

FLOWERCAMPING OF LAKE SEIGNEURIE
3 SEIGNEURIE STREET
PLACE CALLED LA SIGNEURIE
90110 LEVAL

GENERAL CONDITIONS OF SALE IN FORCE

Version September 25, 2025

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 camping pitches and/or rental accommodation within the Lac de la Seigneurie campsite .

By reserving a pitch and/or accommodation within the campsite, you acknowledge having read and accepted these T&Cs.

1/ Services - Prices

We offer bare 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 the reception facilities, entertainment and toilets, a connection to the electricity network (depending on the package).

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

Comfort package: Nature package + electricity

Privilege 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 tent, additional vehicle, pets, etc.) are not included in the above-mentioned packages and will be added to the latter. (options).

Max = 6 people on a pitch (including toddlers) and 2 animals (dogs or cats)

Electric barbecues and electric griddles are prohibited.

Your wishes for a specific location on the campsite can only be met depending on our reception possibilities upon your arrival.

➤ Rental accommodation

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

Bed linen and towels (sheets, covers and pillowcases) are not provided (except for pillows and duvets). They can be rented (see the "options" booking page of the website or contact us).

Please note : if animals are present during your stay, the campsite will not provide any bed linen (duvet/blanket) for hygiene reasons.

A security deposit (maximum of € 500 depending on the rental) will be requested upon arrival by credit card imprint. It is canceled within ten days of departure . However, we reserve the right to retain part or all of it in the event of loss, breakage or damage to the accommodation and/or its contents and/or equipment on the campsite. We also reserve the right to retain up to €85 if we find that cleaning has not been carried out upon departure according to the instructions communicated in the welcome booklet. The purchase of a cleaning package does not exempt you from doing the dishes, putting them away, or emptying the dishwasher, emptying the bins and removing the rented bed linen from the beds.

Upon arrival, holidaymakers are invited to carry out an inventory of the accommodation themselves and to check the cleanliness, presence and condition of the equipment and materials offered using the inventory sheet present in the rental. This inventory must be carried out before noon the following day, via the Flowercamping application or a coupon completed with any observations or malfunctions noted. It must be returned to reception before noon the day after arrival.

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

Guests inform reception of their departure time. The campsite can inspect the condition of the rental at the guests' request (off-season only). The inventory is carried out after the guests' departure by the cleaning team. If you leave before reception opens, the keys to the rental property are left on the table inside the rental property. Rented linen must be returned to the bag and left at the interior entrance of the rental property. The accommodation must be returned to the same condition upon departure.

Electric vehicles :

The electrical installations in our mobile homes and the charging stations on 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 charging stations. In the event of a breach of this provision, the customer will be held liable for any material or immaterial damage (short circuit, fire, etc.) caused by the connection, vis-à-vis the campsite and/or third parties. Offenders will be expelled from the campsite without notice and without refund. A charging station is available to customers. Inquire at reception.

> Common provisions:

The prices indicated are inclusive of VAT and do not include the environmental contribution (eco-contribution) or the tourist tax which are paid in addition (per adult per night).

Wi-Fi is free and limited to a specific area (reception area and snack bar terrace)

Regardless of the option chosen (bare pitch or rental accommodation), additional costs will be charged for additional vehicles, additional tents, animals, visitors, electricity if there is excess consumption, etc.

No brochure or website is immune to possible omissions or printing errors. Our prices are also subject to change depending on economic and commercial conditions. The contractual price payable by you is the one shown on your booking confirmation. We only guarantee the information published by us (on our website in particular).

2/ Booking conditions

> Booking terms and conditions

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 by:

- payment of a deposit of 40% including the cost of the stay, including the price including tax of the services booked, and the eco-participation
- administration or management fees where applicable.

Reservations made via the website do not incur any administration fees.

- and the contribution for cancellation insurance (if taken out).

The reservation made only has contractual value 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 stay price, including the price of the services booked including VAT, tourist tax and eco-participation, must be paid no later than 30 days before the start of the stay. If the balance is not paid within the above-mentioned period, the stay will be considered cancelled and our cancellation conditions described below will 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 safety and insurance reasons, the number of occupants cannot exceed the capacity provided for by the type of accommodation or location reserved (1 to 6 people maximum, depending on the capacity of the accommodation or location), including newborns. If we observe upon your arrival that the maximum capacity of the accommodation or location reserved has been exceeded, we reserve the right to refuse you access to the accommodation or location reserved, without refunding the price of your stay from us.

➤ **Clientele - Minors**

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

3/ Payment terms

➤ **Accepted payment methods**

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

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

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

➤ **Passing customers**

For stays on pitches without a reservation (transition), you must pay at least the first night upon arrival. You are also responsible for informing reception of 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 advance payment 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 7:00 p.m. or 8:00 p.m. (July and August)

Departure before 10:00 a.m.

In location:

Arrival from 2 p.m. to 7 p.m. or 8 p.m. (July and August)

Departure before 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 (after reception closes), you must inform the campsite by telephone on 03.84.23.00.13.

Late arrival fees will be charged if applicable.

Reception is no longer provided after the entrance barrier closes (9:00 p.m. in the off-season and 10:30 p.m. in July and August). If you arrive after reception closes (7:00 p.m. in the off-season and 8:00 p.m. in July and August), you will be asked to complete the reception formalities the following morning. You will leave an ID card which will be returned once the formalities have been completed.

➤ **Late arrival and early departure**

In the event of a late arrival or early departure compared to the dates mentioned on your booking confirmation, the entire stay will be due. You will not be entitled to a refund for the portion of the stay not completed.

➤ **Animals**

Dogs and cats, except for category 1 and 2 dogs, are allowed on our campsite, with an additional charge. We require that pets be kept on a leash within the campsite. Please respect the campsite's hygiene and environment, and clean up after them. Your health record must be presented upon arrival at the campsite. Rabies vaccinations and a tattoo certificate are mandatory. Some rental properties do not accept pets. It is forbidden to leave pets alone in rental properties.

On site: 2 animals (dogs or cats) maximum

For rental: 1 animal only (dog or cat)

In presence of animals: bed linen (duvet/blanket) not provided for hygiene reasons.

➤ Internal regulations and swimming pool regulations:

Throughout your stay, you must comply with 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.

Reminder: swim shorts are prohibited

➤ Image

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 also guarantee 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 regard; no partial or total refund of the price will be made as a result.

➤ Termination 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, i.e. noted again after a written formal notice, to comply with our internal regulations, you must leave your accommodation or your location within 4 hours of the termination of your contract, which will be notified to you by email, no refund of the price will be made on our part,

- In the event of a no-show at the campsite within 24 hours of the start of your stay and without providing proof and/or written notification of your arrival, we will dispose of your accommodation at the end of the aforementioned 24-hour period. We will retain all sums you have paid us, if applicable; no refund will be made.

5/ Modification of stay

You can request to change the dates and/or arrangements (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 the original stay, subject to availability and current rates. Your original stay cannot be changed more than once. If you are unable to honor the stay substituted for the original stay, it will be considered canceled; the amounts paid will not be refunded.

If the price of the substituted stay is higher than the original stay, you must pay the difference no later than 30 days before the new arrival date. Otherwise, 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 original stay, we will retain the price difference, as compensation for the loss resulting from the change of stay.

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

- You pay for additional options on arrival (e.g. animals) and additional people whose first and last names you will provide (in compliance with the reception capacity)
- If you have booked and paid for options and they are not there when you arrive (animals, additional people, etc.), no refund will be made by the campsite.

6/ Cancellation of stay:

➤ Cancellation by the customer

If cancellation occurs 30 days or more before the scheduled arrival date, the deposit will be retained by the campsite. A handling fee will apply in the event of a refund.

If 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 **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 moving around, 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 note to be used for a future stay at the campsite, which must be booked during the same season as the cancelled 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. Any sums paid will be fully refunded.

By way of exception, if our cancellation is due to an administrative closure imposed in particular to combat the spread of Covid 19, the sums paid will remain ours and will be the subject of a credit note to be used for a future stay at the campsite, which must be booked during the same season as the cancelled stay or during the following season.

7/ Complaints - Disputes

Any possible complaint relating to a stay must be made in writing and sent to us by registered letter with acknowledgment 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 found within one month of receiving the aforementioned letter of complaint, you may have recourse to a consumer mediator free of charge, provided that you contact them within one year of sending your letter of complaint.

By default, we suggest you contact the following consumer mediator:

- Mediator organization: MEDICYS,
- Address of the mediator: Toulouse,
- Mediator's website: www.medicys.fr,
- Mediator contact: 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 a reservation is made via our website or the website www.flowercampings.com, the terms of processing of the data collected prior to the reservation or at the same time as it is made are subject to the confidentiality policy or the general conditions of sale that you accept before confirming the reservation.

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 of the person who made the reservation,

Email address of the person who made the reservation

- Date of birth of the person who made the reservation and of the accompanying persons

This data is collected and processed on the following bases:

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

No one other than us and the company Flower (Simplified Joint Stock Company with capital of €92,500, registered with the Toulouse Trade and Companies Register under number 492 355 508, with its registered office located at Les Espaces de Balma 4-5, 16 avenue Charles de Gaulle, 31130 BALMA) has access to the data collected.

The data collected is processed for the following purposes:

- The execution of a reservation contract concluded between us;
- Management of any complaints you may have,
- Maintaining our customer file,
- The carrying out of commercial prospecting actions by us and/or the Flower company,
- Managing 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 French Data Protection Act No. 78-17 of 6 January 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 be

forgotten), right of opposition, right to limit processing, right to portability. Each person may also define guidelines relating to the retention, 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 right, letters must be sent by registered letter 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 file a complaint with the CNIL (<https://www.cnil.fr/>).

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