

# GENERAL CONDITIONS

## **BOOKING CONDITIONS**

- The reservation becomes effective solely with the agreement of the Camping Les Rives de l'Aygues, upon receipt of the deposit and either upon receipt of the booking contract duly completed or upon your agreeing to the general conditions of sale when booking online.
- Camping Les Rives de l'Aygues is not bound by bookings unless Camping Les Rives de l'Aygues has accepted them. Camping Les Rives de l'Aygues 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. Camping Les Rives de l'Aygues offers family holidays, in the traditional sense, and the accommodation has been specially designed for this purpose. Camping Les Rives de l'Aygues reserves the right to refuse any booking that might contravene or attempt to pervert this principle.
- 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 Camping Les Rives de l'Aygues.
- Minors must be accompanied by their parents or legal guardians.

### 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.

### Renting

- The rental accommodation is fully equipped. The basic package ranges from 2 to 6 places, depending on the type of accommodation.

## **CONDITIONS OF PAYMENT**

### Renting

Deposit account of 25% of the total amount of your stay and 10 € for Administration costs when you send your contract of reservation.

The balance of your stay must to be paid one month before your arrival. You will receive a confirmation letter who is valid your contract.

At you arrival a 250 € (180 € for the rent and 80 € for the cleaning) guarantee must be deposit at the camping office, it will be refunded if no damage has been done. If the place is in dirty condition the guarantee of 80 € is kept by the office for cleaning the lodging.

## Camping pitches

Deposit account of 25% of the total amount of your stay and 10 € for Administration costs when you send your contract of reservation.. The balance of your stay has to be paid 7 days before your arrival.

## **PAYMENT :**

International money order or transfer of bank to bank ordered to "S.A.S. RIGO - Les Rives de l'Aygues - 26790 Tulette", all expenses of this transfer must be paid by you. Bank transfer and booking contract must be done with the same name. Send your bank paper with booking contract.

### **Transfert number :**

S.A.S. RIGO - Les Rives de l'Aygues - 26790 Tulette

Bank : Crédit Agricole Sur Rhône Alpes - Domiciliation : Tulette (00147)

IBAN : FR76 1390 6001 4785 0414 8124 856

BIC : AGRIFRPP839

## **CANCELLATION CONDITIONS:**

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

Any cancellation should be notified by the tenant, by registered letter or telegram to the owner. In the event of cancellation of your reservation, all amounts paid will be retained and no refund will be made.

The deposit remain acquired to the owner who will ask the balance of the amount of the rent in case of not renunciation if the tenant doesn't show himself within 48 hours.

It is preferable to take out cancellation insurance.

The campsite Les Rives de l'Aygues propose you optional Cancellation and Interruption insurance in your rental contract. Our partner Gritchen Affinity will refund all or part of the stay only to customers that have purchased Campeze Couvert insurance. In case of cancellation, please notify the campsite of your cancellation as soon as an event occurs that prevents your departure, by letter or by email. If the claim is covered in the general conditions (available at [www.campeze-couvert.com](http://www.campeze-couvert.com) or from the campsite), please notify the insurer within 48 hours and provide all the necessary information and supporting documents. better to take out cancellation insurance.

### **In the event of a pandemic:**

In the event of stays which are interrupted or cut short for one of the following reasons:

- \*Border closures
- \*Administrative closure of the campsite
- \*Travel restricted to a number of kilometres meaning he/she cannot come to the campsite

A credit voucher for an amount corresponding to unused nights, valid for one year, will be issued by the campsite.

Apart from the reasons stated above, all interrupted or shortened stays (late arrival, early departure) due to the customer will not be subject credit vouchers.

## **YOUR STAY**

### **1. Arrival**

#### [Renting](#)

On the day of your arrival in the Camping les Rives de l'Aygue, you may check in from 4 p.m

#### [Camping pitches](#)

On the day of your arrival in the Camping les Rives de l'Aygue, you may check in from 11.30 a.m

### **2. During your stay**

The tenant should respect the peaceful character of the hiring and use it according to the destination of places. He must return the hiring to his departure clean as he found it in his arrival. The hiring concluded between the parts in the present act can't benefit even partially at the thirds, physical or moral persons, except agreement written by the owner. It's forbidden to put clothes line on the trees.

If the number of persons exceed the capacity indicated in the contract and without preliminary agreement, the owner reserves the right to refuse the supplementary persons and break the contract. Supprimer "or to receive a rise"

It is up to campers to ensure they have insurance cover: campers are responsible for looking after their personal belongings (bicycles etc.). The Camping les Rives de l'Aygue 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**

## Renting

On the day of departure the rental accommodation must be vacated by 10 a.m. 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.

In the event of the accommodation not having been cleaned before your departure, a fixed cleaning charge of at least €70 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.

## Camping pitches

On the day of departure the rental accommodation must be vacated by 11 a.m.

## **PETS**

Pets are permitted in Camping Les Rives de l'Aygue (except dogs which are listed in France's 1st and 2nd categories), with payment required when the booking is made. When admitted, they must be kept on a lead at all times. They are prohibited from swimming pool areas and in buildings. Dogs' and cats' vaccination certificates must be up-to-date.

## **ELECTRIC VEHICLES**

The electrical system in our rentals and sites is not suitable for charging electric vehicles. It is therefore strictly forbidden to connect an electric or hybrid vehicle to the electrical system. In the event of an infringement of this provision, the customer will be held responsible for any material or immaterial damage (short-circuit, fire, etc.) to the campsite and/or third parties caused by connection of a vehicle. A package of 300€ will be imposed if non-compliance of the rules. An electric terminal, subject to payment, is available for you to the outdoor parking of the camping.

## **BENEFIT**

The free services cannot give rise to any reimbursement or reduction in the event of temporary or permanent unavailability.

## **TOURIST TAX**

The tourist tax, collected on behalf of the municipality / community of municipalities, is not included in the rates. Its amount is determined per person and per day and is variable according to the destinations. It is to be paid when paying for the Service and appears separately on the invoice.

## **MEDIATION**

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

- Send a registered letter with acknowledgement of receipt to the manager of the camping to Camping les Rives de l'Aygue -142 chemin des Rives de l'Aygue-26790 TULETTE – FRANCE

If you are not satisfied with the response you receive, you may refer to the CM2C mediation centre after a period of one month following the time you sent these letters/emails. Please make your submission online at <https://cm2c.net> , or by post to: **CM2C**  
14 rue Saint Jean 75017 Paris

## **LEGAL INFORMATION**

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