



INFORMATIONS REGARDING THE COVID-19

Last update made on then 17th April 2020 at 10am

Dear vacationers,

Camping La Rive closely monitors the evolution of Coronavirus (Covid-19) in our country and keeps you regularly informed of the impact on your next stays.

Rest assured that the safety and health of our customers, collaborators and partners are our top priority and that we scrupulously apply the recommendations of the government in order to get out of this epidemic as quickly as possible.

Many of you contacted us with multiple questions. In order to see more clearly, we invite you to consult the questions and answers below containing your most frequent questions. The whole team remains more than ever mobilized to respond to you by email info@larive.fr

In this exceptional context, Camping La Rive supports you and implements a series of measures to secure your future stay and allow you to plan your next vacation with confidence.

Implementation of a Covid-19 cleaning and customer security protocol

Possibility to check-in online, and welcome according to security standards.

Reservation without deposit from today and for the duration of confinement.

Like everyone, we are listening to the development of this health crisis and to the administrative instructions. The provisions presented here can change at any time.

Our commitment towards you is to make every thing possible for you to come soon on vacation with confidence in our site

Thank you for your confidence. We remain positive and look forward to opening our doors to you.

In the meantime, take care of yourself and your family.



Questions / Answers

WHEN WILL CAMPING LA RIVE OPEN ITS DOORS?

THE GOVERNMENT HAS TAKEN SEVERAL CLOSURE ORDERS FOR PLACES WELCOMING A LARGE PUBLIC, WHICH IS NOT ESSENTIAL TO THE LIFE OF THE NATION SINCE MARCH 15, 2020, AND LE CAMPING LA RIVE NATURALLY DOES NOT HAVE A SPECIAL REGIME.

AS OF THE DATE OF THE PRESS RELEASE, THESE MEASURES APPLY ONLY UNTIL THE END OF CONTAINMENT SCHEDULED FOR MAY 11, 2020 INCLUSIVE.

WE ARE CURRENTLY IN THE PROCESS OF INFORMING ALL OF OUR CUSTOMERS AFFECTED BY THIS DECISION BY TEXT AND E-MAIL.

WE REMAIN ON THE LOOKOUT FOR DEVELOPMENTS AND THE RECOMMENDATIONS ISSUED BY THE PUBLIC AND HEALTH AUTHORITIES AND WILL INFORM YOU ON THIS PAGE OF THE OPENING DATE OF THE CAMPSITE AS SOON AS WE HAVE THE INFORMATION. IT SEEMS THAT WE WILL HAVE A FINAL AND OFFICIAL RETURN AFTER AN INTER-MINISTERIAL COMMITTEE FOR TOURISM TO BE HELD IN MID-MAY.

I HAVE A RESERVATION FOR A STAY PRIOR TO MAY 11, 2020, WHAT SHOULD I DO?

WE SUGGEST THAT YOU POSTPONE YOUR STAY TO A LATER DATE USING A VOUCHER THAT YOU WILL RECEIVE VERY SOON IN ACCORDANCE WITH THE GOVERNMENT ORDINANCE (N ° 2020-315 OF MARCH 25, 2020). THIS VOUCHER CORRESPONDS TO THE SUMS ALREADY PAID AND IS VALID FOR 18 MONTHS FROM THE DATE OF ISSUE. YOU HAVE NO OBLIGATION TO CHOOSE YOUR DATES OF STAY NOW AND YOU CAN USE AT SEVERAL TIMES IF YOU PREFER TO COME FOR EXAMPLE WEEKENDS.

THESE MEASURES ONLY CONCERN CUSTOMERS WHO HAVE BOOKED DIRECTLY. IF YOU HAVE BOOKED YOUR STAY VIA A TOUR OPERATOR OR A BOOKING PLATFORM, PLEASE CONTACT THEM.

IF YOU HAVE SUBSCRIBED TO THE CANCELLATION INSURANCE OFFERED BY OUR PARTNER ENTORIA, YOU CAN ALREADY CONTACT THEM SO THAT HE CAN RESPOND TO YOU ON A CASE-BY-CASE BASIS ACCORDING TO YOUR PERSONAL SITUATION.

I HAVE A RESERVATION FOR A STAY AFTER MAY 11, 2020

AT THIS STAGE AND DUE TO A LACK OF ANY ADDITIONAL INFORMATION FROM THE AUTHORITIES, RESERVATIONS MADE AFTER MAY 11, 2020 ARE MAINTAINED AND CONFIRMED.



We know that the situation is extremely changing and that an interministerial committee for tourism should be held in May during which the conditions for reopening our doors will be examined. We therefore defer to the instructions which will be given by the Government later. Rest assured, that the entire team at Camping La Rive remains mobilized to welcome you in the best conditions this summer.

I WOULD LIKE TO MAKE A RESERVATION, WHAT ARE THE MEASURES TAKEN BY CAMPING LA RIVE?

The entire team at Camping La Rive supports you and scheduled a series of measures to secure your future stay and allow you to plan your next vacation with confidence.

- 1) We are now opening the possibility of making a reservation without paying the deposit, for the duration of the confinement. After this time, we will contact you to confirm your reservation by paying your deposit.
- 2) We postpone the payment of the balance to 15 days before the date of stay, instead of 30.
- 3) We are implementing a special Covid-19 cleaning and customer safety protocol.
- 4) We will offer you the possibility to check in online to avoid queues at the reception on arrival.

CONTACTS

La Rive Resort and Spa. Our teams are at your disposal by email info@larive.fr

Cancellation insurance: ENTORIA,
annulationhpa@axelliance.com. +33 (0) 5.56.54.32.17