

BOOKING AND SALES TERMS AND CONDITIONS

CAMPING USHUAIA VILLAGES LES MYOTIS ***



These general terms and conditions of sale aim to define the rights and obligations of the parties in the context of renting camping pitches and/or rental accommodations within our campsite.

By booking a pitch and/or accommodation at our campsite, you acknowledge that you have read and accepted these general terms and conditions of sale.

PREAMBLE

Camping USHUAIA VILLAGES LES MYOTIS*** is open from 01/05 to 30/09. The reception is open during high season from 8:00 a.m. to 12:00 p.m. and from 2:00 p.m. to 7:00 p.m. (from 4:00 p.m. to 6:00 p.m. in low season).

The reservation becomes effective upon receipt of confirmation from Camping USHUAIA VILLAGES LES MYOTIS and must be presented upon your arrival.

This reservation contract is issued in a specific name, strictly personal, and non-transferable.

You must be able to provide proof at any time during your stay that you are covered by civil liability insurance.

01 / Services

Camping Les Myotis offers:

Bare pitches for tents, caravans, vans or motorhomes.

The price of the stay is calculated based on a basic package which includes the rental of the pitch, the possibility for **1 or 2 people** to stay there, the installation of **1 motorhome, van or 1 vehicle with a tent or caravan**, as well as access to reception facilities, entertainment activities (some of which require an additional fee), and sanitary facilities.

Rental accommodations such as mobile homes, lodge tents, cabatentes and cottages. The basic package includes the rental of the accommodation depending on its capacity:

- 2 people for the **1-bedroom non-sanitary Home**,
- 4 people for the **Comfort Home, Comfort Home with air conditioning and lodge cabatente**,
- 5 people for the **cottages and lodge pilotis**.

The package also includes **water, gas and electricity charges**, parking for **one vehicle** (inside the campsite or in the external parking area), access to reception facilities, entertainment activities (some of which require a fee), and sanitary facilities.

Additional charges and services (electricity, extra person or tent, pets, options, etc.) not included in the base package may be added.

02 / Security Deposit (Damage Deposit)

A security deposit will be required upon your arrival at the campsite.

This deposit can be paid in two ways:

- by bank cheque
- or by credit card imprint

The amount is **€300**.

It will be requested following your reservation or upon arrival and will be returned at the end of your stay and **no later than eight days after your departure by mail.**

However, we reserve the right to retain part or all of the deposit in case of damage to the accommodation and/or its contents and/or campsite equipment. We also reserve the right to deduct **€80 for cleaning fees if the accommodation has not been cleaned** upon departure and **€65 if cleaning has not been done properly.**

A detailed inventory is available in the welcome booklet of each accommodation. The guest must check it and report any missing or damaged items within **24 hours of arrival.**

Cleaning must be done on the morning of departure:

- dishes washed and stored
- floor swept and washed
- sanitary facilities and toilets cleaned
- refrigerator and freezer cleaned and defrosted
- bins emptied and cleaned

If you have taken the **cleaning package**, dishes must still be washed and stored, floors swept, and bins emptied.

The security deposit does **not constitute a limit of liability for the customer.**

03 / Booking Conditions – Booking Fees

Reservations must be made by a contracting party **aged 18 or over with legal capacity.** The person must not be under guardianship or curatorship and must be present for the entire stay.

Reservations are **strictly personal** and may not be transferred or sublet without prior consent from the campsite.

Reservations can be made:

- online at www.camping-les-myotis.com
- by phone at **+33 4 92 61 43 20**

The reservation becomes effective **only after our agreement** and the payment of:

- **30% deposit**
- **€9 booking fee for pitches**
- **€20 booking fee for rental accommodations**

A confirmation will then be sent to you.

Any reservation made **less than 30 days before the arrival date must be paid in full at the time of booking.**

If we are unable to accept your reservation, your payment will be **fully refunded.**

The campsite will take your pitch preferences into account whenever possible but **cannot guarantee them.** If the requested dates or pitch numbers are unavailable, alternative solutions close to your request will be proposed.

04 / Rates, Tourist Tax and Eco-Contribution

Prices are indicated **in euros, all taxes included (TTC)** and do **not include the tourist tax.**

The VAT rate applied to accommodation is currently **10%.** Any change in this rate between the booking date and the stay will result in a price adjustment.

The campsite uses **dynamic pricing**, meaning prices may increase or decrease depending on demand. Therefore, different clients may pay different prices for the same stay. Clients who paid a higher price cannot claim a refund of the difference.

The **tourist tax** is collected throughout the campsite opening period. Its amount is determined per night and per **adult (18 years and older).**

An **eco-contribution** is also charged per night, per person and per pet. This corresponds to environmental taxes related to natural resource use and waste treatment (wastewater, household waste, etc.).

Additional fees (extra person, vehicle, tent, pets, etc.) are **not included in the packages**.

Prices may change depending on economic and commercial conditions. The **contractual price** is the one stated in your booking confirmation.

05 / Payment Terms

Your reservation or stay may be paid by:

- credit card (Visa, Mastercard)
- French or international bank transfer
- ANCV holiday vouchers (paper or Connect) still valid

ANCV vouchers must be sent **by registered mail with acknowledgment of receipt and without staples**.

For passing customers without reservation, the **first night must be paid immediately**. If you wish to extend your stay, you must inform reception and the balance must be paid **no later than the day before departure** during reception opening hours.

For rentals and pitches, the **balance must be paid in full 30 days before arrival**. If not paid within this time frame, the booking will be considered cancelled and cancellation conditions will apply.

No discount will be granted for **late arrival or early departure**.

06 / Right of Withdrawal

According to **Article L221-28 12° of the French Consumer Code**, the right of withdrawal does not apply to accommodation, transport, catering, or leisure services provided on a specific date or period.

07 / Stay

a) Minors

Unaccompanied minors are not accepted. A parental authorization and copy of the parent's ID must be presented on arrival.

b) Maximum capacity

For safety and insurance reasons, the number of occupants must not exceed the capacity of the reserved accommodation or pitch (**1 to 6 people maximum depending on type**, including babies). If exceeded, the campsite reserves the right to refuse access **without refund**.

c) Arrival & Departure

The final pitch or accommodation will be assigned **at reception on arrival**.

Camping pitches

- Available from **2:00 PM**
- Must be occupied **before 8:00 PM**

Rental accommodations

- Available from **4:00 PM**
- Must be vacated **by 10:00 AM on departure day**

In high season, arrivals take place **Wednesday and Saturday**.
A departure inspection appointment must be scheduled **the day before departure**.

Minimum stay:

- **2 nights in low and mid season**
- **7 nights in high season**

Pitches must be left **clean**.

Late arrivals or early departures do **not entitle the guest to a refund**. Without news after **24 hours**, the campsite reserves the right to re-sell the stay.

d) Wristband

Wearing the **"Camping Les Myotis" wristband** is mandatory during the entire stay.

e) Insurance

Campers must insure their caravan, tent, equipment and civil liability. The management declines responsibility for **loss, theft or damage** caused by third parties.

f) Temporary unavailability of services

Certain services (swimming area, snack bar, activities, entertainment, etc.) may be temporarily unavailable. No refund or compensation will be provided.

g) External visitors

For safety and comfort reasons, **external visitors are not allowed inside the campsite**.

h) Pets

Dogs and cats are allowed (except **category 1 and 2 dogs**) with an additional fee. Pets must be **kept on a leash**, must not be left alone, and must not climb onto beds or sofas in rental accommodations. Vaccination records must be presented upon arrival.

i) Charging electric or hybrid vehicles

Charging vehicles **within the campsite is strictly prohibited** (pitches, sanitary buildings, mobile homes). Nearby charging stations are available outside the campsite.

j) Access to the artificial swimming area

Access is **reserved for campsite guests only**. Pets are not allowed. One **night spent = one entry valid for the whole day**. The departure day does not include access.

In low season, the swimming area is **unsupervised**, and parents remain responsible for supervising their children.

08 / Modification of Stay

You may request a change of dates or accommodation type **at least 30 days before arrival** by email.

A stay can be **modified only once**.

If the new stay is more expensive, the difference must be paid **30 days before the new arrival date**. If cheaper, the campsite keeps the price difference as compensation.

09 / Cancellation

Any reservation not paid in full in accordance with the general terms and conditions of sale will be cancelled.

In the event of cancellation on our part, you will receive a full refund of all amounts paid.

In the event of cancellation on your part, the amount paid will be retained by Camping USHUAIA VILLAGES LES MYOTIS***, which may also require payment of the total cost of the stay. No refund will be made in case of cancellation.

We therefore recommend that you take out insurance covering the consequences of cancellation or interruption of your stay. We offer optional cancellation insurance through Neat Assurances. This insurance offer (optional) guarantees reimbursement of your stay in the event of unforeseen circumstances before your arrival, and also covers you in case of interruption of your stay, replacement vehicle, veterinary expenses, etc.

In brief:

1. Simplicity and speed: A simple process ensuring reimbursement within 48 hours in case of cancellation.
2. Universal coverage: Whether you are travelling with family, friends, or alone, everyone is covered, with no restriction based on family relationship.
3. Easy online claims: Simplify your process with a user-friendly online declaration for quick incident management.
4. Flexible cancellation: Cancel your stay with or without justification—we understand that unforeseen events can happen at any time.
5. Rates: Camping pitch: 5.5% (incl. VAT) of the total stay price – Accommodation rental: 5.5% (incl. VAT) of the total stay price.

10 / Termination of the Contract Due to Customer Fault

The contract may be terminated automatically if:

- the campsite rules are repeatedly violated
- the guest fails to arrive within **24 hours** without notice

In such cases, **no refund will be made**.

11 / Complaints and Disputes

Any complaint must be sent **by registered letter within 20 days after the stay**.

If no amicable solution is found within one month, the client may refer to the following consumer mediator:

CM2C – Centre de la Médiation de la Consommation de Conciliateurs de Justice
49 Rue de Ponthieu

75008 Paris France

Website: www.cm2c.net

12 / Image Rights

Camping Les Myotis may take photos or videos for promotional purposes. Guests may **refuse this upon arrival**.

13 / Personal Data

Certain personal data may be collected when booking or during the stay:

- Name and surname
- Phone number
- Email address
- Date of birth
- Nationality
- ID or passport number

These data are processed based on:

- **your consent**
- **the necessity of executing the reservation contract**

Data are kept for **5 years after the end of the stay**, unless a dispute requires longer retention.

In accordance with **French Data Protection Law (Loi Informatique et Libertés)**, individuals have the right to access, rectify, delete, oppose, restrict processing, and transfer their data.

Requests must be sent by registered letter to:

SAS MYOTIS CAMP

Route du Val de Sasse

04250 Clamensane – France

Complaints may also be filed with the **CNIL** (www.cnil.fr).

14 / Liability of Camping Les Myotis

The client acknowledges that Camping Les Myotis cannot be held responsible for information communicated by partners. All photos and texts on the website are **non-contractual and for illustrative purposes only**.

NOTE

Neither brochures nor websites are immune to **typographical errors, outdated information or incomplete content**. If in doubt about any important detail when choosing your holiday, we recommend contacting us directly to verify the information.

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