groups or families arriving with a number of participants greater than the capacity of the rented accommodation.

II. Group bookings:

- ✓ Any booking of more than 4 accommodations by the same natural person or by different natural persons but who know each other and move together for the same reasons on the same dates of stay is considered as a group.
- ✓ The accommodations offered on the Arena Camping website*** are exclusively addressed to individual clients.

ARENA CAMPING 3*

Quartier Acotz Avenue Napoléon III- 64500 Saint Jean De Luz –
 ☎05.59.26.51.90. ✉ location@arenacamping.com
 Siret : 449 573 00017 Ape : 5530Z

III. Rates:

The prices indicated are valid for all stays from March 27 to November 1, 2026. They correspond to one night and are in euros, VAT included. • The amount of the tourist tax is €0.86 per night per person over 18 years old (subject to change by the collecting body).

Arena Camping*** applies dynamic pricing: prices are subject to change depending on economic and commercial conditions, during the season, whether up or down. These price changes are not retroactive and do not entitle to any refund. Stays are billed on the basis of rates in effect at the time of booking and subject to availability.

IV. PAYMENT CONDITIONS

- ✓ For bookings made more than 20 days before the start of the stay, a deposit of 25% of the price of the reserved services must be paid at the time of booking. The balance must be paid no later than 20 days before the start date of the stay.
- ✓ For bookings made less than 20 days before the start date of the stay, full payment must be made at the time of booking (25% deposit + balance).
- ✓ In the event of non-payment of the deposit upon booking or of the balance by the client at the latest 20 days before the start date of the stay, Arena Camping*** reserves the right to cancel the reservation and to offer the accommodation for rent again. This cancellation for non-payment will not result in any refund of the amounts already paid by the client.

V. ABSENCE OF THE RIGHT OF WITHDRAWAL

In accordance with Article L.221-28 of the Consumer Code, Arena Camping*** informs its clients that the sale of accommodation services provided on a specific date, or at a specific frequency, is not subject to the provisions regarding the 14-day cooling-off period.

VI. CANCELLATION AND MODIFICATIONS

Booking Modification

After the 20-day period before arrival, no modification requests will be considered..

- ✓ If the modification requested by the client cannot be accepted by the campsite (no availability, no possibilities or 20-day deadline exceeded...), the client must either carry out their stay according to the initial booking conditions, or cancel it according to the cancellation policy. No postponement will be accepted for the following season.

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- ✓ Any request for an increase in the duration of your stay will be made according to availability and current rates.
- ✓ Any request to reduce the duration of your stay is considered a partial cancellation and will be subject to the terms and conditions for cancellation and interruption of stay.

1- Unused benefits

In the event of an interrupted or abbreviated stay for one of the following reasons:

- ✓ Administrative closure of the campsite
- ✓ Closure of borders by administrative decision • Restriction of travel to a certain number of kilometers by administrative decision not allowing entry to the campsite; a voucher, equivalent to the nights not consumed and valid for two years, will be issued by the campsite.

If the customer refuses this voucher, he may request a refund of the corresponding amount, minus any cancellation fees, if applicable.

2- Cancellation by Arena Camping

In case of cancellation due to the campsite, except in cases of force majeure, the amounts paid for the reservation will be fully refunded. However, this cancellation will not give rise to the payment of damages.

3- Annulation du fait du campeur

In case of cancellation by the camper, the cancellation and refund conditions are as follows:

Any request for cancellation must be communicated in writing to the campsite's postal address or by email. Cancellations sent by phone will not be taken into account. Any cancellation entails the termination of the reservation, and the campsite reserves the right to offer accommodation for rent again.

In case of cancellation by the camper for one of the following reasons and until their arrival date:

- Closure of borders by administrative decision • Administrative closure of the campsite • Restriction of travel to a certain number of kilometers by administrative decision not allowing entry to the campsite, a valid voucher, for an amount corresponding to all amounts paid, valid for two years, will be issued by the campsite. If the customer refuses this voucher, it will be refunded, on request, of the corresponding amount.

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For all other reasons:

Case 1- Cancellation more than 20 days before the start of the stay:

The client remains liable for booking fees of €20.00 and cancellation fees amounting to €25.00. The amounts paid, deducted from the amount of cancellation and booking fees, will be refunded. If the payment has been made in part or in full with a voucher, please refer to the specific terms on that voucher.

Case 2: Cancellation between 10 and 19 days before the start of the stay

A sum of 50% of the total amount of the stay will be retained by the campsite as cancellation fees. The amounts paid, deducted from the amount of cancellation and booking fees, will be subject to a voucher. This voucher is non-refundable, non-transferable, usable only in the campsite and has a validity period of two years. It is non-renewable, including in the event of a new cancellation.

Case 3 :Cancellation less than 10 days before the start of the stay:

All the amounts paid, that is to say the full amount of the stay, are retained by the campsite. No refund will be made.

If the client does not arrive at the campsite within 24 hours of the start of their stay and without informing the campsite in advance by letter or email, the booking will be considered as cancelled by the client. The campsite therefore reserves the right to offer accommodation for rent again.

VII. TERMS OF STAY

1- Security deposit:

A deposit is requested by email BEFORE the start of the stay. This must be done online via our partner's platform SWIKLY. This deposit is made through a bank imprint statement and therefore is not debited from your account.

The entire security deposit will be returned AFTER the client's departure and verification by the Arena Camping teams*** if the rental or pitch is left clean, less any compensation withheld for any damage caused, unpaid services, objects on loan not returned or not cleaned, or loss of keys and badges given during the stay..

Security deposit for rentals:

- ✓ 130.00€ (Equipment degradation of the rental)
- ✓ 60.00€ (End-of-stay cleaning package)
- ✓

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Security deposit for camping pitches:

- ✓ 60.00€ (Pitch cleaning package + campsite access badge)

2- Arrival

Rental accommodation : on the day of arrival, the delivery of the rental keys will be effective from 4:00 p.m., subject to the acceptance of security deposits made in advance via the Swikly platform.

Camping pitches: on the day of arrival, the pitch will be made available from 2 :00 pm, subject to the acceptance of security deposits made in advance via the Swikly platform

Late arrival: in case of late arrival, the customer must absolutely notify the reception, which will explain the arrangements. If the client wishes to arrive outside the campsite access hours, or to change their arrival day, please refer to the "cancellations and modifications" section»

3- During the stay

It is up to the camper to ensure himself: the camper is responsible for monitoring his personal belongings (bicycles, etc.). The campsite declines all responsibility in the event of an incident involving the camper's civil liability.

All customers must comply with the provisions of the internal regulations. Only the persons whose names are entered in the reservation contract are authorized to access the establishment and its facilities.

Any person not listed in the booking contract must first obtain specific authorization from reception. Each tenant in title is responsible for the disturbances and nuisances caused by people who stay with him or visit him.

4- Departure

Rental accommodation: on the day of departure indicated in the contract, the rental accommodation must be vacated before 10 a.m. The accommodation will be left in a perfect state of cleanliness. The inventory will be checked after the client leaves by the campsite teams. Any broken or damaged object will be charged, as well as the restoration of the premises if necessary. The security deposit will be refunded within 15 days, after deducting any compensation withheld, on supporting invoices, for any damage noted by the inventory of the premises upon departure. The withholding of the deposit does not exclude additional compensation if the costs exceed the amount of the deposit.

- ✓ In the event that the accommodation has not been cleaned, a cleaning fee of a minimum value of €60 including tax will be requested.

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- ✓ For any delayed departure, except for the "Late Departure" option offered and purchased from the campsite, an additional day may be charged at the current nightly rate.

Camping pitches: on the day of departure indicated on the contract, the pitch must be vacated before 12 noon. The site will be left in a perfect state of cleanliness. Any item broken as a loan that has not been returned, cleaned or damaged will be charged, as well as any repair work if necessary. The security deposit will be returned within 15 days, after deducting any compensation withheld, on supporting invoices, for any damage observed. The withholding of the deposit does not exclude additional compensation if the costs exceed the amount of the deposit.

- ✓ In the event that the pitch has not been cleaned, a cleaning fee of at least €60 including tax will be charged.
- ✓ For any delayed departure, except for the "Late Departure" option offered and purchased from the campsite, an additional day may be charged at the current nightly rate.

5- Animals

Rental accommodation: Pets are allowed in the "Comfort" range only, except for the months of July and August (except dogs of the 1st and 2nd category not allowed on the entire site). When they are allowed, for a fee payable at the time of booking, they must be kept on a leash at all times, not to remain alone and unsupervised in the rental or on the location of the rental. They are prohibited near the pool and in buildings. The vaccination record for dogs and cats must be up to date.

Camping pitches: Pets are allowed on the campsite (except dogs of the 1st and 2nd category not allowed on the entire site) for a fee payable at the time of booking. When they are allowed, they must be kept on a leash at all times and not left alone without supervision on the site. They are prohibited near the pool and in buildings. The vaccination record for dogs and cats must be up to date.

VIII. RIGHT TO THE IMAGE

Any customer authorizes Arena Camping, as well as any person that Arena Camping wishes to replace, to be photographed, recorded or filmed during their stay at Arena Camping and to use said images, sounds, videos and recordings on all media. (in particular on the Arena Camping websites or Internet pages- including Facebook and Instagram- on presentation and promotion media and on travel or tourist guides). This authorization applies to both the client and the people hosted with him. Its sole purpose is to promote and animate the campsite and may in no way harm the reputation or integrity of people. This authorization is granted free of charge, for all countries and for a period of 5 years..

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IX. DISPUTE

In the event of a lack of conformity or an anomaly concerning the rental property or the assigned location, the client is required to inform the reception within a maximum of 24 hours.

- ✓ Any possible complaint regarding the non-compliance of services with contractual commitments can be reported by mail by registered letter with acknowledgment of receipt to ARENA CAMPING Quartier Acotz – Avenue Napoléon III – 64500 Saint Jean De Luz
- ✓ Envoi d'une copie de ce courrier au service clients à location@arenacamping.com

MÉDIATION

Dans le cadre d'un litige avec Arena Camping***, le client a la possibilité de contacter la Direction de la manière suivante :

- ✓ Envoi d'un courrier par lettre recommandée avec accusé de réception à ARENA CAMPING*** Quartier Acotz – Avenue Napoléon III – 64500 Saint Jean De Luz
- ✓ Sending a copy of this letter to the customer service at location@arenacamping.com

In accordance with the provisions of Article L 612-1 of the Consumer Code, any customer of the campsite has the right to resort free of charge to a consumer mediator for the amicable resolution of a dispute that would oppose it to the land operator. The contact details of the consumer ombudsman that the client can enter are as follows:

- ✓ By Internet by filling in the form provided for this purpose: www.medicys.fr
- ✓ By email: contact@medicys.fr
- ✓ Par post : 73 boulevard de Clichy 75009 PARIS
- ✓ By phone : 01 49 70 15 93

RESPONSABILITY OF ARENA CAMPING***

Arena Camping*** strives to ensure that the information published on the website of Arena Camping*** is as up-to-date as possible regarding the reception sites, and in particular the photos of presentation, descriptions, activities, leisure activities, services and operating dates. However, as this information is partly provided by partners or third parties, Arena Camping*** cannot guarantee that it is always accurate, up-to-date and complete. Arena Camping*** is, as such, only bound by an obligation of means.

For any questions, clarifications or requests for further information, please do not hesitate to contact us.

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INFORMATION TECHNOLOGY AND FREEDOM

The information provided by the customer when placing his order will not be transmitted to any third party. This information will be considered by Arena Camping*** as confidential. They will only be used by the internal services of Arena Camping***, for order processing and to strengthen and personalize communication and the offer of services reserved for clients of Arena Camping based on their interests. In accordance with the Data Protection Act of 6 January 1978, customers have a right to access, rectify and object to personal data concerning them.

For this, you just need to send us a request by mail at the address:

- ✓ Sending a letter to ARENA CAMPING Quartier Acotz – Avenue Napoléon III – 64500 Saint Jean De Luz
 - ✓ Sending a copy of this letter to the customer service at location@arenacamping.com
- N° SIRET : 449 573 310 00017

Pursuant to Article L.223-2 of the Consumer Code, we remind you that if you no longer wish to be contacted for commercial prospecting by phone, you have the possibility to register for free on the list of opposition to cold calling through the website bloctel.gouv.fr. This list applies to all professionals with whom you do not have a contractual relationship in progress.

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