

**Reservations :**

- ◆ Reservations are accepted only using the reservation form returned by letter, e-mail or through our website; all reservations are upon request, upon availability and after agreement of the camping.
- ◆ The reception will issue you a pitch / location trying to take into account your wishes and requirements, without however guaranteeing.
- ◆ If you want a specific number (rental or pitch) you will be asked for a flat rate of €30.
- ◆ You can extend your stay or change a pitch / location only upon request and after approval of the reception.
- ◆ Upon receipt of your deposit and reservation form (completed and signed), the camping will send a reservation confirmation and the proforma-invoice of the first payment

**For a camping pitch :**

- ◆ The requested deposit is 25 %, as well as the cost of cancellation insurance (4% of the total accommodation costs) if syndicated.
- ◆ The balance is to be paid 30 days before arrival.
- ◆ For reservations made less than 30 days before the start date of the stay, full payment must be made at the time of reservation (25% deposit + balance of stay)
- ◆ The maximum number of peoples is 6 - if upon arrival your “group” exceeds the maximum number, the camping will have the right to refuse the reservation.
- ◆ Guest is to provide a power adapter European plug.
- ◆ Check-in time is 1:00 PM and check-out time is 12:00 PM.
- ◆ The camping can mediate in refrigerator rental (tabletop 90 Ltr) from an external party at € 7,50 per day, subject to availability.  
The refrigerator is delivered to your pitch on the day of arrival between 18/19pm (deposit € 100 cash) and will be picked up at appointment on the day of departure before 10am.

**For a location / accommodation**

- ◆ The requested deposit is 25% of total price of services ordered, as well as the costs of cancellation insurance (4% of the accommodation costs) if syndicated.
- ◆ First payment is to be paid when booking is made.
- ◆ The open balance is to be paid at least 30 days (1 month) before the reserved arrival date, without stimulus. If no payment within the prescribed period is received, the camping reserves the right to cancel the reservation, and the deposit previously paid will remain acquired by the camping.
- ◆ For reservations made less than 30 days before the start date of the stay, full payment must be made at the time of reservation (25% deposit + balance of stay)

- ◆ For any bank transfers from abroad, the bank costs (e.g. Switzerland) are for the account of the guest.
- ◆ Arrival time is from 4pm, departure time between 8 and 10am. During **July and August the formalities can be done only as of 1pm**. Guests will not have access to the campsite before 1 p.m. To facilitate maintenance work, cleaning of the mobile homes, etc., the camping can give out the **key** to the mobil home **only from 4pm**. The campsite gives out only 1 key per mobil home.
- ◆ A *refundable security deposit* for possible damages etc. of **€ 200 for the location** / accommodation is to be paid upon arrival and before taking possession of location / accommodation. This deposit will be returned the day of departure, after verification by camping staff.
- ◆ Any defects / imperfections must be reported immediately upon arrival - also if there are remarks with regard to the cleanliness of the mobile home. If no report has been made upon arrival, the campsite will presume that everything is to guest's satisfactory and so any complaints (later during the stay or/and at departure) will not be processed.
- ◆ **Extra Tents, RVs, camper-vans are not allowed on a parcel of a location. Campers & camper vans must be parked on the parking outside the campsite.**
- ◆ All locations are equipped with duvets and pillows.  
Only in the mobil homes CALYS cotton bed linen and the towel is provided.  
For all other locations we offer the possibility to buy set of bed linen (coversheet, sheet and pillowcases) : cotton bed linen 18€ per bed and the kit towel 12€ (one big and one small)
- ◆ The mobile homes equipped with television only have **French channels**.
- ◆ The campsite asks guests to clean the location themselves at the end of the stay.  
For mobile homes (Calys, Cosy, Mae, Java) and lodge confort is 95 € for the cleaning  
For lodge nature, piloti and cabane Tipi is 50 € for the cleaning
  - If the cleaning is not done properly, not enough or "last minute" the full cleaning costs will be charged.
- ◆ The maximum number of people per location is noted - if upon arrival the booked group exceeds the maximum number, the camping will have to right to refuse the reservation.

#### Arrival after closing hours of the reception:

- ◆ **May, June and September:** You can arrive until 8:30 p.m. maximum.
- ◆ Please Park your vehicle in the outdoor car park and contact 04 75 88 04 65 In exchange for your valid identity document / driving license etc., we will give you the access map and your key.
- ◆ **July and August:** You can arrive up to a maximum of 10 pm;  
You park your car in the parking outside the campsite, and with a valid ID, you can pick up the key & map at the guard (at the entrance). The papers will be returned to you the next day when the formalities are done.

### Departure before opening hours reception :

If guests wish to leave before the reception opens, we will trust clients to do the cleaning - there will not be an "inventory check", this will be done without your presence. If the cleaning is not done correctly, the cleaning fee will be charged. It is the campsite staff who will make this decision, objectively and with due care.

### Cancellation and changes

#### 1. Modification of your reservation

The customer can request the modification of his stay in the same campsite (dates, type of accommodation) on written request to the campsite (mail or e-mail) to the extent of availability and possibilities. No postponement will be accepted for the following season. Failing any modification, the customer must make his stay under the initial booking conditions or cancel it according to the conditions of the cancellation insurance.

- Any request to increase the duration of your stay will be made subject to availability and according to the rates in force.
- Any request to reduce the duration of your stay is considered as a partial cancellation and will be subject to the terms and conditions for cancellation and interruption of stay.

#### 2. Services not used

In the event of a stay being interrupted or shortened for one of the following reasons:

- Closure of borders by administrative decision
- Administrative closure of the campsite
- Limitation of travel to a number of kilometers by administrative decision not allowing you to come to the campsite.

A voucher for an amount corresponding to the unused nights, valid for two years, will be issued by the campsite. In the event of refusal by the customer of this voucher, he will be reimbursed, on request, the corresponding amount minus the cost of cancellation insurance if it has been taken out.

Apart from the reasons mentioned above, any stay interrupted or shortened (late arrival, early departure) by the customer cannot give rise to a refund or a voucher.

### 3. Cancellation due to camping

In the event of cancellation by the campsite, except in cases of force majeure, the sums paid for the reservation will be fully refunded. However, this cancellation cannot give rise to the payment of damages.

### 4. Cancellation by the camper

Any request for cancellation must be communicated by post to the postal address of the campsite or by e-mail. Cancellations sent by telephone cannot be taken into account. Any cancellation leads to the termination of the reservation and the campsite reserves the right to offer the accommodation for rent again.

#### a. In the event of cancellation by the camper without subscription to the cancellation guarantee

For one of the following reasons (preventing the stay):

- Closure of borders by administrative decision
- Administrative closure of the campsite
- Limitation of travel to a number of kilometers by administrative decision not allowing you to come to the campsite.

A voucher, for an amount corresponding to the full amount paid, valid for two years, will be issued by the campsite. In the event of refusal by the customer of this voucher, he will be reimbursed, on request, for the corresponding amount.

- Case 1: Cancellation up to 16 (sixteen) days before the start of the stay. The deposit of 25% of the amount of the stay will be kept by the campsite as cancellation fees. The sums paid, deducted from the amount of the deposit, will be refunded.

- Case 2: Cancellation between D-15 and D-8 before the start of the stay. A sum of 50% of the total amount of the stay will be retained by the campsite as cancellation fees. A voucher will be issued for an amount corresponding to the sums paid less the cancellation fee of 50% of the total amount of the stay. This voucher is non-refundable, non-transferable, usable only in the campsite where the stay was canceled and is valid for two years.
  - Case 3: Cancellation between D-7 and D-0 before the start of the stay. The totality of the sums paid, i.e. the totality of the amount of the stay, is kept by the campsite. No refunds will be made. If the customer does not show up at the campsite within two days of the start of the date of his stay and without having informed the campsite by post or e-mail beforehand, the reservation will be considered canceled by the customer. The campsite therefore reserves the right to offer rental accommodation again.
- b. In the event of cancellation by the camper with subscription to the cancellation guarantee the sums paid are covered by the guarantee according to the general conditions of cancellation.

### **FOR THESE REASONS, THE CAMPING RECOMMEND YOU CANCELLATION INSURANCE (GRITCHEN).**

The campsite proposes a cancellation insurance.

Costs of cancellation insurance are 4% of the total accommodation costs.

### **The following conditions apply:**

Insurance costs must be paid in one go, at the time of booking.

For a refund request, it is necessary to send us the cancellation by registered mail or by email, we will do the necessary with the insurance company, which will contact you. The insurance guarantees the reimbursement of the amount paid contractually, after deduction of an excess indicated in the table of amounts of cover and invoiced according to the general conditions of sale of the latter (excluding the insurance contribution and taxes) for a pitch or accommodation. Please note that only accidents occurring after booking are taken into account, subject to providing the necessary documents.

The insurance covers you in the following cases:

- a) Death, serious accident, illness, yourself or your spouse, children and direct family: parents, brothers and sisters, medical proof (see deductible)

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[contact@campingarcencielardeche.com](mailto:contact@campingarcencielardeche.com)

- b) Moving for professional reasons, change of leave dates by the employer: certificate from the employer (see deductible)
- c) Economic dismissal of yourself or your spouse: certificate from the employer (see deductible)
- d) Loss of your home to fire, flood, storm, calamity or vandalism: insurance certificate (see deductible)

The insurance is active until your arrival at the campsite.

The insurance premium is never refundable.

Each contract is nominative and non-transferable.

### Damage

- ◆ The campsite installations, equipment, structures, buildings etc. must only be used for the intended purpose.
- ◆ The main booked / person responsible for any damage, destruction caused, will be held responsible.
- ◆ The main booker can be held personally liable for any damage, destruction or damage.
- ◆ The main booker is at all times responsible for the behavior of his guests and fellow travelers and for any damage, destruction or damage that they cause.
- ◆ The main booker is liable for the rented property.

**The main booker must have at least a Legal Liability Insurance.**

### Wifi / internet

Wifi is available everywhere at the campsite. For cottages, lodge or place 1 wifi connection is free.

### Pets

- ◆ Pets are allowed on the premises.

#### Conditions:

- Pet is registered when making the reservation.
- The pet does not disturb peace, calm and safety, also with regard to fellow camping users.
- The owner of the pet ensures that all hygiene rules are observed and that all installations, structures etc are respected.
- Pets must be kept on a leash at all times and a valid 'passport' / health certificate from the vet must be provided.
- Pets are not allowed in / around the swimming pool and not on the landscaped beach.

- In all locations, pets are prohibited on the beds and/or on the duvets - If camping staff finds that the contrary has happened, cleaning costs will be charged (for duvets, mattresses, etc.).
- Bags for the needs of pets are available at the reception.
- **The pet cannot be left alone! Not at the campsite (pitch), nor in or around a location.**
- The campsite reserves the right to deny access to the campsite to guests who do not comply with the above rules.

### Swimming pools - no supervision

- ◆ The swimming pools and slides are open from 9.30 a.m. to 19.30 pm.
- ◆ Children must be and remain under the supervision of their parents.
- ◆ Access to swimming pool only with (tight) swimming trunks! **Bermudas and shorts are (legally) not allowed** in connection with hygiene rules (Decree 81 - 324 of 7 April 1981).
- ◆ It is not allowed to reserve sun beds with towels or other means if you are not staying at the swimming pool. The campsite reserves the right to remove "abandoned" towels etc. without the presence of a person after a certain time.
- ◆ The slides are not recommended for pregnant women and people with a heart defect, back problems.
- ◆ Use of slides can cause (extra) wear of swimwear, the camping is not liable.

### River - no supervision

- ◆ The river has no opening or closing time, but as soon as it gets dark, we kindly ask you not to swim in the river for safety reasons.

### Animation and Mini club

- ◆ The Mini Club is for children from 4 to 12 years old.
- ◆ The Mini Club is open from Monday until Friday in July and August.
- ◆ The evening entertainment is offered by the campsite in July and August.
- ◆ All installations, structures, buildings will be open during the all season.

### Bracelets

- ◆ Wearing a bracelet in a clearly visible place is mandatory during the entire stay.

- ◆ The campsite reserves the right to deny access to the campsite to guests who refuse to wear a bracelet.

### Safety

- ◆ It is strictly forbidden by law to barbecue (charcoal and electric) or to have an (open) fire at your campsite / plot / beach.
- ◆ Only gas BBQs (and “skottelbraai”) are allowed on your campsite / plot.
- ◆ Fireworks are strictly forbidden in the Ardèche.
- ◆ **It is strictly forbidden to charge your electric vehicle directly at the cottages or on the pitches.**
- ◆ Guests who participate in the activities proposed by the campsite do so at their own risk and for their own responsibility - this also applies to the use of the swimming pool and water slides, the river, play equipment, sports grounds, fitness equipment and children's playground, etc.

### House rules

- ◆ To get access to the campsite, permission from the reception is required.  
Violation of the house rules can lead to removal from the campsite (with police intervention if necessary).
- ◆ Guests from outside the campsite are to obtain a visitor pass (10 € per person per day).  
This pass also gives access to the water park, the beach, the installations, restaurant and bar.  
Guests are required to leave a (valid) ID at the reception, which will be returned upon departure.
- ◆ Wearing a (guest) bracelet is mandatory.
- ◆ Reception reserves the right to deny guests access.
- ◆ Immediate removal from the campsite in cases of (public) intoxication, possession or use of (soft) drugs, vandalism or theft. Any costs arising from this are for the account of the responsible and / or main booker.
- ◆ Traffic, noise;
  - Maximum speed is 15km.
  - Your car must be parked on its own camping pitch / plot, even if the adjacent pitch is not in use. It is forbidden to park in the 'alleys' / streets of the campsite, if the car cannot be parked on the camping site / plot (due to lack of space) the car must be parked in the parking lot outside the campsite;
    - RVs, camper-vans are not allowed on a parcel of a location - these must be parked in the parking outside the campsite.
- ◆ It is not allowed to drive the car at the campsite after 11 p.m.
- ◆ The barrier of the campsite is closed between 11 pm and 7 am.
- ◆ Every main booker is and remains responsible for any problems or inconvenience, damage, damage etc. caused by his fellow travelers.
- ◆ The campsite requires calmness and tranquility on site from midnight.

- ◆ Parents remain responsible at all times for their children or minors traveling with them, including for any (noise) nuisance or destruction caused by youngsters.
- ◆ If a guest causes nuisance (day or night) to other guests or affects the integrity of installations, the stay can be terminated immediately, without any form of refund and without being able to claim any claims such as compensation. The campsite reserves the right to recover all costs that must be made from the main booker.
- ◆ To guarantee the quality of everyone's stay, the campsite does not accept groups; no bachelor outings etc.
- ◆ Motorized vehicles run on the campsite during the day. Make your children aware of their own safety - just like on public roads.
  - this mainly concerns bicycles, scooters, hover-boards and the like. The campsite is not liable for any accidents.

**The responsibility of the campsite, beyond its legal responsibility, does not apply in the following cases;**

- ◆ Theft, loss, damage or any other incident of any kind, during or after a stay.
- ◆ Nuisance as a result of natural phenomena (weather, mosquitoes, flies, lice etc.....)
- ◆ Disruptions, decommissioning, or closure of camping equipment or facilities.
- ◆ Temporary measures, taken by the management of the campsite, that restrict access to certain facilities (such as swimming pool, slides, sports grounds, etc.) that are necessary for compliance with safety standards or periodic maintenance.
- ◆ The campsite reserves the express right to adjust the purpose and realization temporarily.
- ◆ The requested deposit is not intended as a limitation of liability. The tenant / main booker must have at least a legal liability insurance.



**Any dispute regarding the interpretation or implementation of this contract or the consequences thereof will at all times be brought before the Court of Aubenas (07) by authorized persons**

### Mediation of consumer disputes

In accordance with the provisions of the Consumer Code, in the event of a dispute between the professional and the consumer, the latter will endeavor to find an amicable solution. In the absence of an amicable agreement, the consumer has the possibility of contacting the consumer mediator to whom the professional reports, namely the Association of European Mediators (AME CONSO), free of charge, within one year of the complaint. Written addressed to the professional. The referral to the mediator must be made: -either by completing the form provided for this purpose on the AME CONSO website: [www.mediationconso-ame.com](http://www.mediationconso-ame.com) -either by mail addressed to AME CONSO, 197 Boulevard Saint-Germain - 75007 PARIS

### Computing and freedom

The information you provide to us when placing your order will not be passed on to any third party. This information will be considered confidential. They will be used only by the internal services of Camping arc en ciel, for the processing of your order and to reinforce and personalize the communication and the offer of services reserved for customers of Camping arc en ciel according to your interests. In accordance with the Data Protection Act of January 6, 1978, you have the right to access, rectify, and oppose personal data concerning you. To do this, simply send us a request by mail to the address: Camping Arc en ciel 359 chemin du moulin quartier les mazes- 07150 Vallon Pont d'Arc.

### Obligation to provide information on the Bloctel system (ART L 223-2)

"When a professional is required to collect telephone data from a consumer, he informs him of his right to register on the list opposing telephone canvassing. When this collection of information is done at the time of the conclusion of a contract, the contract mentions, in a clear and understandable manner, the existence of this right for the consumer. » You can register for free on the telephone canvassing opposition list called BLOCTEL and managed by the company OPPOSOTEL under a public service delegation.

### Network security and privacy

Messages that you send to us via the Internet may be intercepted on the network. Until they reach us, their confidentiality cannot be guaranteed. Please ensure that you do not disclose unnecessary, sensitive or third-party personal or confidential information. In addition, the indication of the origin of the electronic messages that we receive may be falsified. Therefore, if you wish to communicate such information to us, you must use postal mail.