

FLOWERCAMPING DU LAC DE LA SEIGNEURIE
3 RUE DE LA SEIGNEURIE
LIEU DIT LA SEGNEURIE
90110 LEVAL

GENERAL TERMS AND CONDITIONS OF SALE IN FORCE

The purpose of these T&Cs is to define the rights and obligations of the parties in the context of the rental of camping pitches and/or rental accommodation within our campsite.

By booking a pitch and/or accommodation at our campsite, you acknowledge that you have 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 setting up 1 tent, 1 caravan or 1 motorhome, 1 vehicle in addition to the tent or caravan and access to the reception facilities, entertainment and sanitary facilities, a connection to the electricity network (according to a package).

Nature package: 1 pitch for 2 people, 1 motorhome or 1 car with a tent or caravan.

Comfort package: Nature + electricity package

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

Additional costs (extra person, extra vehicle, pets, etc.) are not included in the above-mentioned packages and will be added to the latter. (options)

Electric barbecues and electric planchas are prohibited.

➤ Rental accommodation

Our prices include the rental of the accommodation according to the number of people (depending on the capacity of the accommodation), the parking of a vehicle, access to the reception facilities and entertainment, water, gas, and electricity charges up to 8KW/h of electricity per day and per accommodation. The electricity meter is read at the beginning and end of the stay. Above 8 kWh, a financial contribution will be requested from customers according to the consumption bill, it is set at 0.42 cents per Kwh.

Towels and bed linen (sheets, pillowcases, duvets) are not provided (except pillows and blankets). It can be rented (see on the booking page of the website or contact us).

A security deposit (maximum of 500 € depending on the rental) will be required on arrival, it will be returned at the end of the stay and at the latest within eight days by post (cheque) or cancelled (credit card imprint) from your 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 reserve the right to deduct the sum of €75 for cleaning costs if this has not been done at check-out.

On arrival, holidaymakers are invited to carry out an inventory of fixtures and to check the cleanliness, presence and condition of the material and equipment offered using the inventory sheet. This inventory must be made before the next day at noon, a voucher completed with any observations or malfunctions noted must be given to the reception.

Holidaymakers also make an appointment for the check-out inventory carried out with a member of the reception or management.

Electric vehicles: The electrical installations of our mobile homes and the charging stations dedicated to the pitches are not suitable for charging electric vehicles. Thus, it is strictly forbidden to connect an electric or hybrid vehicle to the electrical installations of the mobile home or 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. Violators will be expelled from the campsite without notice and without refund.

> Common provisions

The prices shown are inclusive of VAT and do not include the environmental contribution per person per night and over 18 years old. Tourist tax is not collected.

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

Regardless of the formula adopted (bare pitch or rental accommodation), additional costs will be charged for additional vehicles, extra tents, animals, visitors, electricity if overconsumption...

No brochure or website can be free from 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 affixed to your booking confirmation.

2/ Booking conditions

> Booking details

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

All booking requests must be accompanied by:

- the payment of a deposit of 40% including the costs of the stay, including the price including VAT of the services booked, and the eco-contribution
- Application or management fees
- and the contribution for cancellation insurance (if subscribed).

The reservation made is only contractual if you have received a written booking confirmation by e-mail, summarizing all the information relating to your stay (stay voucher).

The balance of the price of the stay, including the price of the services booked including VAT and the eco-contribution, 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 period, the stay is considered cancelled and our cancellation conditions described below apply.

Bookings made less than 30 days prior to arrival 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 periodicity.

> Maximum capacity

For security and insurance reasons, the number of occupants may not exceed the capacity provided for by the type of accommodation or pitch booked (1 to 6 people maximum, depending on the capacity of the accommodation or pitch), including newborns. If we observe on arrival that the maximum capacity of the booked accommodation or pitch has been exceeded, we reserve the right to refuse you access to the booked accommodation or pitch, without refund of the price of the stay from us.

> Clientele - Minors

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

3/ Terms of payment

> Accepted Payment Methods

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

bank cheque, credit card, bank transfer, cash, ANCV (including ANCV Connect)

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

> Passing customers

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

4/ Living room

> Handover of keys

Check-in time: from 16:00 – Check-out time: between 8:00 and 10:00

Your wishes for a specific pitch or accommodation on the campsite can only be fulfilled according to our accommodation options on arrival.

Your accommodation will need to be restored to its original condition upon departure; In particular, the cleaning must have been done by you.

> Late check-in and early check-out

In the event of a late arrival or early departure from the dates mentioned on your booking confirmation, the entire stay will remain due. You will not be entitled to any refund for the part of the stay not taken.

> Animals

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

> Rules of Procedure

Throughout your stay, you must comply with the campsite's internal rules, a copy of which is posted at the entrance to the campsite and published on our website. We are available to send you a copy by email upon request.

> Image

During your stay, we may be required to take photographs and/or make videos within the campsite for animation 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 responsible for this authorisation 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 refund of prizes, partial or total, will be made as a result.

> Termination of the booking contract in the event of fault on your part

The booking contract will be terminated by operation of law in the event of the occurrence of any of the following events:

- In the event of repeated non-compliance, i.e. again found after a written formal notice, to comply with our internal regulations, you must leave your accommodation or pitch within 4 hours of the termination of your contract, which will be notified to you by email, no refund of the prize will be made by us,
- 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 in writing, we will dispose of your accommodation at the end of the aforementioned 24-hour period. We will, where applicable, retain all sums paid by you to us; No refunds 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 is received 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 one in which the initial stay was planned, according to availability and current rates. Your initial stay cannot be changed more than once. If you are unable to honour the stay substituted for the original stay, it will be considered cancelled; The amounts paid will not be reimbursed.

If the price of the substituted stay is higher than the price of 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 initial stay, we will keep the difference in price, as compensation for the damage resulting from the change

of stay.

In case of modification of the stay related to options (supplements):

- You pay for additional options on arrival (e.g. pets) and additional people whose name and surname you will communicate (in compliance with the reception capacity)
- If you have booked and paid for options and they are absent on arrival (pets, extra 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 kept by the campsite.

If the cancellation occurs less than 30 days before the date of arrival, the total amount of the stay will be retained.

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

If your cancellation is due to the fact that you reside in an area where a containment measure prohibiting people residing there, to avoid 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 under the cancellation insurance, remain at 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 booking that we have confirmed to you, we will notify you as soon as possible by email. The sums paid will be refunded in full.

By way of derogation, if our cancellation is the result of an administrative closure imposed in particular to fight against the spread of Covid 19, the sums paid will remain with us and will be the subject of a credit note to be used on 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 claim related 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 within one month of receipt of the above-mentioned letter of complaint, you may have recourse to a consumer mediator free of charge, provided that you refer the matter to him within one year of sending your letter of complaint.

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

- Ombudsperson's body: MEDICYS,
- Address of the mediator: Toulouse,
- Ombudsman's website: www.medicys.fr,
- Mediator's contact: contact@medicys.fr

8/ Personal data

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

When the booking is made via our website or the www.flowercampings.com website, the methods of processing the data collected prior to the booking or at the same time as the booking are subject to the privacy policy or the general terms and conditions of sale that you accept before the booking confirmation.

The personal data collected when making a reservation over the phone or during your stay are as follows:

- Name and surname of the person who made the reservation,
- Telephone number that 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 performance of a booking contract entered into between us.

No one other than us and Flower (a simplified joint-stock company with a capital of €92,500, registered with the Toulouse Trade and Companies Register under number 492 355 508, having its registered office 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 performance of a booking contract entered into between us;
- The management of any complaints you may have,
- Maintaining our customer file,
- The carrying out of commercial prospecting actions by us and/or the company Flower,
- The management of our accounting.

The data collected will be kept for 5 years following the end of the stay for the other data, except in the event of a dispute not settled at the end of this period, in which case the data will be kept until the end of the dispute. In accordance with the Data Protection Act No. 78-17 of 6 January 1978, it is specified that each person has the following rights over his or her data: right of access, right of rectification, right to erasure (right to be forgotten), right to object, right to limit processing, right to portability. Each person may also set guidelines for the retention, deletion and communication of his or her personal data after his or her death.

Each person may, on grounds relating to his or her particular situation, object to the processing of data concerning him/her.

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 lodge a complaint with the CNIL (<https://www.cnil.fr/>).

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