

GENERAL RENTAL CONDITIONS 2021

CAMPING LE TAMPICO – SARL GARTEMPO

70, avenue Emile Aubert 04400 BARCELONNETTE

ACCOMMODATIONS & PITCHES

1. Bookings can be made by mail, fax, email or telephone. For every booking made by phone the request will be registered immediately and a booking contract will be send to you. The completed contract needs to be returned to us within 8 days with 30% deposit of the total amount for the accommodations or for the pitches + booking fees (refer to pricelist). The person making the reservation must be aged at least 18 and be able to legally contract to these rental conditions and guarantee the truthfulness and accuracy of the information given. In addition, this person must be a participant in the stay. The rights of this contract are not transferable. Reservation requests including minors who are unaccompanied by a direct legal responsible person (father or mother) will be rejected.
2. As soon as we have received and accepted your contract and deposit, we will send you a firm and final confirmation.
3. The reservation is for the specified dates which may only be changed within the limits of availability.
4. Prices do not include tourist tax or supplements (see prices).
5. Payment of the balance of your stay.

For the accommodations, the balance has to be paid 30 days before arrival.

For the pitches, the balance has to be paid the day of your arrival.

Accepted payment methods :

- Cash
- ANCV holidays vouchers
- Bank card
- Bank transfer : Account holder : SARL GARTEMPO
Domiciliation BARCELONNETTE (04400)
RIB : 30004 00620 00010103546 85
IBAN : FR76 3000 4006 2000 0101 0354 685
BIC : BNPAFRPPXXX

The customer may want to pay their fees in several times. This payment method in several times without fees is only possible if there are several months between the date of booking and the date on which the outstanding balance is due. The customer must contact the site to arrange a payment schedule and the balance must be paid 30 days before arrival date.

6. Cancellation

A cancellation insurance is offered to you during your stay. The general provisions of all the guarantees are downloadable on our site. You will also find the rates on our site. Cancellations can be made per letter or recommended letter to the following address camping Le Tampico 70, avenue Emile Aubert 04400 BARCELONNETTE (E mail not accepted, each E mail must be confirmed by a letter sent by post).

If the cause of your cancellation is not part of the cancellation insurance, no refund will be taken into account.

If the cancellation insurance has not been taken out :

- If canceled more than 30 days before the arrival date, the deposit will not be refunded.
- In the event of cancellation in the month preceding the date of arrival, no refund of the sums paid will be made.

No refund will be authorized in the event of a late arrival and/or an early departure. If the client has not arrived 24 hours after the planned date, the reservation will be cancelled and the pitch freed. The deposit sent will be retained by the camping. In this case, the campsite Le Tampico reserves the right to re-let the accommodation without owing any reimbursement or compensation.

7. Arrival

On arrival, people must go to reception to complete the entry formalities to the campsite. The access to your accommodation or to your pitch will be only possible after payment of taxes, supplements and the deposit.

Pitches :

- Arrival from 2 p.m. and departure before 12 pm. The remaining balance is payable on your arrival (only possible to pay with credit card or cash). No reimbursement will be authorized if the departure is earlier than planned. Any departure after 12 noon will result in the billing of an additional night.

- The package for a pitch includes 1 tent or 1 caravan or 1 motor home, 1 car and 2 persons, access to the playground. The electricity (extra) is 6A per pitch, supplement indicated per night (refer to pricelist). For security reasons, the number of persons is limited: 6 persons per pitch maximum.

Accommodations :

- Arrival from 4 p.m. on the 1st day of rental and departure before 10 a.m. on the last day of rental. Late arrivals are possible till 8 pm, in which case you must inform the reception by telephone before 5 p.m.

Any extension of stay must be made at least 24 hours before the scheduled departure date.

- Reservations are possible for 2 nights in low and middle season or per week in high season; the days of arrival are indicated in the price list.

- Included in the rental price: water, electricity, gas and access to the playground, and camping services.

- The location rental is nominative and, as such, subletting is strictly prohibited, as well as the transfer to a third party, except with written authorization from the campsite.

- All our accommodations are non-smoking.

- The capacity of each accommodation (4, 6, or 8 people according to the type of accommodation) is fixed because of insurance purposes and security. No additional people will be accepted (even babies or very young children).

- Tents are strictly prohibited on the accommodation emplacements. Trailers must be left in the exterior car park, if however your emplacement has room for a trailer, the tariff of an additional car will be applied.

Upon arrival, you will be asked for the following security deposits :

- A deposit of 200€ will be required in cash (no credit card imprint). This deposit will be refunded to the client at departure after the accommodation and state of the premises have been checked.
- A deposit of 70€ in cash representing the cleaning costs. They will also be returned upon departure, unless the rental is not returned to the state in which you found it when you arrived, or if you did not want to clean on your departure.

Any damaged object or furniture must be reported to the campsite management. Replacement price provided on request.

You must inform the management of your departure time the day before at the latest in order to organize the check-out, which will be carried out only during reception opening hours. Otherwise, security deposits will be returned to you by post within a maximum of one month if the rental condition is satisfactory.

GENERAL CONDITIONS

1. Only those people whose names are stated on the booking contract will be allowed on the site. Any changes will have to be authorized by the camp site management team.

2. No visitor can access the site without registration and authorization of the reception. The visitor must present an ID card and pay the entry fee (see tariffs). The management team reserves the right to limit the number of visitors. Visitors must absolutely leave the campsite before 11 pm. Visitor's cars must be left in the exterior car park, which is not supervised.

3. For security reasons the number of vehicles is limited:

- Pitch or accommodation 4 to 6 people: maximum 1 car.
- Accommodation 8 people: if the emplacement is big enough, maximum 2 cars, see tariffs.

Additional cars will have to be parked on our exterior car park which is not supervised.

4. Every client must comply with the internal camp site rules and must have personal civil liability insurance.

5. Any disputes arising will be referred by us to the appropriate tribunal.

6. The accommodations and the pitches are assigned based on availability and optimization of our planning. This assignment can be changed at any time before the keys to the accommodation are being handed over. Therefore, the client does not have the ability to choose a pitch or the number of one's rental accommodation in advance. No number will be communicated before the stay.

Special requests must be specified by the customer at the time of booking. Of course, we will try to satisfy request within our ability but without any guarantee. Requests after sending the booking confirmation will not be considered. Our company nevertheless reserves the right to change the type of accommodation by upgrading the type of accommodation requested if there was no specific request made at the time of booking. For any modification of the dates of stay, the same type of accommodation cannot be guaranteed.

Electrical connection: The customer must provide a compliant electrical cable in good condition if he requests a connection.

7. Access to campsite by car is prohibited between 11 pm and 7a.m. During these hours access will only be authorized by foot.

8. Our accommodations are not equipped for disabled people.

9. First class dogs called « dangerous » are strictly forbidden, second category dogs are allowed with a muzzle. in all cases dogs allowed on the campsite must be kept on a leash . The presentation of an up-to-date vaccination card is compulsory.

It is forbidden to leave animals alone in the accommodation in your absence.

Animals are admitted subject to the payment of a supplement.

They are prohibited on sofas and beds. Any damage occurring in the accommodation, the camping equipment and its infrastructure as well as those of the other tenants of the campsite will be the responsibility of the owner of the animal.

Customers undertake to respect the internal rules of the campsite displayed at the reception, under penalty of being excluded from it, for the well-being and respect of other campers.

10. Gas bottles will not be changed between 10 p.m. and 8 a.m.

11. Bank transfer fees will be borne by the client.

12. The opening times of the services on site can be communicated by telephone one week before your arrival on our site. These times are subject to change during the season with regards to the time of year and the weather conditions.

13. Group Bookings: When bookings for more than 4 accommodations/pitches are made for the same dates by the same person or by different individuals knowing each other, the booking is considered as a "group booking". To make a group reservation, you will have to send a written request by letter or by e-mail to the person in charge for group bookings of the site.

14. The Management reserves the right to maintain the green areas of the campsite from 10am to 6pm from Monday to Saturday, using mowers and hedge trimmers to maintain the cleanliness of the campsite.

15. Our company cannot be held responsible for disruption caused by maintenance carried out by the site or the town (maintenance works, water or electricity cuts) that could disturb the guests' stay.

16. Complaints can only be considered when made during the stay and on site, in no case any later or after the stay. Any dispute arising will be referred to the appropriate authorities. Any complaints about the stay should be made to the campsite reception in order to resolve the problem as soon as possible. Secondly you can confirm by email to: camping@letampico.fr or write to the campsite reception, this must be received within a maximum period of 8 days after the return date. No complaints will be processed if they have not been mentioned during the stay at the campsite.

17. The Campsite declines all responsibility for theft within its enclosure.

18. The campsite's WIFI connection is provided to campers and is free in the area close to reception and restaurant. The camping cannot be held liable for any malfunction due to the Internet Service Provider.

PICTURE AUTHORIZATION:

You authorize without counterpart the camping to use all the support of photos of you and your children who could be taken during your stay for advertising needs of the camping.