

GENERAL RENTAL CONDITIONS 2026



Article 1 - Rental of accommodations:

Article 1.1 - Reservations are strictly personal and cannot be transferred to third parties under any circumstances. The 3-bedroom mobile home sleeps up to 6 people, while the 2-bedroom mobile home, the accessible mobile home, or the self-catering gîte sleeps a maximum of 4 people. Check-in is from 3:00 PM and check-out is until 10:00 AM. During the summer, rentals are by the week only, with arrival days on Wednesdays or Saturdays. For other dates, a minimum stay of 2 nights applies during the low season.

Article 1.2 - On the campsite:

Pitches have a maximum capacity of 6 people. They are assigned from 3:00 PM and must be vacated by 10:00 AM. Our base price includes: the availability of a standard pitch, 80-100 m², a Grand Large pitch 120-150 m², or a Grand Large pitch 120-150 m² by the river, for a tent, caravan, or campervan. Included are: electricity, two people, and a parking space for your vehicle. Our base price does not include: additional adults, visitors, additional children, additional vehicles and tents, or activities organized in collaboration with external providers.

Article 1.3 - Rental accommodations:

Non-smoking area: Our basic price includes the provision of a furnished accommodation for the intended number of people from the day of arrival after 3:00 PM until the day of departure before 10:00 AM, as well as the parking space for one vehicle on the pitch.

Our base price excludes: bed linen, duvet covers, and pillowcases. Optional: bed linen, pillowcases, and duvet covers can be rented for 17 € per 140-centimeter bed and 12 € per 90-centimeter bed. Please indicate this when booking. A towel set (one hand towel and one bath towel) is available for 8 € per person. Cleaning products and activities organized in collaboration with external providers are also not included.

Article 2 - Administration fees:

Each booking incurs a booking fee, depending on the number of days: for a stay longer than 4 nights: 21 € or shorter: 12 €.

Article 3 - Reservation and payment of the stay:

Article 3.1 - For all bookings made up to 30 days before departure, a booking option will be registered, subject to availability, after receipt and processing of the booking request. A contract will be sent to the applicant. The booking option is valid for 8 days. The option is considered confirmed and thus becomes a firm booking upon receipt of a deposit of 25% of the estimated accommodation costs plus 100% of the booking fee. Any booking option not confirmed by mail or email will be automatically canceled without prior notice from us.

Article 3.2 - After receiving your deposit, we will send you a confirmation of your registration by e-mail. This confirmation states the dates of your stay, the total amount of your stay (calculated on the basis of the information you provided in your reservation request) and the amount of the deposit received. Any rental contract that is not accompanied by the payment of the deposit and the administration fees is invalid.

Article 4 - Payment of the stay:

Article 4.1: The remaining balance of the reservation must be paid:

For rental accommodations: 30 days before arrival. For pitches: 15 days before arrival. For reservations made less than 30 days before the arrival date, full payment must be made at the time of booking. If the camper does not make contact to report that they have had to postpone the arrival date, the pitch or accommodation will be available for rent again 12 hours after the scheduled arrival date stated on this contract. No refund will be given for late arrival or early departure.

The payment of the balance can be spread out in installments, monthly at no extra cost. Different payment methods are accepted: debit card, credit card, bank transfer or cash. If the deposit upon reservation is not paid by the customer within 8 days or the balance no later than 30 days before the start date of the stay, Camping Arleblanc reserves the right to cancel the reservation and offer the accommodation for rent again.

Article 4.2 - No right of withdrawal:

In accordance with article L.221-28 of the French Consumer Code, Camping Arleblanc informs its customers that the sale of accommodation services, which are provided on a specific date or according to a specific frequency, is not subject to the provisions concerning the 14-day withdrawal period.

Article 4.3 - Allocation of pitch or accommodation:

The reservation of a pitch or accommodation implies that the decision on the allocation lies entirely with Domaine du Camping Arleblanc. We do not make any definitive commitments regarding the allocation of a specific pitch and/or accommodation chosen by the customer for a stay, not even to customers who have occupied the same pitch for several years. Domaine Arleblanc Camping undertakes to provide a similar pitch or accommodation if it is not possible to provide the previously chosen pitch or accommodation, without having to justify this decision.

Article 5 - Access:

No person may be admitted without the permission of the management of Camping Arleblanc. Everyone staying at the campsite must be in possession of individual or family "civil liability insurance".

Article 6 - Rates:

The applicable rates are those listed in our brochures, price lists or on our website www.arleblanc.com. Occasional promotions may be posted on the same site. The applicable rate is then the rate of the current promotion, depending on availability at the time of the reservation request. For a stay booked and paid for before the introduction of these promotions, no refund, even partial, or rate reduction will be granted.

Article 7 - Tourist tax:

The tourist tax is 0.60 € per day per person over 18 years old. In addition, there is an Eco Tax of 0.40 € per day per person over 13 years old. This Ecotax, also called "eco-contribution" or "eco-tax", contributes in part to the taxes that the campsite has to pay, such as for household waste and wastewater treatment. This tax must be paid at the same time as the tourist tax.

Article 8 - Visitors:

Any person entering the campsite must report to reception. A visitor staying at the campsite for half a day or a full day pays 2 € per person. For this, a ticket is obtained at the entrance. This ticket does not grant access to the swimming pool. Visitors staying overnight at the campsite must register at reception.

Article 9 - For the accommodations:

Deposit and inventory: Two deposits are required upon arrival: 200 € for the rental accommodation and 100 € for cleaning. On the day of departure, the mobile home must be left in perfect condition before 10:00 AM, ready for a new rental. You are responsible for the maintenance of the accommodation during your stay. The deposit required upon arrival will be made through a temporary authorization on your bank or credit card. Cash payments are not accepted for the deposit. Accommodation deposit: 200 € for any damage. We will collect the deposit if there is any damage. Otherwise, the authorization will automatically expire after 30 days. The cleaning deposit is 100 € for possible cleaning costs. Cash payments are not accepted for the deposit. The cleaning deposit will be collected if you do not leave the rental accommodation spotless. Otherwise, the authorization will automatically expire after 30 days. You can also opt for the cleaning option: The cost is 75 €, payable when booking the final cleaning service. If you choose the cleaning option, you will not pay a cleaning deposit. All our rentals are non-smoking. Please note: If you violate the smoking ban, the 200 € deposit will be retained in full.

Article 10 - Pets:

Your pets are welcome on the pitches and in the rental accommodations. They must be kept on a leash at all times and relieve themselves outside the campsite. Your dog must never be left alone in the mobile home, including the terrace, pitch, or car, and must not disturb the neighbors by barking or defecating. The mobile home terraces are fenced so your dog can stay safely on your terrace. Failure to comply with these rules may result in the eviction of the dog and its owners. All other animals, except cats, are prohibited in the rental accommodations. Upon arrival, you must register your pet at reception and present proof of rabies vaccination. Pets are not allowed in the swimming pool or in the common areas of the campsite, including the restrooms, restaurant, and supermarket. Category 1 and 2 dogs are prohibited on the campsite. A maximum of two pets are allowed per pitch or rental accommodation.

Article 11 - Swimming pool access:

For hygiene reasons, swimming trunks are compulsory; no board shorts, no monokinis, no burkinis. The use of suntan oil is prohibited, sunscreen is permitted. Parasols are prohibited in the swimming pool, strollers are permitted. Toys, such as boats, balls, flippers, shovels, buckets and water pistols, are prohibited. It is forbidden to eat, drink, smoke (including any illegal substances), spit or chew gum. Small inflatable rings and armbands are only allowed for children who cannot swim. It is forbidden to reserve deckchairs with towels or other means if you are not staying by the pool. We reserve the right to remove towels that are placed without the presence of a person after a certain time.

Article 12 - The playground:

The playground is exclusively for the use of children of Camping Arleblanc and must be used under the supervision of parents. Please respect the age classification of the play equipment. Access is prohibited after 11:00 PM.

Article 13 - Shared barbecue:

The Ardèche prefecture prohibits the use of individual barbecues on the campsite. Two communal barbecues are available on the grounds. Gas planchas can also be rented for 40 € per week, from Saturday evening to Friday evening.

Article 14 - Stay:

Article 14.1 - Camping Arleblanc is specifically aimed at family holidays. The accommodations are specially designed for this purpose. The campsite reserves the right to refuse reservations that are contrary to this principle or that attempt to circumvent it. The reservation of a camping pitch or accommodation is strictly personal. Under no circumstances may you sublet or transfer your reservation without the prior consent of the campsite.

Article 14.2 - Minors must be accompanied by their parents or legal guardians. Camping Arleblanc reserves the right to refuse access to the campsite to groups or families who present themselves with a number of participants greater than the capacity of the rented accommodation.

Article 14.3 - Group stay:

Any reservation of more than 4 accommodations by the same person or by different people who know each other and travel together with the same motivation and for the same stay dates is considered a group. The accommodations offered on the website are intended exclusively for individual customers. For all group reservation requests, please contact Camping Arleblanc directly by phone or email. Camping Arleblanc reserves the right to study the reservation request before accepting or refusing it.

Article 15 - Cancellation of the stay:

Article 15.1 - Modification of your reservation:

The customer may submit a written request to modify their stay (dates, type of accommodation, options) to Camping Arleblanc by email, insofar as availability and possibilities allow. Transferring to the following season is not possible. If a modification is not possible, the customer must complete their stay in accordance with the original reservation or cancel according to the terms of the cancellation insurance.

Article 15.2 - Any request to extend your stay will be granted based on availability and according to the applicable rates. Any request to shorten your stay will be considered a partial cancellation and is subject to the conditions for cancellation and interruption of the stay.

Article 15.3 - Unused services:

In the event of an interrupted or shortened stay for one of the following reasons: closure of borders by administrative decision, administrative closure of Camping Arleblanc, restriction of travel to a certain number of kilometers by administrative decision making it impossible to reach the campsite, the campsite

will issue a voucher for the value of the nights not enjoyed. This voucher is valid for two years. If the customer refuses this voucher, the corresponding amount will be refunded to them upon request, after deduction of the costs of the cancellation insurance if it has been taken out. Apart from the reasons mentioned above, an interrupted or shortened stay (late arrival, early departure) by the customer cannot give rise to a refund or a voucher.

Article 15.4 - Cancellation by Camping Arleblanc:

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

Article 15.5 - Cancellation by the camper:

In the event of cancellation by the camper, except in cases of force majeure, the cancellation and refund conditions are as follows: Any cancellation request must be sent by post or email to the address of Camping Arleblanc. Cancellations by telephone will not be processed. Any cancellation will result in the termination of the reservation and the campsite reserves the right to offer the accommodation for rent again.

Article 15.6 - Cancellation by the camper without cancellation insurance:

If the cancellation is due to one of the following reasons, which prevent the stay: closure of borders by administrative decision, administrative closure of the campsite, restriction of travel to a certain number of kilometers by administrative decision making it impossible to reach the campsite, Camping Arleblanc will issue a voucher for the value of the full amount paid. This voucher is valid for two years. If the customer refuses this voucher, the corresponding amount will be refunded to them upon request.

For all other reasons:

Article 15.7 - Case 1:

Cancellation at least 30 days before the start of the stay for accommodation and at least 15 days for pitches:

The deposit of 25% of the stay amount is retained by Camping Arleblanc as cancellation fees. The amounts paid, after deduction of the deposit, will be refunded. If the payment has been made in whole or in part with a voucher with a value higher than the deposit, the deposit of 25% of the stay amount will be retained by Camping Arleblanc as cancellation fees.

Article 15.8 - Case 2:

Cancellation less than 15 days before the start of the stay for pitches and less than 30 days for accommodation:

The full amount paid, being the total amount of the stay, will be retained by Camping Arleblanc. If the customer does not report to Camping Arleblanc within 12 hours of the start of the stay date and has not informed the campsite of this in advance by post or email, the reservation will be considered as canceled by the customer. In this case, Camping Arleblanc reserves the right to offer the accommodation for rent again.

Article 15.10: For these reasons, we recommend taking out Meech's cancellation insurance. Camping Arleblanc offers cancellation insurance that covers the inability to stay in the event of illness, accident, hospitalization, death, change of holiday dates, accident, or vehicle breakdown, upon presentation of

supporting documents. Meech insurance covers all participants in the stay in the event of cancellation, late arrival, or early departure. The total cost of the cancellation insurance is 4.5% of the total stay price. The terms and conditions and details of the guarantees are listed on our website or are available upon request. The insurance fee must be paid in full at the time of booking. However, it is only possible to take out the insurance within 15 days of booking.

Article 15.11: In the event of cancellation by the camper with cancellation insurance taken out, the amounts paid are covered by the guarantee according to the general cancellation conditions. You can find the general cancellation conditions in the FAQ: What is the cancellation guarantee? If the reason for cancellation is not covered by the cancellation insurance or if the file is refused by the insurance, the general terms and conditions of sale of paragraphs 15.6 to 15.9 apply and the costs of the cancellation insurance will be deducted from the amounts paid in the event of cancellation.

Article 16 - Liability:

Article 16.1: During your stay, we ask you not to leave your valuables, such as jewelry, cash and other personal belongings, unattended. The customer must take out insurance to cover the risks of theft, legal liability and professional liability.

Article 16.2: The customer is obliged to be insured. The customer must be covered by a third-party liability insurance to cover any damage. The customer remains responsible for the supervision of their personal belongings. Camping Arleblanc accepts no liability for incidents that fall under the civil liability of the customer, nor for theft, fire or other damage caused by the customer themselves or by a person participating in the stay. All customers must comply with the provisions of the Camping Arleblanc rules of procedure. Each tenant is responsible for any nuisance and inconvenience caused by the persons staying with them or visiting them.

Article 17 - Complaints:

All complaints relating to the circumstances of the stay must be submitted on site to the reception of Camping Arleblanc, so that the campsite can immediately find a solution to the problems. Any complaints following a stay must be formulated in writing and sent by registered letter with acknowledgment of receipt within 7 days of the departure date. Complaints submitted after this period of 7 days will be automatically rejected.

Article 18 - Force majeure:

The performance of Camping Arleblanc's obligations under these conditions shall be suspended in the event of a fortuitous event or force majeure which prevents their performance.

Article 19 - Nullity:

If one or more provisions of the general terms and conditions of sale are deemed or declared invalid pursuant to a law, regulation or final decision of a competent court, the other provisions shall remain in full force and effect.

Article 20 - Image rights:

The customer expressly authorizes Camping Arleblanc, without any consideration, to use and distribute photographs and/or videos that may be taken during the stay on all types of media, both digital and print, for advertising and communication purposes of Camping Arleblanc. Any customer who objects to the use of their image in photographs or videos during their stay must inform Camping Arleblanc in writing beforehand.

Article 21 - Protection of personal data:

Article 21.1: In accordance with the regulations in force regarding the protection of personal data (General Data Protection Regulation no. 2016/679 of 27 April 2016 and the amended law no. 78-17 of 6 January 1978 relating to data processing, files and freedoms), the customer has the right to access, modify, oppose and rectify their personal data. By agreeing to these general terms and conditions of sale, the customer agrees that Camping Arleblanc collects and uses this data for the performance of the reservation contract.

Article 21.2: The information provided by the customer when making their reservation will not be passed on to third parties. This information is considered confidential by Camping Arleblanc. It is used exclusively by the internal departments of Camping Arleblanc for the processing of the reservation and to improve and personalize the communication and the offer of services for customers of Camping Arleblanc.

Article 21.3: In accordance with article L223-1 of the French Consumer Code, the customer who does not wish to receive telephone commercial prospection can register free of charge on a list of opposition to telephone canvassing with the body designated in the conditions of article L.223-4 of the Consumer Code, namely the firm Opposotel, or on the dedicated website <http://www.bloctel.gouv.fr/>

Article 21.4: Camping Arleblanc, which respects the rights of individuals and aims for complete transparency, has drawn up a privacy policy setting out how the personal data of Camping Arleblanc's customers is collected and processed, the purposes of these processing operations and the means available to individuals to exercise their rights as effectively as possible. For more information, the customer is invited to consult Camping Arleblanc's privacy policy.

Article 22 - Applicable law and jurisdiction:

These general terms and conditions of sale are governed by French law. Any dispute that may arise concerning the interpretation and/or execution of these general terms and conditions of sale shall be submitted to the competent French courts of the registered office of Camping Arleblanc.

Agreement with reservation:

I declare that I have read and understood the general conditions of access to Camping Arleblanc and the special conditions described above, and I accept their provisions.

At, on / 2026