

General Terms of Sale

I/ CONDITIONS OF RESERVATION

All reservation requests must be accompanied by the payment of a deposit

as well as an acceptance of the general terms of sale. The reservation will be considered finalised as soon as it has received written approval from Le Ranch Camping. Minors must be accompanied by their parents or legal guardians. As the reservation of a campsite or accommodation is nominative, it is not to be sublet or sold. In the case of an incorrect declaration by the customer, the present contract will be rightfully terminated and the sums paid retained by the manager.

II/ CONDITIONS OF PAYMENT

1- Deposit / Balance:

- If the reservation takes place more than 30 days before the date of the stay, a non-refundable deposit of 25% of the total cost of the stay will be required, and the remaining balance must be paid 30 days before the starting date of your stay, at the latest.

- If the reservation takes place less than 30 days before the start of your stay, you must pay the total cost of your stay upon reservation.

III/ YOUR STAY

1- Campsite Arrivals

The rented campsite will be made available to you from 1pm to 8pm. You must inform the campground of any late arrival. The campsite is reserved for 24 hours following the planned date of your arrival. After that time, it will no longer be reserved and you will be required to pay the total cost of your stay. One vehicle per campsite, a second vehicle may be accepted depending on the dates of your stay by special request to the campground, and for an additional fee (see rates). One vehicle per pitch. If an extra car is needed we ask they are to be parked in the car park and agreed prior to arrival.

2- Rental Arrivals

Upon your arrival, we will ask you to pay a security deposit (cash or cheque), of 100€ for the rental accommodation and state of cleanliness. This deposit will be reimbursed upon inspection of the accommodation and its cleanliness.

You may arrive on the day of your choice for a stay of minimum 2 nights. Check in is between 4pm and 8pm. You must inform the campground in the event of any late arrival. The rental is reserved for 24 hours following the planned date of your arrival. After that time, it will no longer be reserved and you will be required to pay the total cost of your stay. There is an inventory of all the contents of each rental. The tenant is required to carry out an inspection upon arrival, and to signal any possible abnormalities before midday the following day. One vehicle per rental.

3- During your Stay

Insurance is the camper's responsibility. Le Ranch Camping will in no way be held responsible in the event of the loss, theft or damage of personal items, or damage as the result of a fire, bad weather, etc. Each person staying at the campground is committed to complying with the regulations presented at the reception of the campsite. Le Ranch Camping is not responsible for the misuse of the accommodation, campsite or facilities. There must be total silence between midnight and 7am. Furthermore, vehicles have a speed limit of 10 km/h, and there is to be no driving between 11pm and 7am parking during these times is in the car park. Visitors are allowed on the site from 9am to 11pm. They are obliged to present themselves at reception in order to state their identity and that of the people they are visiting. Their vehicle must remain parked in the car park. The use of barbecues is allowed but must be off the ground, during very dry period we reserve the right to change this and ban the use of BBQ's. Over the course of your stay, you may be photographed or filmed. Should you not agree to this, please notify us. Pets are allowed on the site provided the owner pays an additional fee (see rates). They must be kept on a leash, vaccinated, and declared at reception. In no case may they be left alone at the rental property or campsite. 1st and 2nd category dogs are strictly prohibited. (cf Ministerial Decrees of 30/06/92, 22/01/85 and 06/01/99)

4- Campsite Departures

The campsite must be vacated on the date of departure before 12pm. After this time, you will be charged for an extra night.

5- Rental Departures

Departure is to take place between 7am and 10.30am, late departures may be possible according to availabilities and by fixed appointment at reception. The accommodation must be returned in a state of perfect cleanliness, and you will be charged for any damage or breakages, as well as for any restoration of the site, if deemed necessary. Retention of the security deposit does not exclude the possibility of an additional payment of damages being charged in the event of the costs being superior to the sum of the deposit.

6- Late arrival

You can arrive outside reception opening hours; please inform us of this.

IV/ CANCELLATION

1- Unused Services In case of a late arrival or early departure, no reimbursement will be made.

2- Cancellation by the Client, if you cancel your stay, the non-refundable deposit is held by us along with a 3% admin fee. Guests may be due a partial refund if paid in full which is dependent on when notice of cancellation is given to us before the holiday start date. The refund is calculated as follows:

- Less than 28 days notice – No refund due
- 29-35 days notice – 10% of the total accommodation cost
- 36-49 days notice – 20% of the total accommodation cost
- 50-63 days notice – 40% of the total accommodation cost
- More than 63 days notice – the Guest's liability for the remainder of the balance will be waived or the balance refunded if this has been paid previously.

If a refund is due it will be paid within 10 working days of cancellation.

3- Cancellation by campsite

The Campsite reserves the right to cancel your stay in the case of force majeure or unforeseen circumstances that could pose a health and safety risk. Full refund will be given

Complaints - Any client wishing to make a complaint should contact the campsite owners as soon as possible.

Right of withdrawal - In accordance with article L.121-19 of the consumer code, the Campsite informs its clients that the sale of accommodation services provided on a specific date, or during a defined period, is not subject to a 14-day withdrawal period.

V/ DATA PROTECTION AND FREEDOM OF INFORMATION

The information that you give us when making your booking will not be passed on to any third party. This information will be treated as confidential. It will only be used by internal services for processing your booking and to enhance and personalise communication and the services exclusively available to Le Ranch Camping customers based on your interests. In accordance with the European data protection regulations, you have the right to access, rectify and object to the processing of your personal data. In order to do so, all you need to do is to send a request by post to the following address, giving your first name, surname and address: Le Ranch Camping Rue Des Chalets 19470 Madranges.