



## TERMS AND CONDITIONS

### CAMPING LE VAUGRAIS\*\*\*

"The luxury of simplicity in the heart of nature"

**Establishment:** Camping Le Vaugrais – 2 chemin le Vaugrais, 01510 Artemare, France

**Siret:** 498 096 486 000 10 –

**Classification:** Tourism (Atout France 20/06/2022)

**Contact:** +33 (0)4 79 87 37 34 / [contact@camping-le-vaugrais.fr](mailto:contact@camping-le-vaugrais.fr)

#### ARTICLE 1 – RESERVATION AND PAYMENT

- **Contract:** The reservation is personal and non-transferable. They become binding only after our written confirmation and the receipt of the deposit.
- **Payment:** A deposit of 30% of the total stay + a €20 booking fee is required upon reservation.
- **Balance:** The remaining balance must be paid at the latest **30 days before your arrival**. For any booking made less than 30 days before departure, the full amount is due immediately.
- **Tourist Tax:** This is not included in the contract price and must be **paid on-site at the reception upon arrival**.
- **Electricity:** For rental accommodations, electricity is included in the price throughout the entire season.

#### ARTICLE 2 – CANCELLATION AND REFUND POLICY

The date of receipt of your written cancellation request (email or mail) determines the refund conditions:

1. **Cancellation more than 30 days before arrival (D-31 and more):** The campsite will refund the deposit paid. **The €20 booking fee is non-refundable and will be retained by the campsite.**
2. **Cancellation between 30 and 15 days before arrival (D-30 to D-15):**
3. **For Rental Accommodations:** No refund. All sums paid are kept by the campsite.

4. **For Touring Pitches (Serenity Option):** A postponement of the stay may be offered during the **2026 season** (April, May, June, September).
- **Fees:** A €20 management fee will be charged for the postponement.
  - **Conditions:** No refund will be given if the new stay is cheaper or shorter than the original one.

**3. Cancellation less than 15 days before arrival (D-14 to arrival day): No refund or credit note will be granted, regardless of the reason. All sums paid are kept by the campsite.**

**"Quatuor" Cancellation Insurance:** This option is offered during the booking process. It is optional but highly recommended, as it covers unforeseen events until the day before arrival. **Quatuor" Cancellation Insurance:** This optional insurance is highly recommended at the time of booking to cover unexpected events.

### **ARTICLE 3 – AQUATIC AREA (SWIMMING POOL)**

- **Hygiene: Swimming shorts are strictly forbidden.** Only traditional swimsuits (briefs or trunks) made of swimwear fabric are allowed.
- **Safety:** Children must be supervised at all times by a responsible adult. An adult must be present for minors to access the pool area.
- **Rules:** Pictograms at the entrance remind visitors of the rules: no smoking, no eating, and shoes must be removed before entering the pool enclosure.

### **ARTICLE 4 – FORCE MAJEURE AND EXCEPTIONAL CIRCUMSTANCES**

In the event of force majeure (administrative closure order, mandatory travel restrictions, natural disasters making access impossible), the campsite undertakes to offer a credit note for a future stay. If a postponement is impossible, sums will be refunded in accordance with current legislation.

### **ARTICLE 5 – ARRIVAL, DEPARTURE AND SECURITY DEPOSIT**

- **Check-in / Check-out:**
  - Rentals: Arrival 4 PM - 7 PM / Departure before 10 AM.
  - Pitches: Arrival 2 PM - 7 PM / Departure before 12 PM.
- **Security Deposit (Rentals only):** A total deposit of €500 (by credit card) is required upon arrival:
  - €120 to cover cleaning fees if the accommodation is not returned clean.
  - €380 to cover potential damage to the accommodation or equipment.
- **Return:** The deposit is cancelled after an inspection of the premises upon departure, minus any cleaning or repair costs if necessary.

### **ARTICLE 4 – CAPACITY AND CANCELLATION BY THE CAMPSITE**

The campsite reserves the right to immediately cancel the stay, without refund, in the following cases:

- **Right of cancellation by the campsite:** The campsite reserves the right to immediately

cancel the stay, without refund, in the following cases:

- **Overcrowding:** Number of occupants exceeding the maximum capacity stated in the contract.
- **False declaration:** Erroneous information provided during the reservation.
- **Non-compliance:** Failure to follow the campsite's rules, particularly regarding noise, cleanliness, or security.

## **ARTICLE 6 – ECO-COMMITMENT AND NATURE LIVING**

In accordance with our signature "*The luxury of simplicity in the heart of nature*", the guest agrees to:

- Respect waste sorting instructions.
- Use water and energy reasonably.
- Respect the peace and quiet of the premises, especially between 10:00 PM and 8:00 AM.

## **ARTICLE 7 – ANIMALS AND SMOKING**

- **Rentals:** Animals are strictly **FORBIDDEN** for hygiene reasons. Smoking is strictly prohibited inside the accommodations.
- **Pitches:** Animals are allowed (max 2), must be kept on a leash, and vaccination records must be presented.
- **Permanent Ban:** Category 1 and 2 dogs (dangerous breeds) are strictly forbidden throughout the entire campsite.

## **ARTICLE 8 – LIABILITY**

The campsite declines all responsibility in the event of:

- Theft, loss, or damage to your personal belongings (vehicles, tents, equipment).
- Damage caused by natural or climatic events (storms, hail, falling branches).
- **Personal Insurance:** Every guest must have their own personal liability insurance.

## **ARTICLE 9 – IMAGE RIGHTS**

The campsite may take photos or videos on-site for advertising purposes. **If you do not wish to appear on these materials, please simply inform us at the reception upon your arrival.** Your choice will be strictly respected. **Liability:** The guest must have personal liability insurance. The campsite declines all responsibility in the event of theft or damage related to climatic events.

## **ARTICLE 10 – DISPUTES**

In the event of a dispute not resolved with the management, you may contact the consumer mediator: **CM2C** ([www.cm2c.net](http://www.cm2c.net)). Any legal dispute will be brought before the competent courts. Bourg-en-Bresse, France..

