



Route de Castillon  
14490 Balleroy sur Drome  
Tél. : 02.31.21.41.48  
Mail : [info@camping-leclosdeballeroy.fr](mailto:info@camping-leclosdeballeroy.fr)  
Facebook : [Campingleclosdeballeroy](https://www.facebook.com/Campingleclosdeballeroy)

## Terms and Conditions Le Clos de Balleroy 2026

Please read carefully the general & special conditions below. Any reservation request implies full acceptance of these conditions.

### OUR SERVICES

#### Pitch

Daily rate includes caravan, tent or camper pitch, 1 vehicle, 2 adults. Access to reception, entertainment and sanitary facilities. Additional costs (number of people: maximum 6 per pitch (adults, children), additional vehicle, pets, etc.), tourist tax and eco-tax are not included in the package and will be added to it.

**Arrival time from 2pm**

**Departure time before 12pm**

#### Rental accommodation

Our prices include people (depending on accommodation capacity, no extra people or children will be accepted), water, gas, electricity, one vehicle, access to reception facilities, entertainment and sanitary facilities.

Tourist tax and eco-tax are not included in the package and will be added to it.

Your accommodation must be left in the same condition as when you leave (cleaned, dusted, dishes done, refrigerator and cooking utensils cleaned, sanitary facilities etc....).

**All our mobile homes are non-smoking .**

**Visitors** : After having been authorized by the manager or his representative, day campers may be admitted to the campsite under the responsibility of the campers receiving them. If these persons are admitted to the Le Clos de Balleroy campsite, the camper receiving them is required to pay a fee. This fee entitles the person to use the services and/or facilities of the campsite.

In the event that technical personnel are required to carry out repairs or maintenance on a rental property, the hirer must accept any inconvenience caused, without being able to claim any compensation or indemnity. **Visitors are required to leave the campsite by 9:30 p.m.**

### **Works / Repairs:**

In the event that technical staff need to intervene in a rental property (for repair or maintenance), the tenant agrees to accept any inconvenience that may result, without being entitled to any compensation or indemnity.

### **Check-in / Check-out**

**Arrival time from 3 p.m.**

**Departure time before 10 a.m.**

**Arrival after reception closing time will incur an additional charge of €15.**

**For late departures, an additional day may be charged at the current nightly rate .**

### **RESERVATION**

The reservation will be considered effective:

1. After confirmation of reservation by the campsite
2. After receipt of the deposit and the completed booking contract.

- Reservations are only binding on the campsite if they have been accepted by Le Clos de Balleroy, which the campsite is free to do or refuse, depending on availability, and in general on any circumstances likely to affect the execution of the reservation made. Our campsite offers family-oriented holidays and reserves the right to refuse any booking that is contrary to this principle, or which seeks to divert it..
- The reservation of a campsite pitch or rental is made on a strictly personal basis. Under no circumstances may you sublet or assign your reservation without the prior consent of the campsite
- Minors must be accompanied by their parents or legal guardians. except under certain conditions (parental certificates).
- The management reserves the right to change the pitch number allocated. Preferences are not guaranteed unless confirmed in writing by the campsite.

### **STAY PAYMENTS**

#### **Payments accepted**

For both the deposit and the balance, you can honor your reservation or stay by the following methods of payment: Bank cheque (only for deposits), vacation voucher up to 50% of the total rental amount, bank transfer, cash, credit card.

#### **Terms of payment: Bare pitches and rentals**

All firm booking requests from the purchaser must be made in writing and accompanied by the signed contract and a deposit of 40% of the cost of the stay and the cancellation/interruption insurance premium (if taken out). This booking is not binding until the purchaser has received confirmation of registration from the campsite.

### **CANCELLATION INSURANCE**

The campsite offers cancellation and interruption insurance through its partner Meetch, at a cost of 5% of the total cost of the stay + options.

### **MODIFICATION**

Customers may request a change to their stay by writing to the campsite (by post or e-mail), subject to availability. No postponements will be accepted for the following season. If no change is made, the customer will be obliged to continue with the stay as originally booked (duration and type of accommodation), or to cancel it in accordance with the terms of the cancellation insurance policy.

Any request to increase the length of your stay will be subject to availability and current rates. Any request to reduce the length of your stay will be considered as a partial cancellation and will be subject to the cancellation and interruption terms and conditions..

#### **Unused benefits**

Any stay that is interrupted or shortened (late arrival, early departure) due to your fault will not give rise to any reimbursement, even partial. free services cannot give rise to any reimbursement or reduction in the event of temporary or definitive unavailability.

#### **Cancellation by camping Le Clos de Balleroy**

In the event of cancellation by Le Clos de Balleroy, except in cases of force majeure and administrative closure, the stay will be fully reimbursed. However, this cancellation cannot give rise to the payment of damages.

#### **Cancellation by the customer**

Any cancellation of a reservation must be made in writing (LRAR) to the campsite Le Clos de Balleroy. If the cancellation occurs :

- More than 30 days before the start of your stay: the deposit will be retained by Le Clos de Balleroy.
- Less than 30 days before the start of your stay : 100% of the amount paid will be retained by Le Clos de Balleroy.

## **WITHDRAWAL PERIOD**

In accordance with article L.221-28 of the French Consumer Code, the campsite informs its customers that the sale of accommodation services provided on a specific date, or according to a specific frequency, is not subject to the provisions relating to the 14-day cooling-off period

## **SECURITY DEPOSIT AND INVENTORY OF FIXTURES**

A security deposit of 450€ (including 65€ for cleaning) will be requested on the day of arrival by credit card (this sum will not be cashed). This sum will be returned in full to the tenant, no later than 7 days after departure, if the premises and equipment are returned in accordance with the inventory. Any breakage, damage or loss will be invoiced and deducted from the deposit. 65€ will be deducted from the deposit for cleaning if the state of cleanliness is judged by us to be unacceptable. The withholding of the deposit does not preclude additional compensation in the event of costs exceeding the amount of the deposit. An inventory is drawn up for each rental, and you have 24 hours in which to return it duly signed to reception, notifying us of any missing or damaged items. This inventory is the only reference in the event of a dispute concerning the inventory of fixtures.

## **PETS**

Only dogs are accepted, subject to a fee payable at the time of booking, with the exception of 1st and 2nd category dogs and subject to prior agreement in certain mobile homes. Dogs must be kept on a leash on the campsite premises. Dogs must never be left alone on the campsite, even locked up in the absence of their owners, who are civilly responsible for them. Please respect the campsite's hygiene and environment. The health record must be presented on arrival at the campsite.

## **IMAGE**

You expressly authorize Le Clos de Balleroy to use photographs and/or films that may be taken during your stay for the communication needs of Le Clos de Balleroy. Any holidaymaker refusing to be photographed or filmed during their stay must inform Le Clos de Balleroy in advance and in writing. You also authorize their distribution, publication and marketing on any type of media likely to be used.

## **RESPONSABILITY**

The customer expressly acknowledges that camping Le Clos de Balleroy cannot be held responsible for the communication by its partners or by any third party of false information mentioned in their brochure or website, and in particular presentation photos, descriptions, activities, leisure activities, services and opening and operating dates. All photos and texts used in brochures or on websites are non-contractual. They are indicative only. It may happen that certain activities and facilities offered and indicated in the brochure description are cancelled, notably for climatic reasons or in the event of force majeure, as defined by the French courts. The campsite declines all responsibility for damage to camper-caravanner equipment caused by the camper-caravanner's own fault; civil liability insurance for your equipment is compulsory. We accept no liability for theft or damage to personal belongings, fire, damage to property or vehicles.

## **INFORMATION TECHNOLOGY AND PRIVACY**

The information communicated at the time of your order will not be transmitted to any third party. This information will be treated as confidential by the campsite. It will only be used by the campsite's internal services, to process your order and to reinforce and personalize the communication and service offer reserved for Le Clos de Balleroy campsite customers. In accordance with the French Data Protection Act of January 6, 1978, you have the right to access, rectify and object to any personal data concerning you. To do so, simply send a letter to Le Clos de Balleroy campsite, stating your full name and address.

## **LITIGATION**

Any complaint concerning the non-conformity of the services in relation to the contractual commitments must be notified by registered letter to the campsite within 30 days of the end of the stay.

These terms and conditions are governed by French law, and any dispute arising from their application will be referred to the Tribunal de Grande Instance or the Tribunal de Commerce de CAEN.

## **MEDIATION**

In accordance with article L. 612-1 of the French Consumer Code, within one year of submitting a written complaint, the consumer, subject to article L.152-2 of the French Consumer Code, may submit a request for amicable resolution by mediation, to

## **SAS Médiation Solution**

222 chemin de la bergerie 01800 Saint Jean de Niost

website : <https://www.sasmediationsolution-conso.fr>

email : [contact@sasmediationsolution-conso.fr](mailto:contact@sasmediationsolution-conso.fr)