

General reservation and rental conditions

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

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 any necessary actions afterwards, such as mowing on a camping pitch or cleaning a mobile home, etc., our rule is that you arrive after 3:00 PM. If you wish to arrive earlier, please contact us up.

Office/reception opening hours: The reception is open every day from 9:15 a.m. to 12 p.m. and from 2 p.m. to 5 p.m.

At the reception you will find information about outings, days out, walking and cycling routes, etc. and rental prices for the canoes. If you need us urgently outside these hours, you can always reach us. You will find us at the campsite or you call/whatsapp us +31 (0)6 28644151 or +33 (0)7 72 29 25 88.

Do you want to leave: When 'unfortunately' (and we are sorry too) the time of departure has arrived, we would like to ask you to settle any outstanding amounts the day in advance. The latest departure time from our campsite is 11:00 am and not earlier than 8:00 am (unless otherwise agreed in consultation).

Residual waste: At the bottom of the driveway there are 2 containers where you can deposit your residual waste in a closed bag. For the good 'separator', in the village you will find containers for paper, cardboard, plastic, tin and glass. If you are unable to dispose of your waste yourself, you can place it in the waste bins next to the white house at the top of the driveway.

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 waste bag, but to deposit them in the special containers. The glass container can be found on the way to Neuvic before the bridge on the right. In Neuvic at the roundabout 2nd right straight ahead past the Gamm Vert on the right you will find containers for paper, cardboard, plastic, tin and glass

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

Bread service: You can place your bread order online until 2:00 PM via our web page

www.lesoustran.com/pain. The ordered bread can be picked up at the bar the next morning between 8:30 AM and 10:00 AM. There may not be a bread service available in the early and late season. We apologize for the inconvenience.

Snacks: During the high season, the takeaway is open 7 days a week between 5:00 PM and 6:30 PM for the collection of fries and snacks.

Outside the high season a lot is possible, but we are not always open, so please consult us in time wishes with us.

Small restaurant: In high season our restaurant (terrace) is open on Monday, Wednesday, Thursday and Saturday from 6:30 PM. Reservations are mandatory. Send us a message via text message or WhatsApp.

On Tuesday you can join the 'long table meal'. That evening we will grill chicken legs, which will be delicious with fries and salad. On Friday we have a BBQ. For these two special evenings, reservations can be made the day in advance at reception by completing the reservation list.

Outside the high season, or in other words in the low season, we act according to the demand.

Bar: The bar and terrace are open every day (except Sunday) from 5 p.m. to 11:15 p.m./11:30 p.m. at the latest. Opening hours have been adjusted during the low season.

Barbecue: Only gas barbecues are allowed.

General fire pit at the bar: This is free* to use, but always after consultation with the campsite owners. A bucket of water should be ready at all times in case of emergencies. Fire extinguisher and fire blanket hang immediately on the left in the recreation room. (*it is only prohibited when nature is extremely dry)

Pets (dogs/cats): are allowed, but we trust that you will comply with our rules. Your four-legged friend must be on a leash throughout the campsite. There is a card in the office explaining where you can walk your pet. Pets are (logically) not allowed to do their business (no pee, no poop) at the campsite. There is a waste bin especially for the 'filled need bags' near the white house at the top of the driveway. Pets are not welcome in the sanitary building. Thank you for your understanding.

Washing: 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 immediately with your bank or credit card. If you can't figure it out, we are happy to help you.

Washing a car/caravan: This is not permitted. There is a car wash in the village.

Playing field/trampoline: These can be used until 10:00 PM, unless stated otherwise by the administrators. This is due to the evening rest. Use is at your own risk.

Children's play forest: This can be used from 12:00 noon until 6:00 pm at the latest and entirely at your own risk (of child and parents). Respect nature and take into account the campers in the area surrounding the play forest. Be careful and don't do anything crazy.

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

Swimming pool: When the weather is good, the swimming pool is open from 10:15 am to 8:00 pm. Use of the swimming pool is at your own risk. Please respect the rules that you can read at the entrance gate of the swimming pool. Unfortunately, the swimming pool is not accessible to the disabled.

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

Cleaning of the toilet block: In high season the main cleaning takes place before 8:30 am and between 12:00 pm and 2:00 pm. Of course we also do our rounds through 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 facilities are equipped with a disabled toilet and shower room.



IT IS STRICTLY PROHIBITED TO DRIVE A DRONE FROM THE CAMPING.

ABOVE THE CAMPING AND IN THE IMMEDIATE SURROUNDINGS OF THE CAMPING IT IS PROHIBITED TO FLYING WITH A DRONE WITHOUT PERMISSION FROM THE CAMPING OWNERS! THIS IS FOR THE PRIVACY OF OUR GUESTS, OUR NEIGHBORS AND TO NOT 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 Ussel, ±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 declaration

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

Contact details

www.lesoustran.com

Pellachal 9

19160 Neuvic

France

Mobile +31 (0)628644151

Mobile +33 (0)772292588

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

Personal data

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

Below you will find an overview of the personal data that we process

- First and last name
- Date of birth
- Address data
- Phone number
- E-mail address
- Bank account number

Our website and/or service does not intend to collect data about website visitors who are younger than 16 years of age.

Unless they have permission from parents or guardians. However, we cannot check whether a visitor is older than 16. We therefore recommend that parents be involved in the online activities of their children, in order to prevent data about children from being collected without parental consent. If you are convinced that we have collected personal information about a minor without this consent, please contact us at lesoustran@gmail.com, we will then delete this information.

We process your personal data for the following purposes

- Handling your payment
- Sending our newsletter and/or advertising brochure
- To be able to call or email you if this is necessary to provide 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 that we need for our tax return.

We do not make decisions based on automated processing on matters that could have (significant) consequences for people. These are decisions taken by computer programs or systems, without a human being involved (for example an employee of our campsite).

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

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

Camping Le Soustran does not sell your data to third parties and only provides it if this is necessary for the execution of our agreement with you or to comply with a legal obligation. We enter into a processor agreement with companies that process your data on our behalf to ensure the same level of security and confidentiality of your data. We remain responsible for these processes.

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

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

Objection

If you would like to exercise your right to object and/or right to data portability or if you have other questions/comments about data processing, please send a specified request to lesoustran@gmail.com. To ensure that the request for access has been made by you, we ask you to enclose a copy of your proof of identity with the request.

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

We would also like to point out that you have the option to file a complaint with the national supervisory authority, the Dutch Data Protection Authority. This can be done 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, unauthorized access, unwanted disclosure and unauthorized modification. If you have the impression that your data is not properly secured or there are indications of misuse, please contact us at lesoustran@gmail.com.

We respect your privacy in our activities. We want to serve you as best as possible. That is why we sometimes need personal data to ensure that our services are as optimal and safe 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.

Camping Le Soustran also follows the laws and regulations that 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 can share that information.

Personal information

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

Security and quality of information

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

Photo and film recordings

We reserve the right to use recordings for placement on the campsite website as well as for presentation purposes to promote our campsite. We will never allow image/sound recordings to be accompanied by personal data. Recordings will never be sold to third parties. If you do not agree with this, please report this when making your reservation.

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 other parties' sites.

Contact

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

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