



## CAMPSITE RULES

### 1. ADMITTANCE TO THE CAMPSITE

Permission to enter, set up camp and stay on the camp site, is given by the manager or his representative, who is there to ensure that the campsite is well run and that the present rules are respected. Campers should behave in such a way as not to disturb the peace and respect the campsite rules here given.

### 2. POLICE FORMALITIES

Anyone who wishes to stay at least one night on the campsite must first show his/her identity papers/passport to the manager or his representative and fill in the formalities requested by the police.

Children under 18 won't be accepted without an adult family member.

### 3. INSTALLATION OF CAMPING EQUIPMENT

The tent or caravan and its material should be set up in the place indicated by the manager or his representative.

### 4. RECEPTION

Opening hours :

Low season : 9h00 - 12h00 & 14h00 - 18h00

July & August : 8h00 - 22h00

The reception provides information on the campsite, the different possibilities for food, sports facilities and tourism in the area and other useful information.

A book for complaints is held at the disposition of campers.

Complaints will be considered only if they are signed, dated, as precise as possible and in relation to recent facts.

### 5. PAYMENT OF FEES

Fees are paid at the reception.

Camping fees are posted at the entrance to the campsite and at the reception. They are to be paid according to the number of overnight stays.

Campers are requested to inform the reception of their departure the day before leaving.

Campers wishing to leave before reception opening hours should pay their fees the day before.

### 6. NOISE AND SILENCE

Campsite users are requested to avoid all noise and talk that may offend other campers. Sound equipment should be played in due respect of others.

Please close car doors & boots quietly.

Dogs and other animals should be kept on a lead.

They should not be left on the campsite, even closed away, when the owner is absent. The owner is responsible for the animal.

Silence should be respected between 22h00 and 07h00.

### 7. VISITORS

Visitors are allowed onto the campsite with the permission of the manager or his representative and are the responsibility of their hosts.

Campers may receive visitors at the reception. If visitors are allowed to enter the campsite, the cam-

per who receives them may be asked to pay a fee if they use campsite facilities. This fee is posted at the entrance to the campsite and at the reception. Visitors cars are not allowed on the campsite.

### 8. DRIVING AND PARKING VEHICLES

10km/h is the speed limit inside the campsite. Driving is forbidden between 22h00 and 07h00. Only cars belonging to campers may be driven inside the campsite.

Parking is strictly forbidden on places usually occupied by camping structures and should in no way hinder other campers or prevent newly-arrived campers from installing their equipment.

### 9. USE OF FACILITIES

Campers should respect the cleanliness, hygiene and general aspect of the campsite.

It is forbidden to throw waste water onto the ground or in the gutters.

Caravan users should empty their waste water in the facilities provided.

Domestic waste and indeed anything to be thrown away should be placed in the bins provided.

Campers are asked to respect sanitary facilities. Washing clothes is strictly forbidden in sinks other than those specifically provided. Washing may be hung to dry in the common drying space.

However it is tolerated until 10h00 close to tents or caravans if it's discrete and does not bother the neighbours.

Washing should not be hung in the trees.

Plants and flowers should be respected.

Campers should not hammer nails into trees, cut branches or plant anything. It is not allowed to create limits around the camping space with personal objects or to dig holes.

Campers will be held responsible for any damage they may cause to vegetation, fences or campsite facilities.

The camp spot used during the stay should be maintained in the state the camper finds it upon arrival.

### 10. SAFETY

a) Fire : Open fires (wood, charcoal) are strictly forbidden. Burners should be well maintained and used with care. In case of fire, inform the manager or his representative. Fire extinguishers may be used if necessary.

A First Aid Kit is available at the reception.

b) Theft : the management is responsible for all belongings left at the reception and watches over the campsite.

The camper is responsible for his/her equipment and should inform the management of any suspect behaviour. Even though the campsite is watched over, campers are advised to take the usual precautions with their belongings.

### 11. GAMES

Violent or disruptive games are not allowed near camp facilities. The common rooms are not to be used for disruptive games. Parents are responsible for watching over their children.

## CAMPSITE RULES



### 12. UNOCCUPIED EQUIPMENT

Unoccupied camping equipment may only be left on the campsite with the manager's permission and on the spot indicated.  
The fee posted at the reception will be charged.

### 13. RULES

These rules are posted at the entrance to the campsite and at the reception and are available for campers upon request.

### 14. INFRACTION OF RULES

In the case of a camper disturbing another camper's stay or if the present rules are not respected, the manager or his representative may warn the person, either orally or in writing if necessary.  
In the case of serious infraction of the present rules and after a warning, the manager has the right to resiliate the contract.  
In the case of penal infraction, the police may be called.

## CANCELLATION INSURANCE ENTORIA

### A STUNNER FORCES YOU TO CANCEL YOUR HOLIDAYS ?

**Think about the « cancellation insurance » and choose serenity !**

**Canceled nights are refunded with no deductible**

### SOME EXAMPLES WHERE CANCELLATION INSURANCE CAN WORK

- Personal problems (death in the family, burglary during your stay, holidays canceled by your employer...)
- Car breakdown on the way to your holiday destination.

Download the warranty information leaflet

Cancellation :

[https://www.hpa-axelliance.com/downloads/IPID\\_SADA\\_2019.pdf](https://www.hpa-axelliance.com/downloads/IPID_SADA_2019.pdf)

### HOW TO GET THE CANCELLATION INSURANCE ?

- When you make your reservation, take out Entoria's Cancellation Insurance !
- Registered people at reservation also benefit from the offer

### IN CASE OF CANCELLATION, HOW TO BE REFUNDED ?

**1. Contact the campsite immediately to cancel your stay**

**2. Fill in the form and report your cancellation to Entoria**

[https://www.hpa-axelliance.com/templates/DeclaSinistre\\_fr.pdf](https://www.hpa-axelliance.com/templates/DeclaSinistre_fr.pdf)

**3. Send the completed form with all the necessary parts within three business day by :**

> Email : [indemnisathpa@axelliance.com](mailto:indemnisathpa@axelliance.com)

> Mail : Entoria - Pôle HPA

Service indemnisation & accompagnement client  
Immeuble les Topazes

92 cours Vitton

69456 LYON Cedex 06

# GENERAL CONDITIONS OF SALE



## BOOKING CONDITIONS

1. All bookings imply the acceptance of the rules of the campsite.
2. The reservation becomes effective solely with the agreement of the camping, upon receipt of the deposit and either upon receipt of the booking contract duly completed and signed, or upon your agreeing to the general conditions of sale when booking online.
3. The booking will only be accepted after a payment of a deposit :
  - Pitches : **86€** (65€ deposit + 21€ booking fees) or **98€** (65€ deposit + 21€ booking fees + 12€ stay (from 1 to 30 days) for cancellation insurance (optional)).
  - Mobil-homes and tent bungalows : **25%** deposit + 21€ (booking fees)+ 1,70€/night for cancellation insurance (optional).A confirmation will be sent to you either per email or post.
4. The pitch number will be given only for information and does not constitute a guarantee.
5. The campsite is free to accept or refuse bookings, depending on availability and, in general, depending on any circumstances that are likely to be prejudicial to the execution of the booking made. The campsite offers family holidays, in the traditional sense, and the accommodation has been specially designed for this purpose. The campsite reserves the right to refuse any booking that might contravene or attempt to pervert this principle.
5. Booking of camping pitches or rented accommodation is made strictly on a personal basis. Under no circumstances may you sub-let or transfer your reservation without the prior consent of the campsite.
6. Options (by telephone or email) are valid for **10 days**
7. Minors must be accompanied by their parents or legal guardians.
8. Security bracelet must be worn at all time.

## PETS

1. They must be kept on a leash at all times.
2. Dogs' and cats' vaccination certificates must be up-to-date.
3. Pets are permitted (except dogs which are listed in France's 1st and 2nd categories), with payment required.
4. Dogs weighing more than 10kg are not allowed in rentals.

## CAMPING PITCHES

The basic package includes the pitch for the tent, caravan or camper van for one or two people, access to the toilet blocks and to the residential facilities.

## RENTING

1. The rental accommodation is fully equipped. The basic package ranges from 2 to 8 places, depending on the type of accommodation.
2. The campsite reserves the right to refuse access to the village to groups or families whose number exceeds the capacity of the accommodation rented.

## GROUP BOOKINGS

1. All bookings made for more than 2 accommodation units by one person or made by different people who know each other and who are travelling together for the same reasons and for the same holiday dates at

- the camping, are deemed to be group bookings.
2. Accommodation appearing on the commercial campsite website is intended exclusively for individual bookings.
3. For all group booking requests, you must contact the campsite in question by telephone, email or via the Contact Us section. The campsite contacted reserves the right to examine booking requests before accepting or declining them.

## PRICES AND TOURIST TAX

1. Prices shown are effective for the 2020 season. They correspond to one night and are quoted in euros, including VAT.
2. The tourist tax varies according to the local council.
3. Balance of payment :
  - Pitch : before 6pm on the day before your departure at the latest.
  - Rental : before 6pm on the day before your departure at the latest.

## NO RIGHT TO WITHDRAW

In line with article L.221-28 of France's consumer code, The campsite would like to inform its customers that the sale of accommodation services provided on a specific date or according to a specific timeframe is not subject to the provisions pertaining to the 14-day cooling off period.

## CONDITIONS OF PAYMENT

1. For bookings made more than 30 days before the start of the holiday, the deposit of 25% of the total price of the facilities booked must be paid to the Village at the time of booking. The balance must be paid to the Village no later than 30 days before the start of a holiday.
2. For bookings made less than 30 days before the holiday start date, payment must be made in full at the time of booking with the Village.

## CANCELLATION AND ALTERATIONS

### 1. Changing your booking :

Customers may request that their stays are altered within the same campsite (dates, accommodation type) by writing to the campsite (by post or email), subject to availability and options.

Postponements to the next season will not be permitted. If no changes are made, customers must arrive for their stay in accordance with the original booking conditions, or cancel their stay in line with the conditions of their cancellation insurance.

- Requests to extend stays will be put into effect subject to availability and to applicable prices.
- Requests to reduce stays are viewed as partial cancellations and will be subject to stipulations regarding cancelling and curtailing stays.

### 2. Unused facilities :

Any stay that is interrupted or cut short (late arrival, early departure) by you shall not give rise to any reimbursement.

### 3. Cancellation by the campsite :

In the event of cancellation by the campsite, except in the case of force majeure, the stay will be refunded in full. This cancellation shall not however incur the payment of damages and interest.

## GENERAL CONDITIONS OF SALE



### 4. Cancellation due to camper :

Cancellation fees may be covered by the cancellation policy available from the village. No refunds will be made without subscription to this policy or without cancellation insurance.

## YOUR STAY

### 1. Arrival :

- Pitches : a minimum of one week reservation in July and August, from 2pm and departure before 12 noon.
- Mobil-homes : from Saturday 4pm to Saturday 10am.
- Tent-bungalows : from Sunday 4pm to Sunday 10am.

A deposit of 380€ will be required on arrival and returned to you on the day of departure, after the inventory has taken place.

The client will carry out the inventory of the rented accommodation upon arrival and should return this signed inventory sheet signed to the reception area within 24 hours after arrival at the latest. All problems must be notified immediately to the reception office at the time you take up your accommodation in order that these may be resolved speedily. Failing this, no subsequent complains will be accepted.

### 2. During your stay :

It is up to campers to ensure they have insurance cover: campers are responsible for looking after their personal belongings (bicycles etc.). The campsite shall in no event be held liable in case of an incident involving campers' civil liability.

All visitors must comply with the provisions of the internal regulations. Each named tenant is responsible for disturbances and nuisance caused by persons staying with or visiting them.

### 3. Departure :

- Rental accommodation : on the day of departure specified in your contract, the rental accommodation must be vacated by 10 a.m.

All the items on the inventory, the crockery and other household items must be laid out on the table by the client in order to allow verification to be carried out of any missing or damaged items, which must be paid for (cf. inventory).

The accommodation shall be left perfectly clean and the inventory may be checked. Any breakage or damage shall be payable by you along with any repairs to the premises, if that should prove necessary. At the end of your stay, the deposit shall be refunded to you after deduction of compensation retained, on production of the supporting invoices, against possible damage ascertained during the departure inventory.

The retention of the deposit does not preclude additional compensation in the event of the expenses being greater than the amount of the deposit.

- Rental accommodation : in the event of the accommodation not having been cleaned before your departure, a fixed cleaning charge of at least 80€ including taxes shall be invoiced to you.
- For any delayed departure, you may be charged for an additional day at the price applicable for that night.

## IMAGE REPRODUCTION RIGHTS

Vous autorisez le camping, ainsi que toute personne You give permission to the campsite, as well as to any person chosen by the campsite, to take photographs of you, to record you or to film you during your stay

with the campsite and to use the resulting images, sounds, videos and recordings using any media (especially on the campsite websites and web pages, including Facebook, on the campsite! The campsite information and promotion media and on travel and tourism guides). This permission applies for you as well as for people staying with you. The sole purpose of this is to promote and to provide information about the campsite, and may in no event damage your reputation.

This permission is provided free of charge for all countries and for a period of 5 years.

## DISPUTES

Claims regarding non-compliance of services with binding commitments may be submitted by post or email to the manager of the campsite.

## MEDIATION

In the event of a dispute with our campsite, you may contact us in the following way :

- Send a registered letter with acknowledgement of receipt to the manager of the campsite.

Send a copy of this letter to customer services at [info@lagrigne.com](mailto:info@lagrigne.com) ou by post to :

CAMPING LA GRIGNE – 35, avenue de l'océan – 33680 LE PORGE - FRANCE

If you are not satisfied with the response you receive, you may refer to the Medics mediation centre after a period of one month following the time you sent these letters/emails.

Please make your submission online at [www.medics.fr](http://www.medics.fr), or by post to :

Medics - 73 Boulevard de Clichy - F-75009 PARIS.

## RESPONSABILITY

The client acknowledges that the campsite may not be held responsible for any false information supplied by its partners or by any third party that might be specified in the campsite brochure or on its website, concerning the residential premises, and particularly its photographs, descriptions, activities, leisure activities, services and dates of operation. All photographs and text used in the campsite website do not form part of any contractual obligation. They are for information purposes only.

## DATA-PROCESSING AND LIBERTIES

The information you provide us with at the time of your booking will not be transmitted to any third party. The campsite shall treat this information as confidential. It shall be used solely by the campsite internal services for processing your booking and to reinforce and personalise communication and the services offered to the campsite clients concerning your centres of interest. In accordance with the data-processing and liberties law of 6 January 1978, you have the right to access, amend and change personal data relating to you.

To do this, simply write to us at the following address, stating your full name and address :

**CAMPING LA GRIGNE**  
**35, AVENUE DE L'OCEAN – 33680 LE PORGE**  
**FRANCE**