

## RESERVATION TERMS & CONDITIONS 2022

Please print out a copy for yourself for information purposes.

We reserve the right to refuse this reservation, in which case you will be informed by e-mail.

Your reservation will only be considered accepted after we send you a confirmation by e-mail, and if the value of the down payment indicated on the reservation form that you have completed has been performed. In case of an incorrect calculation (for example if you have not added « linen », « electrical connection » or additional person or vehicle ...), the sum will be automatically adjusted. We ask you to send the down payment within maximum 8 days. We will send you a summary with the details of your stay, the services you chose in order to check your booking.

Please check that all the details are correct and are in accordance with what you have chosen. All subsequent changes will be charged in accordance with our prices.

**Do not forget to insure your personal belongings; the campsite is not responsible in case of damage (theft, fire, water...).**

**All related bank and exchange costs are at your charge.**

### Important!

**There is no reduction in case of late arrival or early departure.**

**In case of delay, the booking holds for 24 hours after that time, should we receive no written notice, we cancel the booking and keep the received sums. Any stay interrupted or shortened by you and for any reason cannot give rise to a refund.**

**Minors must be accompanied by their parents or legal guardians.**

### Rented accommodation

The prices include the maximum number of people indicated for each type of rented accommodation, one vehicle, gas, water and electricity, final cleaning and use of a personal safe. Arrival and departure date (Saturday, Sunday and Wednesday in high season).

For security and insurance reasons, it is strictly forbidden to overpass the maximal numbers of persons in each accommodation. A baby is considered as a person.

You should add the following compulsory charges to these prices:

- **Tourist tax: 0.66€/Pers.+18 years/day**
- **Garbage local tax: 0.25€/pers./day**
- **Non-refundable booking fees: 50€**
  
- A - For all bookings made less than one month before your arrival date, the full down payment must be paid right away, which includes:
  - The reservation fees,
  - The entire amount of the stay.
  
- B - For all bookings made less than two months before your arrival date, the payment must be scheduled as follows:
  - At the booking: the reservation fees + 75% of the entire rental amount.
  - One month before your arrival: the remaining 25%, which is the balance of the rental amount.
  
- C - For all bookings made less than three months before your arrival date, the payment must be scheduled as follows:
  - At the booking: the booking fees + 50% of the rental amount.
  - Two months before your arrival: 25% of rental amount.
  - One month before your arrival: the remaining 25%, which is the balance of the rental amount.
  
- D - For all bookings made more than three months before arrival date, the payment must be scheduled as follows:
  - At the booking: the reservation fees + 25% of the rental amount.
  - Three months before arrival date: 25% of rental amount.
  - Two months before arrival date: 25% of rental amount.
  - One month before arrival date: the remaining 25%, which is the balance of the rental amount.

**The terms & down payment must be honored. In case of delay, we cancel the booking and keep the received sums.**

If the first payment is done by credit card, the terms and down payment will be automatically charged according to the date of schedule.

**We cannot guarantee a specific Bungalow or Mobil-home number.**

**Keys will be given: from 6 PM.**

**Keys must be returned: at the latest 10 AM.**

**For Tamaris, Piana, Kallisté & Bavella: arrival and departure possible on Saturday, Wednesday & Sunday.**

**In low season, we don't make any difference between the areas Wednesday/Saturday and Sunday. Accommodations will be assigned depending on availability.**

**Pets are not allowed in the accommodations.**

**No extra tent allowed next to each accommodation.**

**Smoking is strictly forbidden inside bungalows/mobile-homes.**

#### **Retroactivity**

Promotional benefits and discounts are conditional (conditions are mentioned on the offer) and are not retroactive.

#### **Deposit**

**500 € for the rented accommodation (credit card only).**

Any broken, lost or out of order equipment during your stay will be charged.

The loss of the key will cost you **130€**. The loss of the double key will cost **50€**.

2 or 3 days prior to departure, make an appointment for the final check out of the accommodation.

No claim will be accepted in case of departure without inventory or final control.

**The accommodation must be left in a correct state (dishes done, rubbish cleaned, floor swept & WC cleaned) otherwise a final cleaning (65€) will be charged and no claim will be accepted.**

#### **I. General Cancellation conditions (Accommodation)**

**Please send us a written cancellation notice by letter or email**

1. More than 60 days before arrival: refund of the total paid deposit, except reservation fees.
2. Between the 59th and the 30th day before arrival: 50% of the total rental amount and the booking fees will be charged.
3. Between the 29th and the 15th day before arrival: 75% of the total rental amount and the booking fees will be charged
4. Less than 15 days before arrival or no show: no refund possible.
5. In all cases, the reservation fees are not refundable.

#### **II. Cancellation in the event of pandemic (Accommodation)**

1. In the event of total or partial closure of the establishment during the booked dates (forbidding total or partial access to guests, insofar as the Client is directly concerned by the enforcement of this measure) decided by the public authorities, and not attributable to the Service Provider, the amounts paid in advance by the Client for the booking will be refunded within 30 days. The reservation fees of 50€ are not refundable.

However, the Service Provider cannot be held liable for additional compensation beyond this refund of amounts already paid when booking the stay.

2. Notwithstanding the provisions of article I. General Cancellation conditions any cancellation of the stay due to the Client being infected by Covid-19 or any other infection considered to be part of a pandemic, which is duly justified, or is identified as a contact case, and that this situation calls into question its presence on the campsite on the planned dates will result in: a refund of the amounts paid in advance, except reservation fees of 50€.
3. Notwithstanding the provisions of article **I. General Cancellation conditions**, if the Client is forced to cancel the entire holiday due to government-imposed measures that do not allow citizens to travel (general or local lockdown, travel ban, closing of borders), even though the campsite is able to fulfil its obligation and to welcome Clients, the Service Provider will refund the amounts paid in advance, except reservation fees of 50€.
4. We can also propose you a voucher which can be used for a postponed stay. This voucher will be valid for 18 months from the date of your cancellation. The booking fees (50€) will be kept by Arinella Bianca.

## Camping pitch

The total value of the down payment corresponds to 30% of the total cost of the stay as you have calculated. In case of an incorrect calculation (for example if you have not added « linen », « electrical connection » or additional person or vehicle ...), the sum will be automatically adjusted.

**The balance has to be paid on site, on your arrival day.**

We accept reservations for a minimum of 3 nights, without specific days of arrival and departure.

The price for the camping package includes:

- **The pitch, two persons and one vehicle**

You should add:

- **Tourist tax: 0.66€/Pers.+18 years/day**
- **Garbage local tax: 0.25€/pers./day**
- **Non-refundable booking fees: 50€**
- **The price for the 10A electrical connection is 8€/day (if needed)**

### **I. General Cancellation conditions (Camping)**

**Please send us a written cancellation notice by letter or email.**

1. More than 1 month prior to arrival date: Refund of 100% of the sums paid (except booking fees).
2. Between the 30th and 15th day prior to arrival date: Refund of 75% of the sums paid (except booking fees).
3. Between the 15th day before arrival and the arrival date: Arinella Bianca will keep the whole amount paid.
4. In all cases, the reservation fees are not refundable.

### **II. Cancellation in the event of pandemic (Camping)**

1. In the event of total or partial closure of the establishment during the booked dates (forbidding total or partial access to guests, insofar as the Client is directly concerned by the enforcement of this measure) decided by the public authorities, and not attributable to the Service Provider, the amounts paid in advance by the Client for the booking will be refunded within 30 days. The reservation fees of 50€ are not refundable.

However, the Service Provider cannot be held liable for additional compensation beyond this refund of amounts already paid when booking the stay.

2. Notwithstanding the provisions of article **I. General Cancellation conditions** any cancellation of the stay due to the Client being infected by Covid-19 or any other infection considered to be part of a pandemic, which is duly justified, or is identified as a contact case, and that this situation calls into question its presence on the campsite on the planned dates will result in: a refund of the amounts paid in advance, except reservation fees of 50€.
3. Notwithstanding the provisions of article **I. General Cancellation conditions**, if the Client is forced to cancel the entire holiday due to government-imposed measures that do not allow citizens to travel (general or local lockdown, travel ban, closing of borders), even though the campsite is able to fulfil its obligation and to welcome Clients, the Service Provider will refund the amounts paid in advance, except reservation fees of 50€.
4. We can also propose you a voucher, which can be used for a postponed stay. This voucher will be valid for 18 months from the date of your cancellation. The booking fees (50€) will be kept by Arinella Bianca.

### **Modifying a stay**

On request you can change your stay (date or type of accommodation) to the extent of the availability and accommodation possibilities.

No postponement will be accepted for next season.

If the amount of the new stay is higher, the difference between the two reservations is due.

Please note, in case of change of the stay, you will not be able to benefit from the promotions subsequent to your initial booking: the date of the first booking being authentic.

If the provider is not able to modify your stay, the first stay will be maintained except if you decide to cancel it.

## Mediation of consumer disputes

In accordance with Article L. 612-1 of the French Consumer Code, within one year of its written complaint to customer service, subject to Article L.152-2 of the French Consumer Code, you have the option of submitting a request for amicable resolution through mediation:

**Médiateur de la Consommation : CM2C.net**

- **By internet :** <https://www.cm2c.net>
- **By mail :** CM2C.net - 14, Rue Saint-Jean – F-75017 Paris

## Right of withdrawal

In accordance with the provisions of Article L 221-28 12° of the French Consumer Code, Arinella Bianca informs you that the sale of accommodation services provided on a specified date, or according to a specified frequency, is not subject to the provisions relating to the 14-day withdrawal period.

## Image Reproduction Rights

You give us permission to, as well as to any person chosen by Arinella Bianca, to take photographs of you, to record you or to film you during your stay with Arinella Bianca and to use the resulting images, sounds, videos and recordings using any media (especially on Arinella Bianca websites and app., including Facebook, Instagram and YouTube on Arinella Bianca and promotion media and on travel and tourism guides). This permission applies for you as well as for people staying with you. The sole purpose of this is to promote and to provide information about Arinella Bianca and the Arinella Bianca network, and may, in no event, damage your reputation. This permission is provided free of charge for all countries and for a period of 5 years.

## Data-Processing and Liberties

The information you provide us with at the time of your booking will not be transmitted to any third party. Arinella Bianca shall treat this information as confidential. It shall be used only by the Arinella Bianca internal services for processing your booking and to reinforce and personalize communication and the services offered to Arinella Bianca customers concerning your centers of interest. In accordance with the data processing and liberties law of 6 January 1978, you have the right to access, amend and change personal data relating to you. To do this, simply write to us at the following address, stating your full name and address:

Camping Arinella Bianca  
Route de La Mer  
F-20240 Ghisonaccia  
FRANCE  
N° SIRET: 301 075 065 00013

## Opening dates\*

*\*Entertainment and services opening dates may vary according to occupation rate.*

**From 30.04 to 15.10.2022**

**Bar, Restaurant:** from 30.04 to 14.10.2022

**Mini market:** from 30.04 to 14.10.2022

**Animation:** from 04.06 to 23.09.2022

**Mini club:** from 06.06 to 10.09.2022

**Teen Club:** from 04.07 to 03.09.2022

**Wellness center:** from 27.06 to 23.09.2022

**Spa Pool:** from 30.04 to 14.10.2022

**Swimming pool:** from 30.04 to 14.10.2022