

## **General reservation and rental conditions**

We ask you to make a deposit of 30% within 1 week after making your reservation. We request that you pay the remaining 70% no later than 6 weeks before arrival. You pay 100% if you book within 6 weeks of arrival.

After placing your reservation, you will receive an email with an invoice attached. This invoice states the payment terms and amounts. You can transfer this to us or pay via the link in the email.

If you cancel up to 6 weeks (42 days) before the day of arrival, 10% of the rental price will be charged.

If the cancellation takes place within 6 weeks (42 days) before the day of arrival, we unfortunately do not refund. You must then use your trip cancellation insurance.

If you have any problems making a reservation through our system, please contact us via our contact form. Of course we are happy to help you.

Our bank details are: IBAN FR76 1680 6099 3930 6382 1600 134 Code BIC (Bank Identification Code) – Code SWIFT AGRIFRPP868 for SARL Le Soustran.

## **Camping information and rules:**

**Campsite opening hours:** The campsite is accessible to cars in high season between 8:00 am and 11:00 pm. In the low season the gate may close a little earlier. If you are standing in front of a closed gate, you can park the car next to the kayak under the large camping sign.

**Plan your arrival:** Due to departing guests and subsequent necessary actions, such as mowing a pitch or cleaning a mobile home etc, our rule is that you arrive after 15:00h, if you wish to arrive earlier, please contact us.

**Office/reception hours:** The reception is open every day from 09:15 to 12:00 and from 14:00 to 18:00. In the reception you will find information about trips, days out, walking and cycling routes, etc. and rental prices of the canoes. If you need us urgently outside these times, you can always reach us. You will find us at the campsite or call/whatsapp us +31 (0)6 28644151 or +33 (0)7 72 29 25 88.

**Want to leave:** When 'unfortunately' (and we are sorry too) the time of departure has arrived, we would like to ask you to come and settle any outstanding amounts the night before. Our campsite's latest departure time is 11:00 am and no earlier than 8:00 am (unless otherwise agreed).

**Residual waste:** Down the driveway there are 2 containers where you can deposit your residual waste in a sealed bag. For the good 'separator', in the village you will find containers for paper, cardboard, plastic and glass.

**Plastic/glass bottles:** Both plastic and glass are separated in France. We would like to ask you not to throw your plastic/glass bottles and jars in a rubbish bag, but to deposit them in the special container. You will find these containers on the road to Neuvic before the bridge on the right. And in Neuvic at the roundabout 2nd right straight past the Gamm Vert on the right.

**Paper and cardboard:** You will find these containers in Neuvic at the roundabout 2nd right past the Gamm Vert on the right.

**Bread service:** until 21:00 you can place your bread order online via our web page [www.lesoustran.com/pain](http://www.lesoustran.com/pain) . The following morning between 8:30am – 10:00am, the bread ordered can be collected from the bar. In early and late season, bread service may not be available. We apologise for the inconvenience.

**Snacks:** In high season, the takeaway is open 5 days per week between 17:00h and 18:30h for chips and snacks. Outside the high season a lot is possible, please discuss your wishes with us in time.

Small restaurant: In high season, our restaurant (terrace) is open on Mondays, Wednesdays, Thursdays and Saturdays from 18:30h. Reservations are required. Please send us a message via SMS or WhatsApp for this purpose.

On Tuesdays, you can join us for 'long table food'. On that evening we grill chicken legs, which will be savoured with chips and salad. On Friday, we have a barbecue. For these two special evenings, reservations can be made at reception the day before by filling in the reservation list.

Outside the high season, or in the low season, we act according to enthusiasm.

Bar: The bar and terrace are open every day from 17:00h to 23:15/23:30h max. In low season, opening hours are modified.

Barbecue: Only gas barbecues are allowed.

General fire pit near the bar: This is free\* to use, but always after consulting the campsite owners. There should be a bucket of water ready at all times for emergencies. Fire extinguisher and fire blanket hang in the recreation room immediately to the left. (\*only when nature is incredibly dry is it prohibited)

Dogs: Dogs must be leashed throughout the campsite. A map explaining where you can walk your dog(s) can be found in the office. Dogs are (logically) not allowed to do their business (no pee no poo) on the campsite. There is a bin especially for 'filled dog waste bags' near the white house at the top of the driveway. If the dog cannot hold their needs, a nappy will have to be provided.

Laundry: Your laundry is clean again, that's possible! The washing machine and dryer can be found in the sanitary building on the ladies side. You create an account on the WASHIN app via your mobile phone, choose your machine (wash or dry) and pay directly with your bank or credit card. If you are not sure, we are happy to help you.

Car/caravan washing: Not allowed. There is a car wash in the village.

Playground/trampoline: These can be used until 22:00h at the latest, unless stated otherwise by the managers. This is in connection with evening rest. Use at your own risk.

Children's play forest: This can be used from 12:00h to 18:00h at the latest and entirely at the child's and parents' own risk. Please respect nature and be considerate of campers around the play forest. Be careful and don't do anything crazy.

WIFI: The wifi is free, you will receive the code at reception.

Swimming pool: In good weather the swimming pool is open from 10:15h to 21:00h. Use of swimming pool is at your own risk. Please respect the rules you can read at the entrance gate of the pool. Unfortunately, the pool is not accessible to disabled people.

Chemical toilet: You can empty and clean your chemical toilet outside next to the sanitary building, on the right-hand side.

Cleaning of sanitary building: Major cleaning takes place in high season before 8:30h and between 12:00h and 14:00h. Of course, we also do our rounds of the sanitary building in between. In the low season, we are more flexible in our time allocation depending on the occupancy of the campsite. The sanitary building is equipped with a disabled toilet and shower room.



IT IS STRICTLY FORBIDDEN TO DRIVE A DRONE FROM THE CAMPSITE.

IT IS FORBIDDEN TO FLY WITH A DRONE WITHOUT THE PERMISSION OF THE CAMPING OWNERS ABOVE THE CAMPING AND IN THE IMMEDIATE SURROUNDINGS OF THE CAMPING!

THIS IS FOR THE PRIVACY OF OUR GUESTS, OUR NEIGHBORS AND NOT TO DISTURB THE (FARM) ANIMALS.

Charging your car: It is strictly forbidden to charge your car electrically at the campsite! You can find charging stations in the village and at the beach of Neuvic. There are also several options in Usse, ±20km from the campsite.

By agreeing to these General reservation and rental conditions, you also agree to our Privacy Policy, see the privacy statement below.

## **Privacy Statement**

Camping Le Soustran is responsible for the processing of personal data as reflected in this privacy statement.

### Contact details

www.lesoustran.com

Pellachal 9

19160 Neuvic

France

MOBILE PHONE +31 (0)628644151

MOBILE PHONE +33 (0)772292588

The owners (Bas and Monique) of camping Le Soustran can also be reached via email [lesoustran@gmail.com](mailto:lesoustran@gmail.com).

Camping Le Soustran processes your personal data because you use our services and/or because you provide them to us yourself.

Below is an overview of the personal data we process

- First name and surname
- Date of birth
- Address details
- Telephone number
- E-mail address
- Bank account number

Our website and/or service does not intend to collect data on website visitors who are under 16 years of age. Unless they have parental or guardian consent. However, we cannot verify whether a visitor is older than 16. We therefore advise parents to be involved in their children's online activities to avoid collecting data on children without parental consent. If you are convinced that we have collected personal data about a minor without such consent, please contact us at [lesoustran@gmail.com](mailto:lesoustran@gmail.com) and we will delete this information.

We process your personal data for the following purposes

- Handling your payment
- Sending you our newsletter and/or advertising folder
- Calling or emailing you if necessary to carry out our services
- To inform you about changes to our services and products
- To deliver goods and services to you

Camping Le Soustran also processes personal data if we are legally obliged to do so, such as data we need for our tax return.

We do not make decisions based on automated processing about matters that could (significantly) affect individuals. These are decisions made by computer programmes or systems, without a person (e.g. an employee of our campsite) being involved.

Camping Le Soustran uses the following computer programmes or systems: Windows 10, WordPress,

We do not keep your personal data longer than is strictly necessary to fulfil the purposes for which your data is collected.

Camping Le Soustran does not sell your data to third parties and will only provide it if it is necessary to fulfil our agreement with you or to comply with a legal obligation. With companies that process your data on our behalf, we conclude a processor agreement to ensure the same level of security and confidentiality of your data. We remain responsible for these processing operations.

You have the right to view, correct or delete your personal data.

In addition, you have the right to withdraw your possible consent to data processing or object to the processing of your personal data by our company and you have the right to data portability. This means you can submit a request to us to send the personal data we hold on you in a computer file to you or another organisation named by you.

### Objection

If you wish to exercise your right of objection and/or right to data portability or have other questions/comments on data processing, please send an itemised request to [lesoustran@gmail.com](mailto:lesoustran@gmail.com).

To make sure that the request for inspection has been made by you, we ask you to enclose a copy of your proof of identity with the request.

In this copy, black out your passport photo, MRZ (machine readable zone, the strip of numbers at the bottom of the passport), passport number and Citizen Service Number (BSN). This is to protect your privacy. Camping Le Soustran will respond to your request as soon as possible, but in any case within four weeks.

We would also like to inform you that you have the possibility of submitting a complaint to the national supervisory authority, the Authority for Personal Data. You can do so via the following link:

<https://autoriteitpersoonsgegevens.nl/nl/contact-met-de-autoriteit-persoonsgegevens/tip-ons>.

Camping Le Soustran takes the protection of your data seriously and takes appropriate measures to prevent misuse, loss, unauthorised access, unwanted disclosure and unauthorised modification. If you have the impression that your data is not properly secured or there are indications of abuse, please contact us at [lesoustran@gmail.com](mailto:lesoustran@gmail.com).

We respect your privacy in our activities. We want to provide you with the best possible service. Therefore, we sometimes need personal data to make that service as optimal and secure as possible. Protecting the security and privacy of your personal data is not only in your interest but also in the interest of Camping Le Soustran itself.

In doing so, Camping Le Soustran also complies with laws and regulations, which impose requirements on the use of privacy-sensitive information.

With the privacy statement, we hope to make it clear to you why we collect certain information, how we use and store that information and with whom we may share it.

### Personal information

You can visit our website without telling us who you are and without having to disclose any personal information. If you decide you want to give us that personal information we need to request a product, or to correspond with you, we guarantee that this information will be treated confidentially.

### Security and quality of information

Camping Le Soustran is committed to safeguarding the quality, confidentiality, accuracy and completeness of personal information. We use appropriate technical and management procedures to keep the information accurate, current and complete. Customer requests to amend or delete personal information are dealt with as quickly as possible. If you indicate that certain information should not be used as a basis for further contact, we respect that. This ensures that your privacy is maintained.

### Photo and film recordings

We reserve the right to use recordings for placement on the campsite website as well as use for presentation purposes to promote our campsite. We will never include personal data in any audio or video recordings. Recordings will never be sold to third parties. If you do not agree to this, please inform us when booking.

### Links to other sites

The website contains links to websites of other parties. Camping Le Soustran is not responsible for the confidentiality, accuracy and completeness of the data on the sites of other parties.

### Contact

If you have any questions or comments about our privacy policy, you will find all the information you need to contact us on our contact page. Of course, we greatly appreciate good suggestions, please do not hesitate to tell us where we could possibly improve our service.

Camping Le Soustran reserves the right to modify this privacy statement at any time and without prior notice. Any changes will be announced on our website.