

# TERMS AND CONDITIONS OF BUSINESS



The purpose of these General Terms and Conditions is to define the rights and obligations of the parties in connection with the rental of camping pitches and/or rental accommodation in our campsite.

By reserving a pitch and/or accommodation at a campsite in the Flower network, you acknowledge that you have read and accepted these General Terms and Conditions.

## 1/ SERVICES / PRICES

Our business is the offering of touring pitches and rental accommodation for rent.

### > BARE PITCH

This is a bare pitch for your tent, caravan or motorhome.

The price of your stay is calculated from a fixed price that necessarily includes the rental of the pitch, the capacity for 2 people to stay there, the possibility to pitch 1 tent with 1 vehicle, OR 1 caravan with an additional vehicle OR 1 motorhome; and access to reception facilities, entertainment and sanitary facilities, and, depending on the package chosen, a connection to the electricity network.

At the time of placing the order, you must select one of the following packages:

- NATURE PACKAGE: Package including 1 vehicle / 1 tent, caravan or motorhome for 2 people, without electricity.
- COMFORT PACKAGE: Nature Package with electricity 16 amps.
- SPACE COMFORT PACKAGE: Comfort Package more spacious.
- PREMIUM PACKAGE: Space Comfort Package with lake view.
- FREECAMP : Space Comfort Package including a pitch equipped with private kitchen, toilets and showers. Additional costs (additional people, pets, etc.) are not included in the above-mentioned packages and will be added to the total.

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### > RENTAL ACCOMMODATION

Our prices include the rental of accommodation according to the number of guests (depending on the capacity of the accommodation), water, gas and electricity charges (excluding except in winter and recharging the battery of an electric or hybrid vehicle), single-vehicle parking, access to reception facilities, entertainment and sanitary facilities. A security deposit of 280€ will be requested upon your arrival and will be returned to you at the end of your stay and, at the latest, within a week from the date of your departure by post. However, we reserve the right to keep part or all of the deposit in the event of damage to the accommodation and/or its contents and/or equipment on the campsite.

We also reserve the right to deduct the sum of €80 for cleaning costs if this has not been carried out correctly on departure and electricity (except in the winter period), parking for one car, access to our leisure and toilet/washing facilities and our activities.

### > STANDARD CONDITIONS

Prices are expressed in € including VAT and do not include the tourist tax of €0.65/day for persons over 18. Regardless of the adopted formula (bare pitch or rental accommodation), additional fees will be charged for extra people, extra vehicles, extra tents, pets, visitors... Depending on the chosen formula (bare pitch or rental accommodation), additional fees will be charged for extra persons, animals or extra options. Our prices may vary depending on economic and commercial conditions. The price due is the one indicated on your reservation confirmation. Flower Campings applies dynamic pricing: prices may vary upwards or downwards. Partner advantages and promotions cannot be applied to a reservation that has already been confirmed, whether fully or partially paid; they are not retroactive. Thus, it is possible that for the same stay, clients have paid different prices. Clients who have paid the higher price cannot claim any refund of the difference between the price they paid and the promotional price.

## 2/ BOOKING CONDITIONS

### > GENERAL PROVISIONS

Our campsites offer family-oriented stays and accommodations are designed for this purpose. By booking a stay in our campsite, you commit to using the accommodations, pitches and facilities peacefully, without disturbing other customers or staff. For safety reasons, reservations for integration weekends or groups (more than 12 people) are not allowed, except with express, prior and written agreement from the campsite. The reservation of a pitch or accommodation is made strictly personally; it cannot be sublet nor transferred without the prior and express consent of the campsite.

### > BOOKING METHODS

You may make a reservation on our website [www.chausseliere.com](http://www.chausseliere.com), the website [www.flowercampings.com](http://www.flowercampings.com) or by telephone. All reservation requests must be accompanied by the following:

- The payment of a deposit of 30% of the total stay including VAT, including the VAT price of the reserved services and the tourist tax;
- And the payment of cancellation insurance, if this option is chosen.

Reservations made via the Flower Campings website or the campsite website constitute reservation requests. After your request, you will receive a first email from Secureholiday confirming its good reception and its validation process. The campsite reserves the right to accept or refuse the request according to its availability. A second email from Secureholiday will confirm the acceptance or refusal. During this period, displayed prices and availability are not guaranteed. In case of unavailability, a counter-offer may be sent to you, automatically cancelling the initial request. The reservation only has contractual value after receipt of a reservation confirmation email summarizing your stay. The balance of the stay price must be paid no later than 30 days before arrival for rental accommodations and on arrival for bare pitches. If payment is not made within the deadlines, the stay is considered cancelled and the cancellation conditions described below apply. Any reservation made less than 30 days before arrival must be paid in full at the time of booking unless more favorable conditions are communicated to you. In this case, the payment must have been effectively received and confirmed by the campsite before the arrival date. Otherwise, the reservation will be considered cancelled.

### > RIGHT OF WITHDRAWAL

According to Article L. 221-28 12° of the Consumer Code, the right of withdrawal does not apply to accommodation, transport, catering and leisure services, which must be provided on a determined date or within a determined period.

### > MAXIMUM CAPACITY

For security and insurance reasons, the number of occupants cannot exceed the capacity provided for by the type of accommodation or reserved pitch, including newborns. Upon your arrival, if we notice that the maximum capacity of the accommodation or the reserved pitch has been exceeded, we reserve the right to refuse you access to the accommodation or the reserved pitch without offering a refund.

### > CLIENTS - MINORS

Minor children remain under the full responsibility of their parents and/or accompanying guardians for the duration of their stay. We will only be able to book a stay for a minor if the child is under the responsibility of an accompanying adult or their legal representative.

## > OPTION HOLDING

You may make an option request only by telephone, email or mail to the campsite. No option request may be made via the Flower Campings website or the campsite website. Campsites accept reservation option requests under the following conditions:

- The validity period of an option is set at 7 calendar days.
- At the expiration of this period, the option is considered null and void without prior notification, and the corresponding stay may be put back on sale by the campsite without prior notice.
- Options are only accepted if the reservation is made at least 40 days before the arrival date.
- No option is accepted for stays planned in July and August for these periods.

## 3/ METHODS OF PAYMENT

### > ACCEPTED METHODS OF PAYMENT

You can pay for your reservation or your stay in euros via the following payment methods:

- Bank cheque
- Holiday vouchers
- Cash
- Credit card

However, by way of derogation, reservations made less than 30 days before the start date of the stay must be paid for by credit card only.

### > CLIENTS WITHOUT A RESERVATION

For stays on pitches without reservation (and only in low season), you must pay at least the first night upon arrival. You must indicate to reception the desired or extended stay duration. The balance must be paid no later than the day before departure. In case of advance payment and early departure, no refund will be made.

## 4/ THE STAY

### > DELIVERY OF KEYS AND INVENTORY CHECK

For bare pitches, arrivals are between 2pm and 7pm (8pm July and August) and departures before 12pm. For accommodation, arrivals only take place from 3 pm to 7 pm (8 pm in July and August) and departures for 10 am maximum.

Your requests for a specific pitch or accommodation can only be satisfied based on availability on arrival. Entry inventories are done independently using the provided plan. Departure inventories for rental accommodations and Freecamp pitches with private sanitary facilities are mandatory and carried out by our teams, with prior registration at reception. Any dissatisfaction regarding cleanliness or general condition must be reported in writing within 24 hours of arrival to allow us to remedy it. No claim will be accepted after this period. The accommodation or pitch must be returned clean and in proper condition upon departure, failing which fees may be retained from the security deposit.

The reception office hours are indicated on the campsite's website or can be provided upon request (phone, email). Any late arrival should be reported as soon as possible between the day of your booking and the day before your arrival, so that the campsite can make arrangements. If you wish to arrive in the morning, you will need to book the previous night. Any delay in the arrival time must be reported to ensure the reservation is maintained.

### > LATE ARRIVAL AND EARLY DEPARTURE

In the event of late arrival or early departure, in relation to the dates and times mentioned on your booking confirmation, the price of the entire stay will remain unaltered. You will not be able to claim any refund for the part of the stay not taken.

### > ANIMALS

Cats and 'new pets' are not accepted. Dogs, with the exception of category 1 and 2 dogs, are permitted. Only small dogs weighing less than 6kg are allowed in rental accommodation but must not be left alone indoors. All dogs must be kept on a lead on the campsite premises. Please respect the hygiene and environment of the campsite. Please bring your pet's up-to-date health record and proof of vaccinations.

### > AQUATIC AREA

Access to the aquatic area is STRICTLY RESERVED for campsite guests. External visitors are not allowed. Swimming is unsupervised, and children remain under the responsibility of their parents. Pets are not allowed. Swim shorts are forbidden. Eating, drinking, and smoking are not permitted within the pool area. Showering is mandatory.

## > TRAFFIC AND PARKING OF VEHICLES

Inside the campsite, vehicles must not exceed a speed limit of 10 km/h. Traffic is allowed from 8:00 a.m. to 11:00 p.m. Only one vehicle is permitted per pitch/rental.

## > ELECTRIC VEHICLES

The electrical installations of our mobile homes are not suitable for charging electric vehicles. It is therefore strictly forbidden to plug an electric or hybrid vehicle into the mobile home's electrical system. In case of violation of this rule, the client will be held responsible for any material or immaterial damage (short circuit, fire, etc.) caused by the connection, both towards the campsite and/or third parties. Three dedicated charging stations are available on the campsite for electric cars.

## > RULES OF PROCEDURE

Throughout your stay, you must respect the internal rules of the campsite, a copy of which is displayed at the reception of each campsite. We are able to send you a copy by email on request.

## > IMAGE

During your stay, we may take photographs and/or make videos within the campsite for the purposes of entertainment and/or communication in which you and the persons accompanying you are likely to appear. By making a reservation, you are presumed to authorise us to use the photographs and/or videos in which you appear for the aforementioned purposes. You also vouch for this authorisation by the persons accompanying you. Any specific refusal must be notified to us by e-mail or registered letter with acknowledgement of receipt.

## > UNAVAILABILITY OF CERTAIN SERVICES

Services and facilities (pool, restaurant, activities, entertainment, etc.) may be unavailable depending on the season, weather, force majeure or other constraints. They may be temporarily unavailable during all or part of your stay. The entertainment schedule may also be modified without notice if the number of participants is insufficient, without possible compensation. The campsite will try to inform you of work carried out during your stay and limit inconveniences, but no compensation may be claimed for maintenance or urgent work. Works carried out by the municipality or individuals near the campsite are not the responsibility of Flower or the campsite.

## > TERMINATION OF THE RENTAL CONTRACT IN THE EVENT OF A FAULT ON THE CLIENT'S PART

The reservation contract will be terminated automatically in the event of one or more of the following events:

- In the event of repeated non-compliance, that is to say, continued non-compliance after a formal notice sent by email to you and/or your companions of our rules of procedure. In this case, you must leave your accommodation or pitch within 24 hours of the termination of your contract, which will be notified to you by email. There will be no refund of the price.
- In the event of a no-show at the campsite within 24 hours of the start of your stay and without proof and/or news of your arrival. We will make your accommodation available to other clients at the end of the aforementioned 24-hour period if we have not been able to reach you at the contact details provided when booking your stay. We will retain, when applicable, all the sums that you have paid to us; no refund will be made.

## 5/ MODIFICATION OF STAY

You can request to change the dates and/or conditions (type of accommodation) of your stay at our campsite, provided that your request reaches us by email at least 21 days before the initial date of arrival.

However, you must book a new stay at our campsite during the same season as that during which the initial stay was planned, according to availability and current rates. Your initial stay cannot be changed more than once. If you cannot honour the stay substituted for the initial stay, it will be considered cancelled; the sums paid will not be refunded to you.

If the price of the substituted stay is higher than that of the initial stay, you will have to pay the difference. Failing this, the substituted stay is considered cancelled, and our cancellation conditions described below will apply. If the price of the substituted stay is lower than the price of the initial stay, we will retain the price difference as compensation for the damage resulting from the modification of the stay.

Furthermore, any modification of the file or reservation regarding the number and/or age of participants must be notified in writing to the campsite and prior to arrival at the campsite.

## 6/ CANCELLATION OF STAY

### > CANCELLATION BY THE CLIENT

Any cancellation must be notified to us by any written means through a reliable medium (by email, registered mail with acknowledgement of receipt, etc.).

- If your email/letter is presented more than 30 days before your arrival, the amount of the deposit paid, the administration fees paid, and, if applicable, the sums paid under the cancellation insurance remain acquired by the campsite.
- If your letter is presented less than 30 days before the date of your arrival, all sums paid to the campsite will be forfeited.

**To obtain any compensation, we advise you to take out cancellation or interruption of stay insurance at the time of booking.**

Notwithstanding the preceding conditions,

- If your cancellation is due to the fact that you live in an area where a containment measure prohibiting people residing there from moving around to prevent the spread of Covid-19 is in force on the date your stay starts, the amount of the deposit paid, the administration fees paid, and, if applicable, the sums paid for cancellation insurance remain with the campsite; the remainder will be credited towards your next stay at the campsite, which must be reserved within one year of the date of your stay. This applies even if your cancellation letter is sent to us less than 15 days before the start date of your stay;
- If we are forced to cancel a reservation that we have confirmed, we will notify you by email as soon as possible; the sums paid will be reimbursed in full.

In any case, refunds granted in the event of cancellation do not include amounts paid for the tourist tax and the cancellation insurance amount.

### > CANCELLATION OF THE CAMPSITE

If we are forced to cancel a reservation that we have confirmed to you, we will notify you by email as soon as possible; the sums paid will be fully refunded to you within a period specified in the Special Conditions of each campsite.

## 7/ COMPLAINTS AND DISPUTES

Any complaints related to a stay must be made in writing and sent to us by registered mail with acknowledgement of receipt within 20 days of the end of the stay.

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In the event of a dispute, and in the absence of an amicable solution being found within the month following receipt of the aforementioned letter of complaint, you have the legal right to a consumer mediator free of charge, provided that you contact him/her within one year of sending your letter of complaint.

By default, we offer you the use of the following consumer mediator: CM2C - 14 rue Saint Jean - 75017 PARIS - <https://www.cm2c.net/> - [www.cm2c.net](http://www.cm2c.net).

## 8/ PERSONAL DATA

The processing of personal data that we use for the purposes of the reservation is governed by the Flower Personal Data Protection Charter, available on our website. We remind you that you have a specific right to object to telephone solicitation by registering on the Bloctel list (<https://www.bloctel.gouv.fr/>).