



CGV-2023-V1-05-12-2022

Oyam and La Résidence Rental Terms and Conditions

1) Availabilities :

Contact us by telephone to find out about rental periods.

2) Rates:

The rates indicated are guaranteed until December, 31st 2022.

The campsite reserves the right to change the prices at any time after the date indicated.

Offers and promotions are not retroactive and cannot be combined with each other.

Stays will be invoiced on the basis of the rates in effect on the day of booking, subject to availability. It is recommended to check the applicable rates by contacting directly the campsite.

3) Booking become final :

It only takes place after receipt of the completed, dated and signed booking contract, payment of the deposit equal to 25% of the total amount of the stay plus 25€ booking fee (10€ out of July/August) and after written confirmation from the campsite management.

The simple payment of a deposit does not in any way constitute a guarantee of reservation.

Booking are non-transferable.

4) Payment :

The balance of the rental fee must be paid in full no later than 30 calendar days prior to your scheduled arrival for the campsite. Past this date, if payment remains outstanding, Oyam Management reserves the right to cancel the booking and require the payment of the balance due.

Bookings made less than 30 days prior to arrival must be paid in full at the time of the reservation.

On the day of arrival, a €200 security deposit and a €85 cleaning deposit will be required for campsite accommodation, and a €300 security deposit and a €95 cleaning deposit will be required for La Résidence self-catering flats. The security deposit will be returned the day you leave minus any deductions for necessary repairs of any damage caused to the property under your responsibility. A €85 cleaning fee for campsite accommodations and an €95 cleaning fee for the apartments may be applied if a rental property is left improperly cleaned.

Extra rentals on request :

Bed linen : €10 per bed.

Baby accessories (bed, chair and bath) : €4,50 per night.



5) Cancellation:

Cancellation COVID-19 :

- If you or one of your companions is declared positive at covid-19 between D-15 and the day of your planned arrival date, you will benefit from a postponement of your stay for 18 months or a full refund of the sums paid.
- If you or one of your accompanying persons is declared a "contact case" between D-15 and the date of your planned arrival, you will benefit from a postponement of your stay within 18 months or a full refund of the sums paid.
- If your main place of residence is located in a confinement zone on the dates of your stay, you will automatically benefit from a postponement of your stay for up to 18 months at no charge.

You benefit from a withdrawal period of 10 days from the day of receipt of your reservation request.

In any other case, the total amount of the stay must be paid 30 days before your arrival date.

Any stay started is not eligible for a refund for early departure.

Cancellation fees :

- Stays booked during the early-booking offer can be cancelled free of charge up to and including 31 January 2023.

Other cases:

DATE OF CANCELLATION	CANCELLATION FEE PAYABLE BY THE CUSTOMER
D-60 DATE OF STAY AND OVER	25% OF THE TOTAL AMOUNT OF THE STAY
D-59 TO D-29 OF THE STARTING DATE OF THE STAY	50% OF THE TOTAL AMOUNT OF THE STAY
D-28 TO D-3 OF THE STARTING DATE OF THE STAY	90% OF THE TOTAL AMOUNT OF THE STAY
D-2 START DATE OF THE STAY	100% OF THE TOTAL AMOUNT OF THE STAY

6) Late arrival:

If a renter fails to inform Oyam's Main Office of an anticipated delay in arrival, the rental property will become available until 10:00 am the day after it was due to be occupied by the renter and the total amount for the rental will have to be paid.

7) Tourist Tax:

The State imposes a €0,66 per diem tourist tax on all occupants aged 18 and up in mobile homes, canvas bungalows and lodge tents. The State imposes a €1,30 per diem tourist tax on all occupants aged 18 and up in self-catering flats.

8) Number of occupants per accommodation:

Each property has a maximum number of allowed occupants which, in no case, may be exceeded.



9) Pets :

Pets vaccinated, tattooed or identified with implanted microchips are now admitted, except dangerous attack and certain guard dogs (categories 1 and 2 under French law) in all La Résidence and Campsite accommodation. They must be kept on a leash at all times. It is strictly forbidden to leave animals alone even if they are locked up or left inside your lodging. Never leave an animal in a closed vehicle.

10) Oyam Bracelet:

All occupants are required to wear the bracelet at all times while on the property.

11) Rules and Regulations:

All occupants must respect the establishment's rules and regulations.

12) Services/activities :

Depending on the health situation, the government may have to modify the health instructions during the year, instructions which could lead us to modify the content of certain services or activities. Under no circumstances can these changes be the subject of requests for price reductions, nor reimbursement, even partial, of the amounts paid.

13) Legal Contests:

The English version is a translation as faithful as possible of the French version. However, in case of dispute only the French version will prevail. In case of dispute and having seized the "customer" service of the campsite. Every customer of the campsite has the possibility of seizing a « mediator » in a deadline of one year from the date of written complaint, by registered mail.

The address and phone number of the mediator the customer can seize, are the following ones:
Bayonne Médiation 32 rue du Hameau 64200 Biarritz France