

We very much look forward to welcoming you to our campsite. By booking a stay with us, you are deemed to have accepted our terms and conditions.

## **BOOKING CONDITIONS**

1. To confirm your booking, you must send us a signed and completed rental agreement together with a deposit of at least 30% of the rental price of your stay.
2. Bookings are not confirmed until we have received the completed rental agreement and relevant deposit. Once all the correct documentation has been received by us, you will receive a confirmation by email. Please check your "spam" folder if you do not receive this email.
3. The campsite is under no obligation to accept any request for a reservation, and reserves the right to refuse to do so. The campsite is a traditional, family-friendly holiday destination, and we reserve the right to refuse any request for a reservation that is not in keeping with this philosophy.
4. Rentals of plots and other accommodation on the campsite are on a strictly personal basis. You must not sub-let your plot or accommodation without the express permission of the management.
5. Children must be accompanied by a parent or guardian.

### **Camping plot**

The basic rate includes a place to pitch a tent, camper van or caravan with one vehicle and two guests. It also includes access to showers, toilets, and other on-site facilities.

### **Static Caravan Rental**

1. The basic rate includes accommodation for 2 to 6 people, depending on the type of accommodation booked.
2. Static caravans and tent rentals must not be used to accommodate more people than the maximum capacity specified in the rental agreement. Any party not observing this rule may be asked to leave the campsite without a refund of monies already paid.

### **Admin fees**

We do not charge any admin fees for processing reservation requests for any of our accommodation.

## **RATES AND FRENCH TOURIST TAX**

1. The rates shown are correct for the 2017 season. Prices are for one night or for one week, depending on the type of package chosen and the period into which the reservation falls. All prices are in euros and inclusive of French VAT at 10%
2. Guests will be liable to French tourist tax (taxe de séjour) which is collected by the local council. It is calculated based on the location and classification of the campsite. In 2017, the tax is 55 euro cents per adult per day. All monies collected go directly to the Aydat local council.
3. Guests will be liable to a waste processing tax for tourist sites of 25 euro cents per person per day.

## **PAYING FOR YOUR STAY**

1. For camping plots, a deposit of between 40 and 60 euros is required to confirm your booking, depending on the length of your stay and the number of guests. The balance is payable on arrival.
2. For static caravan rentals, a deposit of 30% of the rental price of your stay is required to confirm your booking. The balance is payable on arrival.

## **CHANGING OR CANCELLING YOUR BOOKING**

### **Cooling off period**

In accordance with article L.121-20-4 of the French consumer code, customers are not entitled to the standard 7 day cooling-off period, whether they have booked by post, telephone, or online.

### **Changing your booking**

1. You must inform us, by your arrival date at the very latest, of any changes to your booking which may increase or decrease the price due to us. This includes any change of date and number of guests leading to a whole or partial modification of the rate to be applied.
2. Changes to your reservation can be made without any admin fees, subject to availability.
3. Should you fail to arrive on the date specified in your rental agreement, and if you fail to contact us to inform us of your late arrival, we reserve the right to cancel your reservation and re-let your accommodation after twenty-four hours.

### **Unused rental time**

Refunds in the case of late arrival or early departure cannot be given under any circumstances.

### **Cancellation by the campsite**

Should the campsite management need to cancel your reservation for any reason all sums already paid to us will be refunded in full (except in case of force majeure). Additional compensation will not be paid in such cases

### **Cancellation by guests**

All cancellations must be sent to us by registered (signed for) post.

If you cancel your stay less than 30 days before the agreed arrival date, your deposit amount will not be refunded.

## **LIFE ON THE CAMPSITE**

### **Reception opening hours**

- Out of season: de 9am to 12 noon and 2 pm to 6 pm.
- July and August: 8am to 12 noon and 2pm to 7pm.

### **Check-in**

1. Camping plots: You may arrive any time from 2.30 pm onwards

2. Static caravans and tent rentals:

- Out of season: Monday to Saturday between 4pm and 6pm
- July and August: Static caravans and tent rentals are available for week-long rentals only, from Sunday to Sunday. Check-in is open from 4pm to 7pm. You will be required to leave a security deposit when paying the balance of your stay and collecting your keys.

3. Security deposit of 150 € is required for the wooden tent, the lotus tent and the luxury tent. The security deposit for the coco sweet, lodge, and chapiteau tent is 300€. The security deposit for static caravans and tent rentals is 300 €. Deposits will be refunded after the exit inventory has been completed.

### **During your stay**

1. We have insurance for our rented accommodation. You must ensure that you are suitably insured. Our insurance does not cover your personal effects. The campsite cannot be held liable for loss or damage incurred as a result of theft, fire, extreme weather, etc. or where the loss is incurred as a result of your negligence.

2. All guests must observe the rules relating to the campsite and the swimming pool. We reserve the right to ban any guests from the pool if they fail to observe the rules. You are responsible for the behaviour of anybody staying with or visiting you on the campsite. Our rules are clearly signposted at the entrance to the campsite. You may request a printed copy of the rules from reception. Please use common sense and be courteous to others during your stay. Any antisocial or dangerous behaviour may result in your being asked to leave the campsite.

3. Smoking is prohibited in static caravans and rent-a-tents.

4. Any additional services not included in the initial price of your stay will be billed separately.

5. Guests may use the swimming pool during the published opening hours (shown at the entrance). Swimming shorts are prohibited. The swimming pool and surround play areas are for our guests only. Use of them is at your own risk. Failing to observe the rules relating to the swimming pool and play area may result in your being asked to leave the campsite. The management may decide to clear or close the swimming pool and play areas in case of bad weather. The management reserves the right to ask any guest not observing these rules to leave the campsite.

### **Check-out**

1. Camping plots must be vacated by 12 noon at the latest on the day of departure. You are responsible for clearing all rubbish from your plot.

2. Static caravans and rented tents must be vacated by 10am at the latest on the day of departure. You must leave your caravan or tent in a clean and tidy condition. We reserve the right to carry out an exit inventory. Any damage or additional cleaning must be paid for by you. Your security deposit will be returned to you when you return your keys, minus any deductions for damage noted during the exit inventory (invoices will be provided where appropriate). Any damage exceeding the deposit amount must be paid for by you.

3. You are responsible for cleaning your rent-a-tent or caravan before departure. A vacuum cleaner is available at reception. If you fail to do so, we will apply a cleaning charge of 50 € (coco sweet, static caravan, lodge, chapiteau) or 30 € (wooden tent, lotus).

4. If you are late vacating your tent or caravan, we reserve the right to bill you for an additional night's accommodation at the relevant rate.

## **ANIMALS**

Animals are welcome on the campsite. There is an additional charge of 2 € per day per animal. All dogs must be chipped and correctly vaccinated. Guests may bring a maximum of two dogs per plot or type of accommodation rented. Please bring your dog's vaccination book. Dogs deemed "dangerous" under French regulations are not allowed. Please contact us if you are unsure. You must keep your dog on a lead when on the campsite. Dogs are not allowed in the pool area. Dogs must not be left unattended in our static caravans and rented tents.

## **LITIGATION**

Any litigation arising from disputes relating to your stay at the campsite will be handled by a French court under Article 49 of the French Civil Procedure Rules.

## **PHOTOGRAPHY**

By staying at the campsite, you are allowing SAS P2A Camping Les Volcans to use photos of you and your children taken on the site to be used for marketing purposes.

## **DATA PROTECTION**

Information provided by you to use will never be shared with third parties. All personal data are treated in the strictest confidence, and are used only to process your reservation and allow us to provide the service you have paid for. Under France's data protection laws, you are entitled to see, modify, and object to any information held by us about you. To exercise this right, you should contact us in writing.