



## General conditions of reservation

### Payment

Reservation fee is €17,50 (accommodations and pitches)

For all reservations a deposit is required.

- 100% for stays of one night.
- 50% for stays of 2 or 3 nights.
- 30% for stays longer than 3 nights.

To validate your booking we kindly ask you to pay the deposit within 14 days after you have received our confirmation.

### Bank accounts camping La Garenne :

- Crédit Agricole La Voulte s/Rhône, IBAN FR76 1390 6000 0544 5295 3805 037.
- ABN AMRO, Pays-Bas, IBAN NL54 ABNA 055 08 12 148.

If the payment isn't received in time, we have the right to regard a reservation as being cancelled.

### The balance

The balance must be paid 8 weeks before your arrival at the campsite.

### Reservation within 10 weeks

In case of booking within 10 weeks before arrival, the total amount is to be paid at once.

### Arrival and departure

For pitches the check-in time is 12pm and check out time is 12pm.

For accommodations the check-in time is 16pm and check out time is 10am.

### Shortened stay and no show

You are due each night that you have reserved. On no account a refund can be made in case of, cancellation, delayed arrival, advanced departure.

If your arrival is delayed, you should contact the campsite as soon as possible. However, in case you do not arrive at all, and no message has reached us, we will keep the pitch for you until 2 pm the next day. After that we will dispose of it, in which case your prepayment is not refundable.

## Cancellation

If you wish to cancel a confirmed booking you must let us know by email.

Our cancellation charges are calculated according to the time between when we receive notification from you that you wish to cancel your booking and the start of your booking.

Our cancellation charges are set out below:

- in case of cancellation up to 8 weeks before the day of arrival: 25% of the travel sum.
- in case of cancellation within 8 to 4 weeks before the day of arrival: 75% of the travel sum.
- in case of cancellation within one month before the day of arrival: 90% of the travel sum.

Reservation fee is not refundable.

In order to avoid unnecessary inconvenience on your part, it is advisable to take out cancellation insurance with an insurance company.

## Force majeure or unforeseen circumstances

By force majeure or unforeseen circumstances we mean a situation prior to arrival that causes the accommodation to be in such a state that it is no longer suitable for renting. Examples of this are a natural disaster such as a forest fire or flooding, a double reservation and so on. In the situation described above we can proceed to canceling the reservation. We will inform you of this in writing or by telephone, including the reasons of cancellation. We will then provide you with a suitable and equal offer without additional costs.

If we are unable to offer you a suitable alternative offer or if you do not agree with the alternative that we offer, we will then proceed to refund the deposit or the total amount of the reservation that had already been paid.

In the situation described above we cannot be held liable for any other services that you reserved and/or have paid for.



## Official rules for campsites and residential leisure parks

### 1 - CONDITIONS OF ADMISSION AND PERMISSION TO STAY

Permission to enter, to occupy an emplacement or to stay on a campsite can only be given by the campsite manager or his representative. The manager is responsible for the good upkeep of the campsite and to ensure that the present rules are respected.

Staying on the campsite implies full acceptance of all the present rules and engagement to comply with them.

Domicile (or permanent residence) cannot be elected on the campsite.

### 2 - POLICE FORMALITIES

Unaccompanied minors can only be admitted with written permission from their parents.

On arrival, in application of article R. 611-35 of the code of immigration and right of asylum, all clients of foreign nationality are required to complete a police index card with the following information:

- name and first names
- date and place of birth
- nationality
- permanent address

Children under the age of 15 can be included on one of their parents' cards.

### 3 - INSTALLATION

All units of accommodation and camping equipment must be set up within the emplacement indicated and according to the directives of the campsite manager or his representative.

### 4 - RECEPTION

Open from 8.00am to 10.30pm (July/August) and from 8.30am to 10.00pm (April/May/June/September).

Information on the campsite services, restaurants and shops, sports facilities, tourist attractions and useful addresses in the surroundings area can be found in the reception.

Customer satisfaction and complaints are also dealt with at the reception desk.

### 5 - DISPLAY

The present rules are displayed at the entrance of the campsite and in the reception office. a copy is available upon request.

Officially rated campsites will display their star-rating, their "tourism" or "leisure" status, and number of pitches assigned to each category.

Prices of all the services on offer are on display at the reception, according to the conditions fixed by ministry of customer affairs.

## 6 - DEPARTURE INFORMATION

Please inform the reception of your intended departure on the previous day. Customers intending to leave before the reception opens are required to pay for their stay on the day before they leave.

## 7 - NOISE AND SILENCE

Please avoid any noise or discussion which may disturb your neighbors. Audio equipment and power-tools must be adjusted accordingly.

Please close car doors and boots as quietly as possible.

Dogs and other animals must be kept on a leash and under constant supervision. They must not be left locked-up or alone on the campsite in the absence of their owners, who are considered civilly responsible of them. The management is responsible for the tranquility of customers, and fixes the times when silence must be total.

## 8 - VISITORS

Visitors may only enter the campsite after permission has been given by the management, and are admitted under the responsibility of the clients who receive them. Customers may meet their visitors at the reception. Visitors may use services and facilities of the campsite. However, they may be required to pay a fee for the use of these facilities ; the price is displayed at the entrance of the campsite and at the reception.

Visitors' vehicles are prohibited inside the campsite.

## 9 - CIRCULATION AND PARKING

Restricted speed-limits apply to all vehicles inside the campsite.

Traffic is permitted from 7 am to 22.30 pm.

Residents' vehicles only are allowed. Parking is strictly forbidden on the emplacements, unless a parking space has been attributed for this purpose. Please make sure that parked vehicles do not hinder circulation within the campsite, or prevent new arrivals from setting-up camp.

## 10 - ASPECT AND APPEARANCE OF FACILITIES

Please refrain from any action which may detract from the cleanliness, hygiene and aspect of the facilities, especially in the toilet blocks.

Please use the installations provided for the disposal of waste-water, as it is forbidden to let it run directly onto the ground or into the gutters.

Household rubbish and waste of all types must be disposed of in the bins provided.

Clothes-washing and dish-washing is forbidden outside the sinks provided for these purposes.

Washing should be hung out to dry in the central drying area, if there is one. However, there is a tolerance for washing to be discreetly hung out to dry until 10.00am near to your accommodation, providing that it does not disturb your neighbors. It must be hung on a proper dryer, and not on lines strung up between the trees.

Please respect the plants, trees and flowers. Do not nail into trees, cut any branches or pick the flowers. Digging is prohibited and it is forbidden to plant anything, or to delimit an emplacement by any personal means.

All damage to the campsite's property will be charged to the perpetrator.

All clients undertake to maintain the emplacements in the condition they found them on arrival.

## 11 - SECURITY

### a) Fire prevention

Charcoal barbecues and open fires are strictly forbidden. All cooking equipment must be kept in good working order and must not be used in dangerous conditions.

All fires must be reported immediately to the management. Please use the fire-extinguishers if necessary.

A first-aid kit is available at the reception.

### b) Theft

The management is only responsible for objects on deposit at the reception, and for the general surveillance of the campsite. Customers are responsible for their own belongings and accommodation, and must take every precaution to safeguard their own possessions. Please report the presence of any suspicious people.

## 12 - GAMES

No violent or noisy games may be organized near to the installations.

Indoor communal areas may not be used for rough games.

Children are the entire responsibility of their parents, and must be kept under permanent supervision.

## 13 - CARAVAN STORAGE

Unoccupied caravans may be stored with prior agreement of the management, and on a place indicated by them. There may be a charge for this facility.

## 14 - IN CASE OF INFRINGEMENT OF PRESENT RULES

Residents who disturb the comfort of other customers, or who do not respect the present rules, may be ordered by the management to cease all trouble, either verbally or in writing, should it be deemed necessary.

In case of serious or repetitive infringement, and after warning as above, the management may cancel the contract.

In case of criminal infraction, the management may call the police.