

Terms and Conditions

Robert & Amanda welcome you to Dordogne Glamping and request that you take the time to read our terms and conditions.

Advance Bookings

Bookings can be made online at www.dordogneglamping.com, or by calling us call on +33 (0) 664 71 15 75 or in person. Upon booking a deposit of 25% is requested. This can be paid by bank transfer or French cheque. The balance is to be paid no later than 6 weeks prior to the arrival date. A cleaning / damages deposit of 250€ is requested upon arrival in euros. This will be refunded at the end of your stay on the proviso that the chalet has been cleaned to the same standard as on arrival and there is no damage.

Cancellations / Amendments

A minimum of 8 weeks notice in advance of arrival date will be required from anyone wishing to cancel their booking. If more than 8 weeks notice is given, 100% of your booking will be returned. Cancellations within 8 weeks of the clients arrival date will result in any monies paid being forfeit. Refunds cannot be made for early departures or amendments made to the booking on arrival or during your stay.

No Shows

Failure to arrive without prior cancellation will result in no transfer or refund. If no notification is given and the accommodation is not occupied by 12 noon on the following day of arrival, we reserve the right to re-let the tent with payment forfeited.

Extended Stays

Extensions can be arranged, subject to availability and possible relocation, although there is no guarantee that another tent can be extended beyond the date booked. If you wish to extend your stay please check with us as soon as possible.

Prices and Payment

All published prices are in Euros and are not subject to French TVA (tax). Credit or debit cards are not accepted.

Arrival / Late Arrivals

Guests are welcome to arrive from 4pm until 9pm. On arrival please check in at the reception where you will be asked to confirm your occupancy details. If you wish to arrive after 9pm, please notify us by messaging, email or telephone so that appropriate arrangements can be made.

Tent Allocation

Clients will be shown to their allocated tent on arrival. The tent is allocated according to the specified requirements made at the time of booking. Whilst every effort will be made to meet specific requirements for a particular tent, no guarantee can be given. If you wish to change from your allocated tent then please consult with reception to see if this is possible.

Services

All pitches are grassed. All pitches have an electricity supply, but this is only for lighting supplied by Dordogne Glamping, charging of mobile phones and other similar devices. Please note that the electric in the tents must not be used for hairdryers / straighteners etc, heating appliances or any other appliances with high amperage or heat emissions

Vehicles

Clients may park in the allocated parking only. Visitors are allowed for a maximum of 6 hours and cannot stay overnight unless pre-arranged by the campsite. Visitors are not allowed in the pool. No commercial vehicles are permitted on site except by prior arrangement. There is a 5 mph speed limit.

Children

Parents/guardians are responsible for the behaviour and safety of children in their care at all times. In the interest of safety, an adult **MUST** accompany young children in the swimming pool area. Children under 10 must be accompanied in the amenity block by a parent.

Noise on site

A peaceful site is a happy site and we ask that noise is kept to a minimum at all times . Loud music is not permitted on site.

Pets

Although we love our pets, we cannot allow any clients pets on site to respect other clients that might have allergies.

Fires / BBQ's

Open camp fires are not permitted on the campsite. A camping stove is supplied with each tent and there is also a communal gas bbq and pizza oven for guests to use.

Departure

Your tent must be vacated by 10am on the day of departure. No refund can be given for early termination of stay.

Liability

Anyone found defacing or causing damage to any building, equipment or property of the site faces immediate eviction and/or prosecution. The accomodation hirer will be responsible for, and charged for any damage/breakages/loss caused by themselves or their visitors to the pitch or to any site facilities or to other customers' property. Your vehicles and their contents and accessories are left at your own risk. Dordogne Glamping shall not be liable for the loss, theft or damage of any property whilst they remain on the site, nor for any injury, accident or mishap to any person on the site, unless the same be caused by any negligence or default on the part of Dordogne Glamping.

Customers must ensure that their property is secure and fully insured for any unforeseen eventuality.

Data Protection

All the information taken at the time of booking is collected solely for the purpose of processing your booking at Dordogne Glamping.

By booking a Glamping tent you agree to abide by the above Terms and Conditions.

We look forward to welcoming you to Dordogne Glamping and hope you enjoy your stay with us.



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