



GENERAL RENTAL TERMS

BOOKING CONDITIONS

1. 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.
2. To confirm your booking, you must send us a signed and completed rental agreement together with a deposit (see Paying for your stay).
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

1. 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.
2. For the reservation, a deposit will be asked for 5 € / day reserved + booking fees. The balance is to be paid on the day of arrival at the campsite.

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.
3. For the reservation of an accommodation, a deposit of 30% of the rental price of your stay + booking is required to confirm your booking. The balance must be paid upon arrival at the campsite.

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.
4. Booking fees on rentals or accommodations are 8 euros.

CHANGING OR CANCELLING YOUR BOOKING

Cooling off period

In accordance with article L.221-28 of the French consumer code, the right of withdrawal cannot be exercised for accommodation service contracts, 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.
4. **No reduction or refund will be granted in the case of late arrival or early departure, whether for personal reasons, weather, medical or other.**

Cancellation by guests

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

If you cancel more than 60 days before the agreed arrival day, your deposit will be returned. Only the booking fees will be kept (8€).

Between 60 and 30 days before the beginning of the stay, all the deposit will be kept by the campsite.

If you cancel less than 30 days before the beginning of the stay: the total amount of the stay will be kept.

You will always be offered a postponement of the stay, depending on our availability, in the current season. In case of refusal from the customer, the above conditions apply.

No refund will be possible following a deposit of checks.

LIFE ON THE CAMPSITE

Reception opening hours

- Out of season: de 9am to 12 noon and 2 pm to 6 pm.
- July and August: 8.30am to 12 noon and 2pm to 7pm.

Camping les Volcans***

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campinglesvolcans@akeonet.com – www.campinglesvolcans.com

Check-in

1. Camping plots: You may arrive any time between 2pm and 6pm.
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 mobile home, coco sweet and lodge 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. 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.
2. Smoking is prohibited in static caravans and rent-a-tents.
3. Any additional services not included in the initial price of your stay will be billed separately.
4. 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 €.
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. Their number is limited to 2 per rental. 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.