



## GENERAL CONDITIONS OF SALE

The purpose of these GTC is to define the rights and obligations of the parties in the context of the rental of camping pitches and/or rental accommodation on our campsite. By reserving a pitch and/or accommodation on our campsite, you acknowledge that you have read and accepted these GTC.

### 1 - Services - Rates

We offer bare pitches and rental accommodation.

#### ➤ Bare pitches

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

The price of your stay is calculated from a basic package which includes the rental of the pitch, the possibility for 1 or 2 people to stay there, the possibility to install 1 tent, 1 caravan or 1 camper van, electricity or not, depending on the package chosen, 1 vehicle in addition to the tent or caravan and access to the reception facilities, entertainment and sanitary facilities.

- Package without electricity: 1 pitch of about 90 m<sup>2</sup>, for 1/2 persons, 1 motor home or 1 car with a tent or a caravan.

- Comfort package: 1 pitch of about 90/100 m<sup>2</sup>, for 1/2 persons, 1 motor home or 1 car with a tent or a caravan + 10 amp electricity

- Grand Confort package : : 1 pitch of about 100/120m<sup>2</sup>, for 1/2 persons 1 camper or 1 car with a tent or a caravan + electricity 10 amps + Pergola.

- Privilege package : : 1 pitch of about 90/200m<sup>2</sup>, for 1/2 persons, 1 camper or 1 car with a tent or a caravan + electricity 10 amps + river side + Pergola.

- Premium and Super Premium package: 1 pitch of about 90/100 m<sup>2</sup>, for 1/2 persons, 1 camper van or 1 car with a tent or caravan + 10 amp electricity + private sanitary facilities with sink, washbasin, fridge, shower, wc and/or covered dining area with table and benches

A deposit of 220 € will be required on arrival for this package. This deposit will be destroyed at the end of your stay and at the latest within 15 days of your departure. However, we reserve the right to keep part

or all of it in case of damage to the accommodation and/or its contents and/or equipment on the campsite.

We also reserve the right to deduct the amount of the end-of-stay cleaning option as a cleaning fee if it has not been carried out on departure. Additional costs (extra person, extra vehicle, pets, preferential pitch...) are not included in the above packages and will be added to the latter.

#### ➤ Rental accommodation

Our prices include the rental of the accommodation according to the number of people (depending on the capacity of the accommodation), water, gas and electricity charges, parking for one vehicle, access to reception facilities, entertainment and sanitary facilities.

A deposit of 220 € will be required upon reservation OR arrival. This will be destroyed at the end of your stay and at the latest within 15 days of your departure. However, we reserve the right to keep part or all of it in case 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 70 € for cleaning costs if this has not been carried out on departure.

Common provisions: The prices indicated are in euros, including VAT at the rate in force at the time of publication. They correspond to one night. They do not include tourist tax. An eco-participation fee will be charged to each adult at the rate of €0.40/night, to participate in the treatment of waste during your stay. No brochure or website can be guaranteed to be free from omissions or printing errors.

Our prices are subject to change according to economic and commercial conditions. The contractual price, due from you, is the one shown on your booking confirmation.

## 2 - Booking conditions common to pitches and accommodation

### Booking arrangements :

You can make a reservation on our website: [www.camping-florac.com](http://www.camping-florac.com) by email or by phone. All reservation requests must be accompanied by :

- Payment of a deposit of 30% including the cost of the stay, the price of the services booked including VAT and, if applicable, the tourist tax and the eco participation.
- 15 euros administration fee.
- Cancellation insurance fee (if taken out).

The reservation made is not binding until you receive a written confirmation of the reservation by e-mail, summarising all the information relating to your stay.

The balance of the price of the stay, including the price of the services booked and, if applicable, the tourist tax, as well as the eco participation, must be paid at the latest 30 days before the beginning of the stay. If the balance is not paid within the above-mentioned period, the stay is considered as cancelled and our cancellation conditions described below apply.

*If, for any reason, the balance of the stay has not been paid within the period indicated, and in the event of cancellation by you, the balance will remain due and you will have to pay it by any means at your convenience.*

All bookings made less than 30 days before the date of arrival must be paid in full at the time of booking, unless you are informed of more favourable conditions.

Pitches and accommodation are allocated without distinction, in the order of registration of reservations, and according to our availability. If you have a specific request, taking into account your preferences and our availability, we will do our best to accommodate you (30€ per stay and per pitch). However, if this preference cannot be met, the extra charge will be refunded.

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 provided on a specific date or at a specific time.

Maximum capacity :

For safety and insurance reasons, the number of occupants may not exceed the capacity of the type of accommodation or pitch reserved:

- Pitch: 6 people maximum, including newborns.
- Accommodation: maximum 8 people, including newborns.

If, on arrival, we find that the maximum capacity of the accommodation or pitch reserved has been exceeded, we reserve the right to refuse you access to the accommodation or pitch reserved, without refund of the price of the stay on our part.

Clientele - Minors :

For safety reasons, minors who are not accompanied by their parents or grandparents for the duration of their stay are not admitted.

3 - Terms of payment:

You can pay for your reservation or your stay via the following payment methods: Bank card, bank cheque, e-holiday cheque, cash, holiday cheque, bank transfer, Sofort, Ideal, Bancontact.

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.

The amount paid in holiday vouchers cannot be reimbursed in accordance with article L.112-14 I. of the Monetary and Financial Code. In this case, a non-refundable voucher valid for 2 years, to be used at the campsite where the holiday was cancelled, will be issued for the amount paid in holiday vouchers, less any deposit or cancellation guarantee, according to the cancellation or interruption conditions indicated.

Visiting customers :

If you are staying on a pitch without a reservation (passing through), you must pay for at least the first night on arrival. You are also responsible for informing reception of the desired or extended length of stay. The balance must be paid at the latest on the day before departure, taking into account the opening hours of the reception. In the event of advance payment and early departure, no refund will be made.

4 - Stay

Rented accommodation: arrival from 4pm - departure before 10am. Your accommodation must be left in the same condition as when you left; in particular, you must have cleaned it yourself.

Pitches: arrival from 14:00 - departure before 12:00

Late arrival and early departure :

In the event of late arrival or early departure in relation to the dates mentioned on your booking confirmation, the total amount of the stay will remain due. You will not be entitled to any refund for the part of the stay not taken. If you have informed the campsite of your late arrival, we will agree on a time, otherwise the campsite will dispose of the pitch or the accommodation within 12 hours.

Animals :

Pets, except category 1 and 2 dogs, are allowed on our campsite for a fee payable at the time of booking. They must be kept on a lead at all times and are not allowed in the playgrounds, by the swimming pool or in the sanitary facilities. The vaccination booklet must be up to date. Only 1 animal per rental, 2 in bare pitches, are allowed.

Rules of procedure :

During your stay, you must respect the campsite rules and regulations, a copy of which is displayed at the reception. We will be happy to send you a copy by e-mail 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 may appear. By making a reservation, you are presumed to authorise us to use the photos and/or videos in which you appear for the above-mentioned purposes. You also guarantee 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 some 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 responsible for this; no refund, partial or total, will be made as a result.

Rescission of the reservation contract in case of fault on your part :

The reservation contract will be automatically terminated in the event of any of the following events:

- In the event of repeated non-compliance, i.e. after a formal notice to comply notified by e-mail, by you and/or your companions with our internal regulations. In this case, you will have to leave your accommodation or pitch within 2 hours of the cancellation of your contract, which will be notified to you by e-mail. No refund will be made by us.
- not arrive at the campsite within 12 hours of the start of your stay and without any proof and/or news of your arrival, we will dispose of your accommodation at the end of the aforementioned 12 hour period. We will keep all the sums you have paid and no refund will be made.

5 - Change of stay :

You can request a change in your stay (date, type of accommodation) by written request (letter or e-mail) to the campsite, subject to availability and possibilities.

No postponements will be accepted for the following season. Your initial stay can only be changed once. These changes may also involve a change of pitch and accommodation number.

If you are unable to honour the stay substituted for the original stay, it will be considered as cancelled; the sums paid will not be refunded.

If the price of the substituted stay is higher than that of the original stay, you must pay the difference at least 30 days before the new arrival date. If you fail to do so, the substituted holiday will be deemed to be cancelled and our cancellation conditions described below will apply. If the price of the substituted holiday is lower than the price of the original holiday, we shall retain the difference in price as compensation for the loss resulting from the change of holiday.

Any request for an increase in the length of your stay will be made according to availability and the current rates.

6 - Cancellation of stay

Cancellation by you :

All cancellations must be notified to us by e-mail or post to the campsite's postal address. Cancellations made by telephone cannot be taken into account. Any cancellation will result in the cancellation of the reservation and the campsite reserves the right to offer the pitch or the accommodation for rent.

- Cancellation more than 30 days before your arrival: the deposit paid, the booking fee paid and, if applicable, the sums paid for the cancellation insurance remain with the campsite.

- Cancellation between the 30th and the 15th day before your arrival, the amount of the deposit, the balance and the booking fees paid at the time of the reservation, and, if applicable, the sums paid for the cancellation insurance at the time of the reservation remain the property of the campsite; the balance of the price of the stay 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. If you have booked your stay less than 30 days before the date of your arrival, and your cancellation letter is presented 15 days or more before this date, the sums corresponding to the amount of the deposit, the booking fees and the contribution linked to the cancellation insurance that you may have taken out, as referred to in article 2 of these GTC, will be retained by the campsite.
- Cancellation less than 15 days before the date of arrival, all sums paid to the campsite are retained. In order to obtain a possible compensation, we advise you to take out a cancellation or interruption insurance policy when you make your reservation.

By way of derogation from the above, if your cancellation is due to one of the following reasons up to the date of arrival: closure of the borders, administrative closure of the campsite, quarantine on the arrival of the client or on the return of the client to his country, restriction of travel to a number of kilometres that does not allow you to come to the campsite, a voucher for the amount corresponding to the total amount paid (excluding the cancellation guarantee), valid for two years, will be issued by the campsite. If the client refuses to accept this voucher, he/she will be reimbursed, on request, for the corresponding amount.

Cancellation by the campsite :

If we have to cancel a booking that we have confirmed to you, we will notify you by email as soon as possible and you will receive a full refund.

Unused benefits :

In the event of an interrupted or shortened stay for one of the following reasons: closure of borders, administrative closure of the campsite, quarantine on the arrival of the client or on the return of the client to his/her country, limitation of travel to a number of kilometres that does not allow the client to come to the campsite, a voucher for the amount of the unused nights, valid for two years, will be issued by the campsite. If the client refuses to accept this voucher, he/she will be reimbursed, on request, the corresponding amount minus the cost of the cancellation guarantee if it has been taken out. Apart from the reasons mentioned above, any stay that is interrupted or shortened (late arrival, early departure) due to the customer's fault cannot give rise to a refund or a voucher.

## 7 - Complaints - Disputes

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

In the event of a dispute and if no amicable solution is found within one month of receipt of the above-mentioned letter of complaint, you may have recourse free of charge to a consumer ombudsman, provided that you refer the matter to him within one year of sending your letter of complaint.

By default, we suggest you use the following consumer ombudsman:

- Ombudsman's organisation :
- CM2C
- (Centre for Consumer Mediation of Justice Conciliators)
- 14, rue Saint-Jean
- 75017 Paris
- Tel: 06 09 20 48 86

## 8 - Personal data

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

Where bookings are made via our website, the manner in which the data collected prior to or at the same time as the booking is processed is set out in the privacy policy or general terms and conditions of sale which you agree to prior to confirmation of the booking.

The personal data collected when you make a reservation by telephone or during your stay are the following:

- Name and surname 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 making the reservation and of the accompanying persons

This data is collected and processed on the following basis:

- Your consent,
- The need to enable the performance of a reservation contract entered into between us.

No one but us has access to the data collected.

The data collected is processed for the following purposes:

- The execution of a reservation contract concluded between us,
- The management of your possible complaints,
- Maintaining our customer file,
- The carrying out of commercial prospecting by us and/or Flower,
- Management of our accounts.

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 that has not been 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 French Data Protection Act No. 78-17 of 6 January 1978, it is specified that each person has the following rights with regard to his or her 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 directives relating to the conservation, erasure and communication of his/her personal data after his/her death. Each person may, on grounds relating to his or her particular situation, object to the processing of data concerning him or her. To exercise this type of right, letters should be sent to the following e-mail address: [contact@camping-florac.com](mailto:contact@camping-florac.com)

Any person who is the victim of a breach of one of the above rights may lodge a complaint with the CNIL (<https://www.cnil.fr/>)