

TERMS & 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

➤ Bare pitches

This concerns a bare pitch for a tent, caravan or motorhome. The price of the stay is calculated from a basic package including the rental of the pitch, the possibility for 2 people to stay there, the possibility to install 1 tent, 1 caravan or 1 motorhome, 1 vehicle in addition to the tent or caravan, and access to reception infrastructures, entertainment and sanitary facilities and, depending on the chosen package, an electrical connection.

Nature Package: Package including 1 vehicle / 1 tent, caravan or motorhome for 2 people, without electricity.

Comfort Package: Nature Package with electricity 16 amps.

Comfort Space Package: Comfort Package more spacious.

Privilege Package: Comfort Space Package with lake view.

Freecamp Package: Comfort Space Package including a pitch equipped with private kitchen, toilets and showers.

Additional fees (extra person, animal...) are not included in the above packages and will be added to them.

➤ Rental accommodation

Our prices include the rental of the accommodation according to its capacity, water, gas and electricity charges (excluding winter period and electric or hybrid vehicle battery charging), the parking of a **single vehicle**, access to reception infrastructures, entertainment and sanitary facilities. A **security deposit of €280** is required on arrival and returned at the end of the stay and at the latest within eight days by mail from your departure. However, we reserve the right to retain part or all of it in case of deterioration of the accommodation, its contents or camping equipment. We also reserve the right to deduct **the amount of €80 for cleaning costs** if it has not been correctly done at departure.

➤ Standard conditions

Prices are expressed in € including VAT and do not include **the tourist tax of €0.65/day for persons over 18**. 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.chausseiere.com**, the website **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.

➤ 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.

➤ Right of withdrawal

According to Art. L.221-28 12° of the Consumer Code, the right of withdrawal does not apply to accommodation, transport, restaurant or leisure services provided on a specific date or according to a specific periodicity

➤ Maximum capacity

For safety and insurance reasons, the number of occupants cannot exceed the capacity provided for the type of accommodation or pitch reserved, newborns included. If we observe upon your arrival that the maximum capacity is exceeded, we reserve the right to refuse access to the accommodation or pitch without refund of the stay price.

➤ Customer – Minors

Minor children remain under the full responsibility of their parents and/or accompanying adult during the entire stay. We can only proceed with a reservation for minors if they are under the responsibility of an adult or their legal representative

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 or 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

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.

➤ Late arrival and early departure

In case of late arrival or early departure compared to the dates and times mentioned on your reservation confirmation, the entire stay remains due. No refund will be made for the unused portion of the stay.

➤ 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 customers. Outside visitors are not permitted. Swimming shorts are not permitted.

➤ 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.

➤ Unavailability of certain services – work

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.

➤ 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 people accompanying you are likely to appear. By making a reservation, you are presumed to authorize us to use the photographs and/or videos in which you appear for the aforementioned purposes. You also vouch for this authorization by the people accompanying you. Any specific refusal must be notified to us by e-mail or registered letter with acknowledgement of receipt.

➤ Unavailability of certain services

The services and facilities we offer (pool, snack, activities, entertainment, etc.) may not be available all year round, especially for climatic reasons or in case of force majeure, or may not operate during all seasons of the year. They may therefore be temporarily unavailable during all or part of your stay. Our responsibility cannot be engaged for this; no refund, partial or total, will be made for this reason.

➤ 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 case of repeated non-compliance with the internal rules after a formal notice to comply notified by any means. You must then leave the accommodation or pitch within 24 hours of termination. No refund or compensation will be made.
- In case of no-show within 24 hours following the start of the stay, without justification or information regarding your arrival. We may dispose of your accommodation if we cannot contact you through the details provided at booking. We will keep all sums paid; no refund will be made.

5/ MODIFICATION OF STAY

You may modify the dates or type of accommodation of your stay if your request is sent by email at least 21 days before the initial arrival date. The new stay must be booked in the same season, subject to availability and applicable rates, and only one modification is possible. If you cannot attend the substituted stay, it will be considered cancelled; the sums paid will not be refunded.

If the price of the substituted stay is higher than the initial stay, you must pay the difference, otherwise it will be cancelled. If the price is lower, the difference will remain with the campsite as compensation. Any modification regarding the number or age of participants must be reported in writing before arrival.

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 cancellation letter is received between the 30th and 15th day before arrival, the deposit and insurance remain with the campsite; the balance will be turned into a credit valid for one year for a future stay. For a reservation made less than 30 days before arrival and a cancellation at least 15 days prior, the deposit and insurance remain with the campsite; the rest will be converted into a credit for a future stay in the same or next season.
- If your letter is presented less than 15 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 residing in an area under a confinement measure prohibiting travel to avoid Covid-19 spread at the start of your stay, the deposit, administrative fees and cancellation insurance remain with the campsite; the surplus will be turned into a credit valid for one year. This applies even if cancellation is made less than 15 days before arrival.
- 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.

➤ Cancellation by 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. 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.

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/>).