

## **General conditions of sale Camping le Pont du Tarn 48400 Florac Trois Rivières**

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 at our campsite. By reserving a pitch and/or accommodation at 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 motorhome.

The price of your stay is calculated on the basis of a basic package that includes the rental of the pitch, the possibility for 1 or 2 people to stay there, the possibility to pitch 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.

- Nature package: 1 pitch of around 90 m<sup>2</sup>, for 1/2 people, 1 camper van or 1 car with a tent or caravan.
- Comfort package: 1 pitch of approx. 90/100 m<sup>2</sup>, for 1/2 people, 1 motorhome or 1 car with a tent or caravan + 10 amp electricity.
- Grand Confort package : : 1 pitch of approx. 100/120m<sup>2</sup>, for 1/2 people, 1 camper van or 1 car with a tent or caravan + 10 amp electricity + pergola.
- Privilege package : : 1 pitch of approx. 90/200m<sup>2</sup>, for 1/2 people, 1 camper van or 1 car with a tent or caravan + 10 amp electricity + riverside or riverside + pergola.
- Premium and Super Premium package: 1 pitch of approx. 90/100 m<sup>2</sup>, for 1/2 people, 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.

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

- Rental accommodation

Our prices include accommodation hire based on the number of people (depending on the capacity of the accommodation), water, gas and electricity charges (excluding battery recharging for electric or

hybrid vehicles), parking for one vehicle, access to reception facilities, entertainment and sanitary facilities.

A security deposit of €220 will be required upon reservation OR arrival. This will be returned to you or destroyed at the end of your stay, at the latest within 15 days of your departure. However, we reserve the right to keep part or all of it in the event 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 €80 for cleaning costs if this has not been carried out on departure.

✓ Common provisions :

The prices shown 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 of €0.40/night will be charged to each adult to help with waste disposal during your stay.

Our prices are subject to change according to economic and commercial conditions. The contractual price, payable by you, is that shown on your booking confirmation.

Camping le Pont du Tarn applies dynamic pricing. As a result, prices may rise or fall.

Partner benefits and promotions cannot be applied to a confirmed booking, whether already paid for in full or in part; they are not retroactive under any circumstances.

It is therefore possible for customers to have paid different prices for the same holiday. Under no circumstances will customers who have paid the highest price be entitled to a refund of the difference between the price they paid and the promotional price.

## **2 - Booking conditions for pitches and accommodation**

How to book :

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

- Payment of a 30% deposit to cover the cost of your stay, including the price of services booked inclusive of tax and, if applicable, the tourist tax and eco-tax.
- 15 administration fee.
- Cancellation insurance premium (if applicable).

A booking is not binding until you have received written confirmation of your booking by e-mail, summarising all the information relating to your stay.

The balance of the price of the holiday, including the price of the services booked (including VAT) and, if applicable, the tourist tax, as well as the eco-participation, must be paid no later than 30 days before the start of the holiday. If the balance is not paid within the aforementioned period, the holiday will be considered cancelled and our cancellation conditions described below will apply.

*If, for any reason whatsoever, the balance of the stay has not been paid within the period specified, and in the event of cancellation on your part, the balance will remain due and must be paid by any means at your convenience.*

Pitches and accommodation are allocated on a first-come, first-served basis, subject to availability. If you have a specific request, taking into account your preferences and our availability, we will do our best to accommodate it (30€ per stay and per pitch). However, if this preference cannot be met, the supplement will be refunded.

✓ No right of withdrawal

Under article L. 221-28 12° of the French 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, including newborn babies. If, on your 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 your stay.

✓ 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 booking or your stay using the following methods of payment: Bank card, bank cheque, e-holiday cheque, cash, holiday cheque, bank transfer, Sofort, Ideal, Bancontact.

However, by way of derogation, bookings made less than 30 days before the start of the holiday must be paid for exclusively by credit card. The amount paid in holiday vouchers cannot be reimbursed in accordance with article L.112-14 I. of the French Monetary and Financial Code.

✓ Transient customers

If you are staying on a pitch without a reservation, 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 the day before departure at the latest, taking into account the opening hours of reception. In the event of advance payment and early departure, no refund will be made.

### **4 - Stay**

✓ Handing over the keys

Rented accommodation: arrival from 4.00 pm - departure before 10.00 am.

Your wishes for a specific pitch or accommodation on the campsite can only be met if we are able to accommodate you when you arrive.

Any dissatisfaction regarding the state of cleanliness and/or the general condition of the accommodation must be notified in writing no later than 24 hours after arrival, so that the problem can be rectified.

No complaint will be accepted more than 24 hours after the day of arrival.

Your accommodation must be left in the same condition as when you left; in particular, you must have cleaned it yourself. If this is not the case, the campsite reserves the right to deduct the cleaning costs from your security deposit in application of Article 1 of these Conditions and the Special Conditions.

Pitches: arrival from 2.00 p.m. - departure before 12.00 p.m.

✓ 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 full amount of your stay will be due. You will not be entitled to any refund for the part of your stay not taken. If you have informed the campsite of your late arrival, we will agree a time. Otherwise, within 12 hours, the campsite will dispose of the pitch or accommodation.

✓ Animals

Pets, with the exception of category 1 and 2 dogs, are allowed on our campsite for a fee payable when you make your reservation or on arrival. They must be kept on a lead at all times. Under no circumstances may their presence cause a nuisance to neighbours (noise, hygiene, smell, etc.), and they are strictly forbidden in the vicinity of swimming pools. Please bring your pet's up-to-date health record and proof of vaccinations.

✓ Rules of procedure :

Throughout your stay, you must comply with the campsite rules and regulations, a copy of which is displayed at reception. We will be happy to send you a copy by e-mail on request.

- ✓ **Electric vehicles: The electrical installations in our mobile homes and at the electricity points are not suitable for recharging electric vehicles. It is therefore strictly forbidden to connect an electric or hybrid vehicle to the electrical installations of the mobile home or pitches. In the event of infringement of this provision, the customer will be held responsible for any damage (short-circuit, fire, etc.), material or immaterial, caused by the connection, to the campsite and/or third parties.**

**At the entrance to the campsite, you will find two sockets suitable for recharging electric or hybrid vehicles, which can be activated at reception (fee payable).**

✓ Unavailability of certain services

The services and facilities we offer (swimming pool, restaurant, activities, entertainment, etc.) may not be available all year round, particularly for climatic reasons or in cases of force majeure, or may not operate at all times of the year. They may therefore be temporarily unavailable during all or part of your stay. The campsite will do its best to inform you of any work or improvements carried out during your stay.

✓ Cancellation of the reservation contract if you are at fault

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. repeated non-compliance by you and/or those accompanying you with our house rules, following a formal notice to comply sent by e-mail. In this case, you must leave your accommodation or pitch within 2 hours of the termination of your contract, which will be notified to you by e-mail. No refund will be made by us.
- If you fail to arrive at the campsite within 12 hours of the start of your stay, without providing proof of your arrival and/or any further information, we will dispose of your accommodation at the end of the aforementioned 12-hour period. We will retain any sums you have paid and no refund will be made.

## **5 - Change of stay**

You may request to change the dates and/or type of accommodation for your stay at our campsite, provided that your request is received by e-mail at least 21 days before the original date of arrival. However, you will have to book a new stay at our campsite during the same season as the one in which the initial stay was planned, subject to availability and current prices. Your initial stay may not be changed more than once. If you are unable to honour the stay substituted for the initial stay, it will be considered cancelled; the sums paid will not be reimbursed.

If the price of the substituted holiday is higher than that of the original holiday, you must pay the difference. Failing this, the substituted holiday is considered 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 will retain the difference in price as compensation for the loss resulting from the change to the holiday.

Any request to increase the length of your stay will be subject to availability and current rates.

## **6 - Cancellation of stay**

✓ Cancellation by you

Any cancellation must be notified to us by any written means on a durable medium (by e-mail, registered post with acknowledgement of receipt, etc.).

If your e-mail/courier is received more than 30 days before your arrival, the deposit paid, the booking fee paid and, if applicable, the amount paid for cancellation insurance will be retained by the campsite.

-If your letter of cancellation is received between the 30th and 15th day before your arrival, the deposit and booking fee paid at the time of booking and, if applicable, the cancellation insurance paid at the time of booking will be retained by the campsite; the balance of the price of the stay will be credited towards a future stay at the campsite, which must be booked within one year of the date of stay. 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 any cancellation insurance taken out, as referred to in article 2 of these GTC, will be retained by the campsite; the remainder will be the subject of a credit note to be used against a future stay at the campsite, which must be booked during the same season as the cancelled stay or during the following 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 when you book.**

✓ Cancellation by the campsite

If we have to cancel a booking we have confirmed with you, we will notify you by e-mail as soon as possible; the sums paid will be refunded in full.

➤ Cancellation insurance

Our prices do not include travel insurance. This is optional and may be offered in the special conditions.

## **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 aforementioned letter of complaint, you may have recourse free of charge to a consumer ombudsman, provided you refer the matter to him within one year of sending your letter of complaint.

By default, we suggest you contact 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.

When a booking is made via our website, the methods for processing the data collected prior to or at the same time as the booking are set out in the privacy policy or general terms and conditions of sale that you accept before confirming your booking.

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

- Surname and first name of the person making the booking,
- Booking telephone number,
- Email address of the person making the reservation
- Date of birth of the person making the reservation and accompanying persons

This data is collected and processed on the following basis:

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

No-one other than us has access to the data collected.

The data collected is processed for the following purposes:

- The performance of a reservation contract concluded between us,
- Handling any complaints you may have,
- Maintaining our customer database,
- Commercial prospecting by us and/or Flower,
- Managing 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. Video surveillance images are kept for 1 month.

In accordance with the French Data Protection Act no. 78-17 of 6 January 1978, each person has the following rights with regard to 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. Individuals may also define directives relating to the storage, deletion and communication of their personal data after their death. Individuals may, on grounds relating to their particular situation, object to the processing of data concerning them. To exercise this right, letters should be sent to the following e-mail address: [contact@camping-florac.com](mailto:contact@camping-florac.com)

Anyone who has suffered a breach of any of the above rights may lodge a complaint with the CNIL (<https://www.cnil.fr/>).