



GENERAL CONDITIONS OF SALE

The customer is required to read the 'Terms and Conditions of Sale' before placing any order.

The choice and purchase of a service is the sole responsibility of the customer.

This document is available on the website and provided at the time of selection and booking.

The customer declares that they have read and accepted these terms and conditions of sale by signing the box provided for this purpose in the document before completing the online order process, as well as when requesting a reservation option by telephone.

It is the customer's responsibility to verify the accuracy of the order and to report any errors immediately.

The order shall only be considered final after confirmation and acceptance of the order has been sent upon receipt of the completed and signed contract accompanied by the deposit.

All orders are personal and may not be transferred under any circumstances.

Access to the campsite is strictly reserved for campers with a booking for a stay at the 'Les Granges' campsite.

The campsite rules and regulations are displayed at the entrance and are communicated when requesting an option and making a booking.

The tourist tax is set at €0.86 per person over the age of 18 per day.

NO DISCOUNT WILL BE GRANTED IN THE EVENT OF EARLY DEPARTURE.

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

For rentals :

Reservation : for confirmation, please return the completed and signed 'reservation contract' along with a deposit of 30% of the total cost of the stay, including a €16 booking fee.

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

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

The selected rental will be available from 4pm.

Your arrival is possible until 7 p.m. every day and until 8 p.m. on Saturdays from 4 July to 29 August.

Any late arrival on the day of arrival will incur an additional charge of €20.

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

The stay takes effect on the booking date.

Booking : in low and mid season, rentals can be booked for a minimum of 2 nights and for a week from Saturday to Saturday in high season.

Canvas tents and wooden tents can be booked by the night.

The deposit :

A security deposit is required to ensure respect and cleanliness. It is payable on the day of arrival when the keys are handed over and will be returned a few days after departure, once the cleaning team has carried out an inventory check.

The Swikly service allows you to leave your deposit simply by providing your credit card details, without paying in advance.

Swikly saves you from having to send a cheque, make a bank transfer or block your credit card due to pre-authorisation.

A link will be sent to you by email from Swikly a few days before your arrival. Simply follow the steps requested.

This is not a payment; you will not be charged the requested amount, but you authorise this charge in the event of a problem.

In this case, Swikly will act as our intermediary and verify the terms of payment for the deposit.

A deposit of €300 for mobile homes and €400 for chalets will be required, as well as €65 for cleaning.

It covers loss, breakage, damage to equipment and cleanliness.

The tenant is responsible for cleaning the mobile home.

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

A detailed inventory is provided for each rental.

The inventory at the end of the rental period must be identical to that at the beginning.

At the end of your stay, the mobile home must be left perfectly clean inside and in the immediate vicinity.

Any damage to the accommodation or missing or broken items will be repaired immediately at the tenant's expense.

The deposit may be retained in part or in full.

If you do not wish to clean the accommodation yourself, you can request a 'cleaning service' for €65, 48 hours before your departure.

For pitches :

Reservation : for confirmation, please return the completed and signed 'reservation contract' along with a deposit of 25% of the total cost of the stay, including an €8 booking fee.

The balance of the stay is to be paid upon arrival.

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

The basic price includes:

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

For motorhomes and vans (with sanitary facilities), a fee for emptying will be charged per stay and added according to your needs.

A basic rate is also available for a 'hiker' pitch + tent, including 1 person, 1 bicycle or on foot, and electricity.

Please note: Access is not permitted when landing via the River Dordogne in a canoe.

Additional costs (extra person, pets, extra vehicle, tourist tax, waste disposal fee, etc. – see current rates) are not included in the basic price and will be added to it.

The pitch will be available from 3 p.m.

You may arrive until 7 p.m. every day and until 8 p.m. on Saturdays from 4 July to 29 August.

Any late arrival on the day of arrival will incur an additional charge of €20.

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

The stay begins on the date of booking.

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

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

Capacity of rentals and pitches

For safety and security reasons, it is essential to respect the maximum capacity allowed for each accommodation (ranging from 4 to 5 people), a maximum of 2 for canvas tents or wooden tents, and a maximum of 6 people per reserved pitch.

If, upon 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 a refund for the stay reserved.

Groups and minors

Any booking of more than 3 accommodations by the same individual or by different individuals who know each other and are travelling together on the same dates is considered a group booking.

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

For all group booking requests, 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 review group booking requests before accepting or refusing them.

For safety reasons, minors who are not accompanied by their legal guardians throughout their stay are not permitted on the campsite.

Fridge rental

The refrigerator provided as part of the booking must be used with care and kept clean and in good working order throughout the stay.

The tenant undertakes to return the refrigerator clean and in the same condition as on arrival.

General conditions

Payment for camping can be made by :

Cash, cheque made payable to SAS VINTAGE LES GRANGES, credit card at reception or via our online booking system, holiday vouchers (ANCV) and Connect holiday vouchers, 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 - Account holder name: SAS VINTAGE LES GRANGES.

Insurance

The tenant must have civil liability insurance covering fire, bad weather, natural disasters, etc. They must inform their insurer that they are renting from Les Granges campsite.

Access

The campsite is open from Saturday 25 April to Saturday 12 September 2026.

The reception office is open from 9am to 12pm and from 3pm to 7pm every day, and until 8pm on Saturdays from 4 July to 29 August.

The campsite is open from 8am to 10.30pm.

After 10.30pm, you must park your vehicle in the outdoor car park.

Everyone on the campsite must wear an authentication wristband.

Please note that access by canoe via the river is not permitted.

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

Bar/snack

All orders placed at the campsite bar must be paid for in cash according to the prices displayed, as must meals.

No notes will be accepted.

The following payment methods are accepted: cash, credit card and cheque.

Eco-contribution

A contribution towards household waste disposal will be requested for all stays at our campsite, at a rate of €0.70 per night.

Disputes

In the event of a dispute and after contacting the establishment's customer service department, any campsite customer may refer the matter to a consumer ombudsman within a maximum period of one year from the date of the written complaint, sent by registered letter with acknowledgement of receipt, to the operator.

The contact details of the mediator to whom the customer may refer the matter are as follows: CM2C, 49 rue de Ponthieu 75008 PARIS Telephone: 01 89 47 00 17.

Dogs/animals

Animals are accepted at the campsite, with a maximum of two per pitch, two per mobile home or chalet, one per wooden tent and none per canvas tent.

Dogs and other animals must never be left to roam freely, nor left at the campsite, even if locked up in the absence of their owners, who are civilly liable for them. Your pets' waste must be collected systematically for the comfort of all.

Dogs must be kept on a leash, vaccinated in accordance with current legislation and treated for fleas.

You must have the vaccination documents and booklet in your possession in case of any dispute.

Dogs classified as category 1 or 2 are not permitted on the campsite.

Pets are not permitted in the swimming pool area.

Any damage caused by a pet in the rental accommodation may result in a deduction of €65 from the cleaning deposit.

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 situations of force majeure.

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

During the customer's stay, the campsite may take photographs and/or make videos within the campsite for entertainment and/or communication purposes, on any medium, in which the customer and accompanying persons may appear.

By accepting the Terms and Conditions, the customer authorises the campsite to use any photos and/or videos in which they appear for the aforementioned purposes. They guarantee that any persons accompanying them also consent to this authorisation.

Any specific refusal must be notified in writing to management.

The customer or one of the persons accompanying him/her may request at any time, within a reasonable period, the removal of any image in which he/she is recognisable by sending a written request.

Video surveillance

To ensure the safety of guests, property and facilities, Camping Les Granges is equipped with a video surveillance system that complies with current regulations.

The areas under surveillance are indicated by signs visible at the entrance to the campsite and near the cameras.

The recordings can only be viewed by authorised persons, in accordance with the legal provisions on confidentiality and personal data protection.

If you have any questions about this system, please contact the management.

Cancellation insurance

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

The subscription document is available on our website.

The link is automatically generated when you book online if you choose this option, or by telephone.

The price of the stay does not include cancellation insurance.

This remains optional and is offered during the booking process, covering the customer under certain conditions.

The corresponding amount is payable in full and only at the time of booking.

Termination of the booking contract in the event of non-compliance with the terms and conditions by the customer

The booking contract may be automatically terminated at the customer's expense 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

Important

The deposit paid at the time of booking cannot be refunded by the campsite under any circumstances.

However, if cancellation insurance has been taken out, it may cover any refund in accordance with its terms and conditions.

Interruption of stay

Any serious breach of the internal rules, or failure to respect the premises, facilities or other guests, may result in immediate termination of the stay without notice. In this case, no refund will be made.

Campsite details :

Camping les Granges***

401 Impasse Des Granges de Mézels

46110 VAYRAC (France)

Phone : (33) (0)5.65.32.46.58

Website : www.les-granges.com

Email : info@les-granges.com

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