

FLOWERCAMPING DU LAC DE LA SEIGNEURIE
3 RUE DE LA SEIGNEURIE
PLACE SAYING THE SEGNEURIE
90110 LEVAL

GENERAL CONDITIONS OF SALE IN EFFECT Version of June 3, 2024

The purpose of these General Terms and Conditions is to define the rights and obligations of the parties in the context of the rental of campsites and/or rental accommodation within our campsite.

By reserving a pitch and/or accommodation within our campsite, you acknowledge having read and accepted these General Terms and Conditions.

1/ Services - Prices

We offer pitches and rental accommodation for rent.

➤ Bare pitches

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

The price of your stay is calculated from a basic package which includes the rental of the pitch, the possibility for 2 people to stay there, the possibility of installing 1 tent, 1 caravan or 1 camper van, 1 vehicle in addition to the tent or caravan and access to reception facilities, entertainment and sanitary facilities, connection to the electricity network (depending on package).

Nature Package: 1 pitch for 2 people, 1 campervan or 1 car with a tent or caravan.

Comfort package: Nature + electricity package

package : Comfort package on a pitch with an area of at least 150 m

Premium Package: Comfort package with a Freecamp (private bathrooms and kitchenette)

Additional costs (additional person, additional vehicle, pets, etc.) are not included in the above-mentioned packages and will be added to the latter. (options). Maxi = 6 people on a pitch (young child included)

Electric barbecues and electric planchas are prohibited.

Your wishes for a specific location on the campsite can only be satisfied according to our reception possibilities upon your arrival.

➤ Rental accommodation

Our prices include the rental of accommodation according to the number of people (depending on the capacity of the accommodation), parking for a single vehicle, access to reception facilities and activities, water charges , gas, and electricity up to 8KW/h of electricity per day and per accommodation. An electric meter reading is taken at the start and end of the stay. Beyond 8 kWh , a financial contribution will be requested from customers following the consumption count, it is set at 0.42 cents per kWh .

Bathroom and bed linen (sheets, pillowcases, duvets) are not provided (except pillows and blankets). It can be rented (see the reservation page of the site or contact us).

A security deposit (maximum of € 500 depending on the rental) will be requested upon arrival by imprint of the bank card. It is canceled within ten years of departure. However, we reserve the right to keep part or all of it in the event of loss, breakage or deterioration of the accommodation and/or its contents and/or equipment on the campsite.

We also require a security deposit of €75 for cleaning costs (unless the service has been purchased). We also reserve the right to keep it if we notice that cleaning has not been carried out upon departure according to the instructions communicated in the welcome booklet.

On arrival, vacationers are invited to carry out an inventory of the accommodation on their own and to check the cleanliness, presence and condition of the materials and equipment offered using the inventory sheet present in the rental. . This inventory must be done before midday the next day, via the Flowercamping application or a coupon supplemented by any observations or malfunctions noted. It must be returned to reception before midday the day after arrival.

Any comments made after the deadline will not be taken into account.

Holidaymakers inform reception of their departure time. The campsite can come and see the condition of the rental. The inventory is carried out after the departure of the holidaymakers.

In the event of departure before reception opens, i.e. between 7:30 a.m. and 9:00 a.m., the rental keys are left on the table inside the rental. The rented linen must be put back in the bag and left at the interior entrance of the rental.

Your accommodation must be returned to its original condition upon departure; the cleaning must in particular have been done by you.

Electric vehicles :

The electrical installations of our mobile homes and the terminals allocated to the pitches are not suitable for charging electric vehicles. Therefore, it is **strictly forbidden** to connect an electric or hybrid vehicle to the electrical installations of the mobile home or the terminals. In the event of violation of this provision, the customer will be held responsible for any material or immaterial damage (short circuit, fire, etc.) caused by the connection, vis-à-vis the campsite and/or third parties. Violators will be expelled from the campsite without notice and without refund. A charging station is available to customers. Ask at reception.

> Common provisions:

The prices indicated are expressed inclusive of tax and do not include the environmental contribution per person per night from 18 years old. Tourist tax is not collected.

Wifi is free and limited to a specific area (reception area and snack bar terrace)

Whatever the option adopted (bare pitch or rental accommodation), additional costs will be charged for additional vehicles, additional tents, animals, visitors, electricity if overconsumption, etc.

No brochure or website can be safe from possible omissions or printing errors. Our prices are also likely to change depending on economic and commercial conditions. The contractual price, owed by you, is that affixed to your reservation confirmation. We only guarantee the information published by us (on our website in particular).

2/ Reservation conditions

> Reservation terms

You can make a reservation on our website www.camping-lac-seigneurie.com, the website www.flowercampings.com or by telephone (03 84 23 00 13).

Any reservation request must be accompanied:

- the payment of a deposit of 40% including the stay costs, including the price including tax of the services reserved, and the eco participation
- administration or management fees
- and the contribution for cancellation insurance (if taken out).

The reservation made has contractual value only upon receipt by you of a written reservation confirmation, by email, summarizing all the information relating to your stay (stay voucher).

The balance of the price of the stay, including the price of the services reserved including tax and the eco participation, must be paid no later than 30 days before the start of the stay. In the event that the balance is not paid within the aforementioned deadline, the stay is considered canceled and our cancellation conditions described below apply.

Any reservation made less than 30 days before the arrival date must be paid in full at the time of booking.

> Right of withdrawal

According to article L. 221-28 12° of the Consumer Code, the right of withdrawal is not applicable to accommodation, transport, catering and leisure services provided on a specific date or at a specific frequency.

> Maximum capacity

For security and insurance reasons, the number of occupants cannot exceed the capacity provided for by the

type of accommodation or pitch reserved (1 to 6 people maximum, depending on the capacity of the accommodation or pitch). location), including newborns. If we observe upon your arrival that the maximum capacity of the accommodation or reserved pitch is exceeded, we reserve the right to refuse you access to the accommodation or reserved pitch, without reimbursement of the price of stay from us.

➤ **Clientele – Minors**

For security reasons, minors unaccompanied by a responsible adult for the entire duration of their stay are not accepted in our campsite. Except in a special situation granted by the campsite upon presentation of written authorization from the holder(s) of parental responsibility.

3/ Payment terms

➤ **Payment method accepted**

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

check , bank card, bank transfer, cash, ANCV (including ANCV Connect)

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

➤ **Passing customers**

For stays in pitches without reservation (passage), you must, upon arrival, pay at least the first night. You are also responsible for indicating to reception the desired or extended length of stay. The balance must be paid no later than the day before departure; you must therefore take reception opening hours into account. In the event of payment in advance and early departure, no refund will be made.

4/ Organization of the Stay:

➤ **Arrival and departure times must be respected:**

For rental:

Arrival from 4:00 p.m. to 8:00 p.m.

Departure between 8:00 a.m. and 10:00 a.m.

In location:

Arrival from 2:00 p.m. to 8:00 p.m.

Departure between 8:00 a.m. and 12:00 p.m.

A pitch not vacated by 12:00 p.m. will result in the payment of an additional night.

In case of late arrival, you must inform the campsite by telephone 03.84.23.00.13

Reception is no longer guaranteed after the entrance barrier closes (9 p.m. in the off-season and 10:30 p.m. in July and August). If you arrive after reception closes (7 p.m. in the off-season and 10:30 p.m. in July and August), you will be invited to complete reception formalities the next morning. You will leave an identity document which will be returned once the formalities have been completed.

➤ **Delayed arrival and early departure**

In the event of late arrival or early departure compared to the dates mentioned on your reservation confirmation, the entire stay will remain due. You will not be able to claim any reimbursement for the part of the stay not completed.

➤ **Animals**

Dogs and cats, except category 1 and 2 dogs, are allowed in our campsite, with an additional charge. We require that animals be kept on a leash within the campsite. Be sure to respect hygiene and the campsite environment, and pick up excrement. The health record must be presented upon arrival at the campsite. Anti-rabies vaccinations and tattoo certificate are mandatory. Some rentals do not accept animals. It is prohibited to leave animals alone in rental properties.

➤ **Internal rules and regulations of the swimming pool:**

Throughout your stay, you must respect the campsite's internal and swimming pool regulations, a copy of

which is displayed at the campsite entrance, available at reception and published on our website. We are available to send you a copy by email upon request.

➤ Picture

During your stay, we may take photographs and/or make videos within the campsite for entertainment and/or communication purposes in which you and the people accompanying you may appear. By regularizing your reservation, you are presumed to authorize us to use the photos and/or videos in which you appear for the aforementioned purposes. You are also confident of this authorization for the people accompanying you. Any specific refusal must be notified to us in writing.

➤ Unavailability of certain services

One or more of the services we offer (swimming pool, restaurant, activities, entertainment, etc.) may be temporarily unavailable during all or part of your stay. We cannot be held liable in this respect; no price refund, partial or total, will be made as a result.

➤ Resolution of the reservation contract in the event of fault on your part

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

- In the event of repeated non-compliance, that is to say again noted after written notice, to comply with our internal regulations, you will have to leave your accommodation or pitch within 4 hours of the termination of your contract, which will be notified to you by email, no price refund will be made on our part,
- In the event of no-show at the campsite within 24 hours from the start of your stay and without proof and/or news of your arrival in writing, we will dispose of your accommodation at the end of the aforementioned 24-hour period. If applicable, we will keep all the amounts you have paid to us; no refund will be made.

5/ Modification of stay

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

However, you will need to book a new stay at our campsite during the same season as that during which the initial stay was planned, depending on availability and prices in force. Your initial stay cannot be modified more than once. If you cannot honor the stay substituted for the initial stay, it will be considered canceled; the amounts 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 no later than 30 days before the new arrival date. Otherwise, the substituted stay is considered canceled 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 keep the price difference, to compensate for the damage resulting from the modification of the stay.

In the event of a modification of the stay linked to options (supplements):

- You pay for additional options upon arrival (e.g. animals) and additional people whose first and last name you will communicate (within respect to reception capacity)
- If you have reserved and paid for options and they are not present on your arrival (animals, additional people, etc.), no refund will be made by the campsite

6/ Cancellation of stay:

➤ Cancellation by the customer

If the cancellation occurs 30 days or more before the scheduled arrival date, the deposit will be retained by the campsite.

If the cancellation occurs less than 30 days before the arrival date, the total amount of the stay will be retained. To obtain possible compensation, we advise you to **take out cancellation or interruption of stay insurance** when booking.

If your cancellation is due to the fact that you reside in an area where a containment measure prohibiting

people who reside there from traveling, to prevent the spread of Covid 19, is in force on the date of the start of your stay, the amount of the deposit paid, and, if applicable, the sums paid for cancellation insurance, remain with the campsite; the surplus will be the subject of a credit towards a future stay within the campsite, which must be reserved during the same season as the canceled stay or during the following season.

➤ Cancellation by the campsite

If we have to cancel a reservation that we have confirmed to you, we will notify you as soon as possible by email. The amounts paid will be refunded in full.

By way of derogation, if our cancellation results from an administrative closure imposed in particular to combat the spread of Covid 19, the sums paid will remain with us and will be the subject of a credit towards a future stay within the campsite, which must be booked during the same season as the canceled stay or during the following season.

7/ Complaints - Disputes

Any possible complaint related to a stay must be made in writing, and sent to us by registered letter with acknowledgment of receipt, within 20 days following the end of the stay.

In the event of a dispute and in the absence of an amicable solution found within the month following receipt of the aforementioned letter of complaint, you may have free recourse to a consumer mediator, provided that you contact him within the year following sending your letter of complaint.

By default, we offer you recourse to the following consumer mediator:

- Mediator organization: MEDICYS,
- Address of the mediator: Toulouse,
- Mediator's website: www.medicys.fr,
- Contact of the mediator: contact@medicys.fr

8/ Personal data

When making a reservation, or during your stay, some of your personal data may be collected and processed by us.

When the reservation is made via our website or the site www.flowercampings.com, the methods of processing the data collected prior to the reservation or concomitantly with the latter are the subject of the confidentiality policy or the general conditions of sale which you accept before the reservation confirmation.

The personal data collected during a reservation made by telephone or during your stay are as follows:

- Name and first name of the person who made the reservation,
- Telephone number who made the reservation,
- Email address of the person who made the reservation
- Date of birth of the person who made the reservation and the accompanying persons

This data is collected and processed on the following grounds:

- Your consent,
- The need to enable the execution of a reservation contract concluded between us.

No one other than us and the Flower company (Simplified Joint Stock Company with capital of €92,500, Registered with the Toulouse RCS under number 492 355 508, with its head office located at Les Espaces de Balma 4-5, 16 avenue Charles de Gaulle, 31130 BALMA) does not have access to the data collected.

The data collected is subject to processing for the following purposes:

- The execution of a reservation contract concluded between us;
- Management of your possible complaints,
- Maintaining our customer file,
- Carrying out commercial prospecting actions by us and/or the Flower company,
- Management of our accounting.

The data collected will be kept for 5 years following the end of the stay for other data, except in the event of a dispute not resolved at the end of this period, in which case the data would be kept until the end of the dispute. In accordance with the Data Protection Act No. 78-17 of January 6, 1978, it is specified that each person has the following rights over their data: right of access, right of rectification, right to erasure (right to forgetting), right of opposition, right to limitation of processing, right to portability. Each person can also define guidelines relating to the conservation, erasure and communication of their personal data after their death.

Each person may, for reasons relating to their particular situation, object to the processing of data concerning them.

To exercise this type of rights, letters must be sent by RAR to the following address: Flower Campings, Les

Espaces de Balma 4-5, 16 avenue Charles de Gaulle, 31130 BALMA, or to the following email address: contact@flowercampings.com.
Any person who is the victim of a breach of one of the above-mentioned rights may submit a complaint to the CNIL (<https://www.cnil.fr/>).

Updated on 03/06/2024