

FREQUENTLY ASKED QUESTIONS



CAMPING LE VAUGRAIS

"the luxury of simplicity in the heart of nature"



RESERVATION AND PAYMENT

- **When do I need to pay for my stay?**
 - **At the time of booking:** A 30% deposit + a €20 booking fee is required to confirm your reservation.
 - **30 days before arrival:** The remaining balance must be paid in full.
 - *Note: If you book less than 30 days before your arrival date, the full amount is due immediately.*
- **Is the tourist tax included?** No, it is to be paid at the reception upon arrival. The amount depends on the number of adults present.
- **Is electricity extra?** For our rental accommodations (mobile homes, chalets), electricity is included in the price throughout the season.
- **Can I lend my rental to friends?** No. Reservations are personal and non-transferable. Only the persons registered on the contract are authorized to stay on the pitch or in the accommodation.



CANCELLATION AND MODIFICATIONS

What happens if I need to cancel?

- **What happens if I cancel my stay?**
- **More than 30 days before arrival:** Your deposit will be refunded (the campsite retains only the €20 booking fee).
- **Between 30 and 15 days before arrival:**
 - *For Rentals:* No refund is possible.
 - *For Pitches:* "**Serenity Option**" applies (possibility to postpone the stay to the 2026

season for stays in April, May, June, and September / Postponement fee: €20).

- **Less than 15 days before arrival:** No refund or postponement is possible.
- **Do you offer cancellation insurance?** Yes, we highly recommend the "**Quatuor**" insurance offered during the booking process to cover unexpected events.



ARRIVAL AND LIFE ON-SITE

What are the check-in and check-out times?

- **Rentals:** Check-in between 4:00 PM and 7:00 PM. Check-out before 10:00 AM.
- **Pitches:** Check-in between 2:00 PM and 7:00 PM. Check-out before 12:00 PM.
- *Note:* If you are running late, please let us know!

What if I am running late? You must inform us by calling +33 (0)4 79 87 37 34.

- **Can I arrive after 10:00 PM? No.** For security reasons and to respect the sleep of other campers, no arrivals are permitted after 10:00 PM.
- **Is the campsite quiet at night?** Yes! We prioritize peace and quiet. **Total silence is required between 10:00 PM and 8:00 AM.**
- **What if there are more of us than planned?** For insurance reasons, we cannot accept more people than the maximum capacity stated in the contract. If exceeded, the contract will be cancelled.



PETS AND SMOKING

Can I bring my pet?

- **On Pitches:** Yes (max 2), must be kept on a leash with an up-to-date vaccination record.
- **In Rentals:** **No**, our rental accommodations are strictly pet-free to ensure hygiene for all guests.
- *Reminder: Category 1 and 2 dogs (guard/attack dogs) are forbidden throughout the entire campsite.*
- **Can I smoke or vape?** Smoking and vaping are strictly forbidden inside all of our rental accommodations.



SWIMMING POOL

- **What is the required swimwear?** Only Lycra swim trunks or briefs are allowed. **Swim shorts and bermudas are strictly forbidden.**
- **Can my children go to the pool alone?** Young children and non-swimmers must be accompanied and supervised by a **responsible adult**. They cannot be left under the supervision of other children.



SECURITY DEPOSITS (For rentals)

How much is the security deposit?

- A **€500 deposit by credit card** is required upon arrival.
- This is not charged to your account. It covers cleaning fees (€120) and potential damages (€380). It is cancelled after your departure if everything is in order.



PHOTOS

Will you take my photo?

- We sometimes take photos to show the atmosphere of the campsite. If you do not wish to appear in them, simply tell us at the reception when you arrive. We will strictly respect your choice!