

## TERMS AND CONDITIONS

For rentals :

Reservation : for validation, you must return the reservation contract accompanied by the deposit of 30% of the total amount of the stay including the administration fee of €15.

The balance must be paid 30 days before your arrival date unless agreed with management.

The reservation: It is only effective after the return of the reservation contract signed by the manager acknowledging receipt of the deposit and the contract.

Rental: It will be at your disposal from 4 p.m., your arrival is possible until 8 p.m. You must vacate the rental before 10 a.m. on the day of your departure.

The stay: It takes effect on the day of reservation, in the event of delayed arrival or early departure no price reduction will be granted.

The deposit : The equipment for each rental is subject to a detailed inventory. The tenant must check and report any anomaly on the day of arrival. A deposit of €300 for the mobile homes and €500 for the chalet will be requested upon your arrival by creditcard and €80 for cleaning by credit card as well. They will be destroyed at the end of the stay after inventory. If the exit inventory cannot be carried out during office hours, you will be informed by email or telephone of the outcome of the deposit. It guarantees loss, breakage, degradation of equipment and cleanliness. Cleaning of the mobile home is the responsibility of the tenant. At the end of your stay, the mobile home must be returned in perfect clean condition inside and in the immediate surroundings. Otherwise, you will be charged a flat rate of €80 for cleaning. If you do not wish to do the cleaning, you can request the cleaning package 48 hours before your departure.

For camping place :

Reservation : for validation, you must return the reservation contract accompanied by a deposit of 25% of the total price of the stay including the administration fee of €7. The deposit is deductible from the stay if the duration of the stay is respected.

The base price includes a camping place for 1 to 2 people (if more people a rate applies, maximum 6 people in total) and a vehicle (tent, caravan or motorhome), access to reception infrastructure.

There is also a basic price for a "motorhome stop" 1 to 2 peoples (arrival after 6 p.m. and departure the next day before 10 a.m.), as well as a camping place for 1 person and 1 bicycle.

Additional costs (electricity, additional person, pets, additional vehicle, tourist tax, contribution to household waste, etc.) are not included in the base price and will be added to it.

The camping place : It will be at your disposal from 3 p.m., your arrival is possible until 8 p.m. You must vacate the pitch before 11 a.m. on the day of your departure.

Payment for the stay must be made no later than the day before departure. For any delayed departure, you may be charged an additional day at the current nightly rate.

You will be asked a deposit of 100 euros for the rental of a refrigerator.

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Payment of the deposit can be made either by :

Credit card on our online reservation system or by phone,, transfer.

For the credit transfer here are our bank details:

Our international account number (IBAN): FR 76 3000 4019 6900 0101 5626 770

Bank identification code (BIC) : BNPAFRPPXXX Name of the bank : BNP Paribas in Biars sur Cère

Address : BNP PARIIBAS BIARS CERE - Name of account holder : SAS VINTAGE LES GRANGES

### Insurance

The tenant must have civil liability insurance for fire, bad weather, natural disasters, etc.

He must inform his insurer of his rental at the Les Granges campsite.

### Cancelation

We strongly advise you to take out cancellation insurance from our service provider CAMPEZ COUVERT, the subscription document is available on our website, the link is automatically made when you book online if you opt for the option.

### Access

The campsite is open from May 4 to September 28, 2024.

The reception office is open in high season from 9 a.m. to 1 p.m. and from 3 p.m. to 8 p.m.

And in low season from 9 a.m. to 12 p.m. and from 3 p.m. to 7 p.m.

The campsite is open from 8 a.m. to 10 p.m.

After 10 p.m. you will have to park your vehicle in the outdoor car park.

### Groups and minors

Groups must be supervised by qualified guides.

No minor is accepted without the presence of a parent.

### Eco-participation

You will be asked to contribute to household waste for any stay in our campsite, i.e. :  
€0.50/night/stay.

### Animals

Animals kept on a leash are allowed on the site and must under no circumstances be left alone on the pitch or in the rental accommodation. They must be vaccinated, tattooed and treated against fleas.

They are not allowed inside the grocery store and the swimming pool.

We do not accept category 1 and 2 dogs.

### Disputes

In the event of a dispute and after contacting the establishment's "customer" service, any campsite customer has the possibility of contacting a consumer mediator, within a maximum period of one year from the date of the written complaint. , by LRAR, to the operator.

The contact details of the mediator likely to be contacted by the client are as follows :

CM2C, 49 rue de Ponthieu 75008 PARIS Telephone: 01 89 47 00 17.

## **CONDITIONS OF ADMISSION**

To be allowed to enter and stay on the campsite, you must have been authorized to do so by the manager, it is your obligation to ensure the good maintenance and good order of the campsite, as well as compliance with the application of these internal regulations.

Staying on the campsite implies acceptance of the provisions of these regulations and the commitment to comply with them.

### **FORMALITIES**

Anyone who needs to stay at least one night on the campsite must first present their identity documents and complete the formalities.

### **FACILITY**

The tent, caravan or campervan and related equipment must be installed at the indicated location, in accordance with the instructions given by the manager.

### **RECEPTION DESK**

The reception is open from 9 a.m. to 1 p.m. and from 3 p.m. to 7 p.m. in low and mid season, and from 9 a.m. to 1 p.m. and from 3 p.m. to 8 p.m. in high season.

### **ROYALTIES**

Fees are paid at the reception office, their amount is displayed at the entrance to the campsite, they are due according to the number of nights spent on the site, users of the campsite are invited to notify the reception office of their departure the day before, campers intending to leave before opening time must pay their fees the day before.

### **SOUNDS/SILENCE**

Users of the campsite are urged to avoid any noise and discussion that could disturb their neighbors; sound devices must be adjusted accordingly.

There must be total silence from midnight to 7 a.m.

You are asked to move silently in the aisles, in the bathrooms and to respect your neighbor's sleep after midnight.

## DOGS/ANIMALS

Animals are accepted at the campsite up to 2 per pitch or rental.

Dogs and other animals must never be let loose, nor ever be left at the campsite, even locked up in the absence of their owners and are civilly responsible.

Dogs must be kept on a leash and vaccinated in accordance with current legislation.

Category 1 and 2 dogs are not accepted at the campsite.

## VISITORS

Access to the campsite is strictly reserved for customers.

Visitors are allowed on the campsite under the responsibility of the campers who receive them.

You will need to pay a fee of 2.00 euros per person in low and mid season, and 2.50 euros in high season.

Visitor cars are prohibited on the grounds.

## TRAFFIC AND PARKING OF VEHICLES

The campsite is closed from 10:00 p.m. to 8:00 a.m.

After 10:00 p.m., please leave your vehicle in the outdoor parking lot.

For the safety of your children, speed is limited inside the campsite to 10 km/h.

Only vehicles belonging to campers may circulate on the campsite.

## CARE AND APPEARANCE OF FACILITIES

Everyone is required to refrain from any action which could harm the cleanliness, hygiene and appearance of the campsite, in particular the sanitary facilities.

It is prohibited to throw wastewater on the ground and in the gutters; "caravanners" must empty the wastewater into the facilities provided for this purpose.

Household waste, waste of all kinds, paper must be placed in bins and composters.

Washing is strictly prohibited outside of the bins provided for this purpose.

Campers are prohibited from hammering nails into trees, cutting branches, or planting.

It is also not permitted to demarcate the location of an installation by personal means, nor to dig the ground.

Any damage to vegetation, fences, land or installations will be the responsibility of the perpetrator.

The pitch, which will have been used during the stay, must be maintained in the condition in which the camper found it when entering the premises.

## SECURITY

### Fire

Open fires (wood, coal, etc.) are strictly prohibited, stoves must be kept in good working condition and not used in dangerous conditions.

In the event of a fire, immediately notify management, fire extinguishers can be used if necessary, a first aid kit is available at the reception desk.

### Shoplifting

The management is responsible for objects left at the reception office and a general obligation to monitor the campsite, the camper remains responsible for his own installation and must report the presence of any suspicious person to the manager.

Land users are invited to take all the usual precautions to safeguard their equipment.

## GAMES

No violent or annoying games can be organized near the facilities, the games room located in the bar cannot be used for hectic games.

Children must always be under the supervision of their parents.

## DEAD GARARE OR LOCATION WAITING FOR CARAVAN

Unoccupied equipment may only be left on the campsite after agreement with management and only in the indicated location.

A fee will be requested.

## BREACH OF INTERNAL RULES

In the event that a camper disrupts the stay of other users, or does not respect the provisions of these internal regulations, the person in charge may orally or in writing if he deems it necessary, give the latter formal notice to stop the disturbance.

In the event of a serious or repeated violation of the internal regulations and after formal notice by the person responsible to comply with them, he or she may terminate the contract.

In the event of a criminal offense, the person responsible may call the police.

## POOL

The swimming pool opens from 10 a.m. until 8 p.m.

Swimming is unsupervised, children must be supervised by an adult.

For hygiene reasons, swimming shorts and Bermuda shorts are prohibited in the swimming pool, only swimming trunks and swimming boxers are authorized.

Inflatable objects are also prohibited in the pool. Passage under the shower and the footbath is obligatory to access the swimming pool.

Eating or smoking is prohibited on the pool deck.

## GENERAL

Electric barbecues and planchas are prohibited so as not to overload the electricity network.

The use of bleach is not authorized to ensure the proper functioning of septic tanks.

The trash cans should be placed in the containers located outside the campsite near the volleyball court.

You can also deposit your compostable waste in the indicated location.

There is no charging station for electric vehicles.

Camping les Granges\*\*\* 46110 VAYRAC (France) – Tel : (33) (0)5.65.32.46.58

Registration with RCS Cahors : 978 095 172 000 18