



GENERAL CONDITIONS OF SALE

Access to the campsite is strictly reserved for campers with a reservation for a stay at the “Les Granges” campsite.

For rentals:

Reservation : for validation, please return the completed and signed "reservation contract", accompanied by the deposit of 30% of the total amount of the price of the stay including the €15 administration fee.

The applicable price will be set according to the rate in effect at the time of booking.

The balance is to be paid 30 days before your arrival date.

The chosen rental will be available from 4 p.m.

Your arrival is possible until 8 p.m. in high season, and 7 p.m. in low and mid season.

You must vacate the rental before 10 a.m. on the day of your departure.

The stay takes effect on the booking date.

IN THE EVENT OF LATE ARRIVAL OR EARLY DEPARTURE, NO PRICE REDUCTION WILL BE GRANTED.

Deposits : The equipment of each rental is subject to a detailed inventory.

The tenant must check and report any anomaly on the day of arrival.

A deposit of €200 for mobile homes and €300 for the chalet will be requested upon arrival by check and €70 for cleaning by check also.

They will be destroyed at the end of your stay after inventory.

The deposit check will be destroyed 48 hours after your departure, unless there is a problem, you will be contacted.

For cash deposits, they will be returned following an inventory before departure, make an appointment at reception no later than the day before departure.

It guarantees loss, breakage, damage to 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 perfectly clean inside and in the immediate vicinity. Otherwise, you will be charged a flat rate of €70 for cleaning. If you do not wish to do the cleaning, you can request the cleaning package 48 hours before your departure.

The campsite reserves the right to charge cleaning fees and deduct them from its security deposit, after having notified the customer in advance.

Any damage or missing or broken item will be charged according to the scale in force available at reception.

Reservation: in low and mid season, rentals are available from 2 nights minimum, while canvas and wooden tents can be reserved by the night.

In high season, reservations are made from Saturday to Saturday.

For pitches:

Reservation: for validation, please return the completed and signed "reservation contract", accompanied by the deposit of 25% of the total amount of the price of the stay including the €7 administration fee.

The applicable price will be set according to the rate in effect at the time of booking.

The basic price includes:

- a pitch for 1 to 2 people,
- a vehicle with a tent, a caravan, a camper van or a van,
- electricity,
- access to the toilets and reception facilities.

For the camper van or van, one emptying per stay will be mandatory, or more if necessary.

There is also a basic price for a pitch for 1 person and 1 bike.

Additional costs (additional person, pets, additional vehicle, tourist tax, participation in household waste, etc. see current rate) are not included in the basic price and will be added to it.

The pitch will be available from 3 p.m.

Your arrival is possible until 8 p.m. in high season and 7 p.m. in low and mid season.

You must vacate the pitch before 11 a.m. on the day of your departure.

Payment for the stay must be made upon arrival or at the latest the day before departure.

The stay takes effect on the reservation date.

For any late departure, you may be charged an additional day at the current nightly rate.

Fridge rental:

You will be asked for a deposit of 100 euros for the rental of a refrigerator by check or cash.

IN THE EVENT OF LATE ARRIVAL OR EARLY DEPARTURE, NO PRICE REDUCTION WILL BE GRANTED.

THE MANAGEMENT RESERVES THE RIGHT TO ACCEPT OR REFUSE DOUBLE AXLE CARAVANS, MOTORHOME OR OTHER LARGE VEHICLES.

Capacity of rentals and pitches

For safety and guarantee reasons, it is imperative to respect the maximum capacity authorized for each accommodation (varies between 4 and 5 people) or pitch (maximum 6 people) reserved.

If, upon your arrival, it is found that the number of occupants exceeds the maximum capacity defined for the accommodation or pitch reserved, we reserve the right to refuse access to it, without the possibility of reimbursement for the reserved stay.

If, upon your arrival, it is found that the number of occupants exceeds the maximum capacity defined for the accommodation or reserved location, we reserve the right to refuse access to it, without the possibility of reimbursement for the reserved stay.

GROUPS AND MINORS

Any booking of more than three 3 accommodations by the same natural person or by different natural persons, but who know each other and travel together on the same dates of stay, is considered a group.

The accommodations offered on the website are intended exclusively for individual customers.

For any group booking request, you must contact the campsite by email at the following address: info@les-granges.com

Groups must be supervised by qualified guides.

The campsite reserves the right to study the group booking request before accepting or refusing it.

For safety reasons, minors unaccompanied by their legal guardians for the entire duration of their stay are not accepted on the campsite.

General conditions

Payments for the campsite can be made by:

Cash, check payable to SAS VINTAGE LES GRANGES, credit card at reception or on our online booking system, holiday vouchers (ANCV) and holiday vouchers (ANCV) Connect and bank transfer.

For bank transfers, here are our bank details:

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

Bank identification code (BIC): BNPAFRPPXXX Bank name:

BNP Paribas in Biars sur Cère.

Address: BNP PARIBAS 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.

Access

The campsite is open from Saturday 26 April to Saturday 20 September 2025.

The reception office is open in low and mid season from 9am to 12pm and from 3pm to 7pm and in high season until 8pm.

The campsite is open from 8am to 10pm.

After 10pm, you will have to park your vehicle in the outdoor car park.

NO ENTRY OR EXIT WILL BE ALLOWED OUTSIDE THESE HOURS EXCEPT IN MEDICAL EMERGENCIES OR FORCE MAJEURE.

Bar/snack

Drinks and meals are to be paid in cash.

The methods of payment accepted are: cash, credit card and bank check.

Eco-participation

A contribution to household waste will be requested for any stay in our campsite, namely: €0.60/night/stay.

Disputes

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

The contact details of the mediator who may be contacted by the customer are as follows:

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

Dogs/animals

Animals are accepted at the campsite up to 2 per pitch or rental (except 1 for canvas or wooden tents).

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

The droppings of your animals must be systematically picked up for the comfort of all.

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

You should have in your possession the documents and vaccination record for any dispute.

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

Your animals are not allowed in the swimming pool area.

Unavailability of certain services

The campsite's services and facilities (swimming pool, bar/snack bar, activities, entertainment, etc.) may not be available throughout the season, particularly due to weather conditions or force majeure situations.

They may also be temporarily unavailable during all or part of your stay.

Any interruption or unavailability of these services, beyond the campsite's control, will not give rise to a refund or reduction in the price of the stay.

Authorization to reproduce and distribute the image

The campsite, during the customer's stay, may be required to take photographs and/or make videos within the campsite for entertainment and/or communication purposes, on all media, on which the customer and the people accompanying him/her are likely to appear.

By accepting the T&Cs, the customer authorizes the campsite to use the photos and/or videos on which he/she will appear for the aforementioned purposes.

He/she guarantees this authorization by the people accompanying him/her.

Any specific refusal must be notified in writing to the campsite.

The customer or one of the people accompanying him/her may request at any time, within a reasonable time, the removal, on which he/she is recognizable by sending a written request.

Video surveillance

To ensure the safety of customers, property and facilities, Camping Les Granges is equipped with a video surveillance system, in accordance with current regulations.

The monitored areas are indicated by displays visible at the entrance to the campsite and near the cameras. The recordings can only be viewed by authorized persons, in compliance with the legal provisions on confidentiality and protection of personal data.

For any questions relating to this system, you can contact management.

Cancellation insurance

We strongly advise you to take out cancellation insurance with our service provider CAMPEZ COUVERT.

The subscription document is available on our website, the link is automatically created when you book online if you opt for the option, or by telephone.

The price of the stay does not include cancellation insurance.

This remains optional and is offered during the booking procedure which covers the customer, under certain conditions.

The corresponding amount is payable in full and only when booking.

Termination of the reservation contract in the event of non-compliance with the conditions by the customer

The reservation contract may be automatically terminated due to the customer's fault in the following cases:

Absence at the start of the stay

- If the customer does not show up at the campsite within 24 hours of the start of their stay, without having provided any justification or informed the campsite of their late arrival, their accommodation will be considered abandoned.

In this case, the total amount paid will be retained by the campsite, with no possibility of reimbursement.

- Repeated non-compliance with the rules, in the event of repeated violations of the internal regulations by the customer or their companions, despite a reminder from management, the campsite reserves the right to terminate the stay with immediate effect. The customer must then vacate their accommodation or pitch within three hours.

No reimbursement will be granted.

Modification or cancellation by the customer

In accordance with article L221-28-12 of the Consumer Code, the customer does not benefit from the right of withdrawal for reservations made.

Any request for modification or cancellation must be sent to the campsite:

- By telephone on 05.65.32.46.58,
- By email to info@les-granges.com,
- **Or by post to the following address:**

Camping Les Granges

401 Impasse des Granges de Mézels

46110 VAYRAC

Internal regulations

Access to the campsite is strictly reserved for customers with a reservation in their name.

During the stay, the customer agrees to respect the internal regulations and to ensure that they are respected by the people residing with him and/or his visitors, who are under his responsibility.

In the event of non-compliance with the internal regulations, the campsite has the authority to enforce them and adopt, if necessary, all necessary sanctions, up to and including the exclusion of the customer from the campsite without reimbursement of the price of the stay.

Conditions of admission

To be admitted to enter and stay on the campsite, you must have been authorized by the management via a "reservation contract".

The management is obliged to ensure the proper 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 general terms and conditions of sale and the provisions of these regulations and the commitment to comply with them.

The customer agrees to book a stay in his/her own name and on his/her own behalf and to occupy the selected accommodation or camping pitch for the duration of the stay.

THE MANAGEMENT RESERVES THE RIGHT TO ACCEPT OR REFUSE TWIN-AXLE CARAVANS, MOTORHOME OR OTHER LARGE VEHICLES.

Formalities

Upon arrival, you must report to reception before setting up.

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

For security reasons, you must provide the registration plate number of the vehicle(s) present at the campsite.

Setting up

The tent, caravan, camper van or van and the equipment associated with it must be set up in the location indicated, in accordance with the instructions given by management, the same applies to rentals.

Reception office

Reception is open from 9am to 12pm and from 3pm to 7pm in low and mid season, and from 9am to 12pm and from 3pm to 8pm in high season.

Fees

Fees are payable at the reception desk.

Their amount is displayed at the entrance to the campsite.

They are due according to the number of nights spent on the campsite, the rental or pitch, the number of people and the options chosen.

Campsite users are invited to notify the reception desk of their departure the day before, in order to update their payment.

Visitors

Visitors are allowed on the campsite under the responsibility of the camper who receives them.

You will have to go to reception and pay a fee of €2 per person in low and mid season, and €2.50 in high season.

Visitors' cars are prohibited on the campsite, parking is available at the entrance.

Noise/silence

Campsite users are asked to avoid any noise and discussion that could disturb their neighbors, sound devices must be adjusted accordingly.

Silence must be total from midnight to 7 a.m.

It is requested to move in silence in the alleys, in the toilets and to respect the sleep of the campers.

Dogs/animals

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

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

Only 1 animal is accepted for canvas and wooden tents.

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

You should have the documents and vaccination record in your possession for any dispute.

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

They are not allowed in the grocery store or swimming pool.

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, the speed is limited to 10 km/h inside the campsite.

Only vehicles belonging to campers may circulate on the campsite.

Only one vehicle is allowed on the pitch or rental, an additional vehicle can be added as an option (registration plate required), depending on the space available.

After 10:00 p.m., you must park your vehicle in the outdoor parking lot.

NO ENTRY OR EXIT WILL BE AUTHORIZED OUTSIDE THESE HOURS EXCEPT IN MEDICAL EMERGENCIES OR FORCE MAJEURE.

Maintenance and appearance of the facilities

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

It is forbidden to throw waste water on the ground, owners of motorhomes, caravans and vans must empty waste water in the facilities provided for this purpose and pay the fees in the event of repeated use.

Household waste, waste of any kind, paper, must be placed in the bins and composters located outside the campsite near the volleyball court and for the composters behind toilet 2 and near the swimming pool area.

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

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

It is also not permitted to mark out the location of an installation by personal means or to dig the ground.

Any damage caused to vegetation, fences, land or facilities will be the responsibility of the person responsible.

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

Toilets and showers

Toilets and showers are common areas that must be respected by all.

- It is strictly forbidden to cause noise pollution or to gather there in a disturbing manner.
- Toilets must not be obstructed: it is strictly forbidden to throw sanitary towels, tampons or any other object that could make them unusable.

Mobile homes

The occupants of mobile homes must also respect their accommodation.

- It is imperative not to damage them and to keep them clean and in good working order.
- In the event of non-compliance, the deposit may be retained to cover any possible repair costs.

Safety

Fire

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

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

Theft

The camper remains responsible for his own installation and must report the presence of any suspicious person to management.

Users of the site are invited to take all usual precautions to safeguard their equipment.

Games

No violent or disturbing games can be organized and the games room located at the bar cannot be used for rough games.

Children must always be under the supervision of their parents or a responsible adult.

Dead garage or site awaiting caravan

No unoccupied equipment may be left on the campsite without the agreement of management and only at the site indicated.

A fee will be requested (see current rates).

Groups

Groups must be supervised by qualified guides.

They are required to respect the peace and quiet of campers by avoiding noise pollution and must also ensure that the premises and infrastructure are respected.

Penalties for non-compliance

Any breach of the rules, as well as any disrespectful behavior towards the premises, infrastructure or people, may result in immediate interruption of the stay, without notice and without reimbursement.

Swimming pool

The swimming pool is open from 10am to 8pm every day.

Swimming is unsupervised, children must be supervised by a responsible adult.

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

Shoes must be left at the entrance.

A shower and footbath are mandatory to access the pool.

Inflatable objects are also prohibited in the pool, except for armbands for children.

It is strictly forbidden to eat, smoke or bring objects such as glasses onto the pool deck.

We reserve the right to refuse access to anyone who does not respect these rules.

Violation of the internal regulations

In the event that a camper disrupts the stay of other users, or does not respect the provisions of these internal regulations, the management may, if it deems it necessary, order the latter to cease the disturbances and reserves the right, without reimbursement, to order them to leave with termination of the contract.

The management may call on the police.

Any breach of the regulations and non-respect of the premises, infrastructure or people may result in an interruption of stay without notice and without reimbursement.

General

- Electric barbecues and planchas are strictly prohibited.
- Other electrical appliances should be used sparingly (such as air conditioners, etc.) to avoid overloading the electrical network.
- The electrical terminals are 10 amps per pitch.
- Two barbecue areas are available at the 2 toilet blocks.
- Campfires on the campsite are not permitted.
- The use of bleach is not permitted to allow the septic tanks to function properly.
- Garbage cans should be placed in the containers located outside the campsite near the volleyball court.
- You can also place your compostable waste in the indicated locations (see composter map).
- There is no charging station for electric vehicles (terminals are available in Bétaille and Floirac). It is strictly forbidden to charge them via the existing terminals under penalty of exclusion.
- It is also strictly forbidden to consume drinks and food at the bar/snack bar and on the terrace, including on days when meals are taken together at the campsite.
- A defibrillator is available on request at the bar or at reception.

All drinks and food (in whatever form) that are not sold by the establishment are not authorized to be consumed on the bar terrace as well as within the bar and swimming pool area.

Campsite contact details:

Camping les Granges***

401 Impasse Des Granges de Mézels

46110 VAYRAC (France) – Tel: (33) (0)5.65.32.46.58

Registration with the RCS Cahors: 978 095 172 000 18