

Section 1 – Booking

All reservations must be made via our website or by mail and imply acceptance of our sales conditions and our rules.

The reservation will become final:

1. After receipt of our booking form filled out and signed, accompanied by payment of the deposit plus the administrative charges and the cancellation policy if this one has been taken out;
2. And after acceptance and confirmation from us: we will send you a certificate of reservation by mail in the days following the receipt of your booking form and payment of the booking charges. This certificate must be presented at reception on the day of your arrival at the campsite.

The reservation is personal and not transferable. People not indicated on the booking form are not allowed to stay on the pitch or in the accommodation booked without the approval of the manager or his representative.

Section 2 - Cancellation of stay

Any request to cancel a booking must be notified by registered letter with record delivery, addressed to Camping La Garenne - Le Combal - 24210 Peyrignac - FRANCE. It will only take effect from the date of receipt of mail.

In the event of cancellation of a pitch booking, regardless of the date of receipt, no refund of charges paid to the booking will be made.

In the event of cancellation of an accommodation booking:

- More than 30 days before your arrival, no refund of charges paid to the booking will be made.
- Less than 30 days before your arrival, no refund of charges paid to the booking will be made and the total amount of the stay will be payable.

To get a refund, we invite you to take out our cancellation policy.

Section 3 – Cancellation Policy

The cancellation policy assured the refund of charges paid only for the cancellations occurring before the start of stay (excluding administrative and cancellation charges). Each stay started must be paid in full.

To be acceptable, the request of cancellation must be notified by registered letter with record delivery, accompanied by written proofs, no later than 48 hours after the event causing the cancellation, and only in the following cases:

- Accident, illness or death of the policyholder, spouse, ancestor or descendant,
- Serious damage to your property and requiring your presence,
- Witness or juror summons to appear in court,
- Lay-off of the policyholder or spouse,
- Getting a job or paid training course,
- Cancellation or change of holiday dates by the employer.

Section 4 - Late arrival or early departure

In the case of late arrival or early departure, no refund will be made. If you break your stay in the following cases, the refund will be in proportion to the rental of your accommodation after your departure until the initial date of the end of your stay: force majeure, death, hospitalization duly justified.

Section 5 – No-show at the campsite

After a delay of 24 hours not indicated by the customer, we reserve the right to rent the pitch or the accommodation to other holidaymakers.

Section 6 - Arrival and Departure

For campers, the pitch will be available from 12.00 am on the day of arrival and must be left before 12.00 am on the day of departure.

For departures after 12h, one more night will be charged to the camper.

For residents, the accommodation will be available from 4.00 pm on Saturday and must be left at 10.00 am on Saturday.

Section 7 – Payment of the stay

A deposit is payable at the time of the booking. The balance must be paid on the day of arrival at the campsite for the rented accommodations, and on the eve of the departure for the pitches.

Section 8 – Rented accommodations

All our accommodations are furnished and equipped with a refrigerator, gas cooker, crockery, cutlery and set of garden furniture.

Pillows and blankets are provided. However, sheets of bed are not provided.

An inventory will be made on the day of your arrival and on the day of your departure.

At your arrival at the campsite, 2 deposits will be required with the payment of the balance of your stay:

- a first deposit between 350€ and 650€ in case of damages in the accommodation;
- a second deposit of 50€ for the cleaning of the accommodation.

Please leave the accommodation tidy and clean, the dishes done, otherwise, we will charge you 50€ and the deposit will be kept.

Section 9 – Liability

Campers must have their own insurance. La Garenne Camping & Caravanning accepts no responsibility for damages caused to the equipment of owners of tent, caravan, camper van, etc... Civil liability insurance for your equipment is required.