Camping Le Pont du Tarn

TERMS AND CONDITIONS OF SALE

The purpose of these 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 rental accommodation on our campsite, you acknowledge that you have read and accepted these terms and conditions.

1/ Services & Rates

We offer bare pitches and rental accommodation.

- **Bare pitches**

This is a bare pitch for your tent, caravan or camper van. 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 of installing 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 reception facilities, entertainment and sanitary facilities.

- Nature package: 1 pitch of approx. 90 m², for 1/2 people, 1 camper van or 1 car with a tent or caravan.
- Comfort package: 1 pitch approx. 90/100 m², for 1/2 people, 1 camper van or 1 car with a tent or caravan + 10-amp electricity.
- Grand Confort package: 1 pitch approx. 100/120m², for 1/2 people, 1 camper van or 1 car with a tent or caravan + 10-amp electricity + pergola.
- Privilège package: 1 pitch approx. 90/200m², for 1/2 people, 1 camper van or 1 car with a tent or caravan + 10 amp electricity + river side or edge + Pergola.

-Premium and Super Premium package: 1 pitch of approx. 90/100 m², 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, toilet 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 the rental of the accommodation according to 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 is required upon reservation OR arrival. This will be returned or destroyed at the end of your stay, at the latest within 15 days of your departure. However, we reserve the right to retain 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 :

Prices are quoted 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 €0.50/night will be charged to each person over 7 years of age, 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 are subject to change both upwards and downwards.

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

This means that customers may have paid different prices for the same stay. Customers who have paid the higher price will under no circumstances be entitled to a refund of the difference between the price they paid and the promotional price.

2/ Booking conditions common to pitches and accommodation

How to book :

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

Payment of a 30% deposit, including the cost of your stay, the price of services booked inclusive of tax and, if applicable, the tourist tax and eco-tax.

-15 euros booking fee.

-Cancellation insurance premium (if applicable).

Reservations are not binding until you have received written confirmation of your booking by e-mail, summarizing 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 no later than 30 days before the start of the stay.

If the balance is not paid within the aforementioned period, the stay is considered cancelled and our cancellation conditions described below apply.

If, for any reason whatsoever, the balance of the stay has not been paid within the period indicated, 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, according to 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 supplement will be reimbursed.

- No right of withdrawal

In accordance with 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 specified for the type of accommodation or pitch booked, including newborn babies. If, on your arrival, we observe 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 on our part.

- Customers - Minors :

For safety reasons, minors who are not accompanied by their legal guardians throughout their stay are not admitted.

3/ Payment methods

You can pay for your booking or your stay using the following methods of payment: Credit card, bank cheque, e-holiday cheque, cash, vacation cheque ANCV, bank transfer, Sofort, Ideal, Bancontact, FLOA.

However, by 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 vacation vouchers cannot be reimbursed in accordance with article L.112-14 I. of the French Monetary and Financial Code.

If payment in several instalments by FLOA is possible: FLOA, our financial partner, offers payment solutions for your purchases of goods and/or services, in 4 instalments bycredit card
. These payment solutions are reserved for individuals (natural persons of legal age) resident in France, holding a Visa or MasterCard bank card with a validity date corresponding to the duration of the refund.
FLOA, RCS Bordeaux 434 130 423, whose registered office is located at Immeuble G7 - 71 Rue Lucien Faure in Bordeaux (33300) subject to the under the supervision of the Autorité de Contrôle Prudentiel et de Résolution (ACPR), *4 Place de Budapest, CS 92459, 75436 PARIS CEDEX 09 and registered with ORIAS under number 07 028 160 (www.orias.fr)*.
FLOA reserves the right to accept or refuse your request for financing; you have a legal withdrawal period of of 14 days.FLOA is the sole decision-maker as to whether or not applications are accepted, and under no circumstances will Flower and/or the Campsite have any knowledge of the reasons for any refusal. Credit is a commitment and must be repaid. Check your ability to repay before committing yourself.

- Visiting 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

- *Handover of 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 on arrival.
Any dissatisfaction concerning the state of cleanliness and/or the general condition of the accommodation must be notified in writing no later than 24 hours after arrival, to enable us to remedy the situation.
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.

The campsite reserves the right to deduct the cost of cleaning from your security deposit in application of article 1 of these Conditions and the Special Conditions.

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

- Late arrival and early departure

In the event of late arrival or early departure with respect 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 any 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, subject to a fee payable on reservation or arrival.

They must be kept on a leash at all times. Their presence must under no circumstances cause a nuisance to neighbors (noise, hygiene, odor, etc.), and is strictly forbidden in the area of the swimming pool. Please bring your pet's up-to-date health record and proof of vaccinations.

- House rules :

For the duration of 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 of our mobile homes and electrical terminals 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, we offer 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 seasons 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 undertaken during your stay.

- Cancellation of the booking contract in the event of fault on your part

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

- In the event of repeated non-compliance, i.e. once again after a formal notice to comply has been sent by e-mail, by you and/or those accompanying you, with our house rules. 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.

- 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 all sums paid and no refund will be made
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5/ Change of stay

You may request to change the dates and/or type of accommodation of your stay at our campsite, provided that your request is received by e-mail at least 21 days before the original arrival date.

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 scheduled, subject to availability and current rates. 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 as cancelled; the sums paid will not be reimbursed.

If the price of the substituted stay is higher than that of the initial stay, you must pay the difference. Failing this, the substituted holiday will be considered as 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 retain the price difference, as compensation for the loss resulting from the modified stay.

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

6/ Cancellation

- Cancellation by you

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

- If your e-mail/courier is presented more than 30 days before your arrival, the deposit paid, the booking fees paid and, if applicable, the sums paid for cancellation insurance remain the property of the campsite.

- If your letter is sent 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 against 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 received 15 days or more before this date, the sums corresponding to the deposit, the booking fee and the cancellation insurance premium, if any, referred to in article 2 of these GTC will be retained by the campsite; the remainder will be credited 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 compensation, we advise you to take out holiday cancellation or interruption insurance when booking.

- Cancellation by the campsite

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

- 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 above-mentioned letter of complaint, you may have free recourse to a consumer ombudsman, provided you contact him within one year of sending your letter of complaint.

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

- Mediator's organization :
- CM2C
- (Centre de la médiation de la consommation de conciliateurs de justice)
- 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 reservation is made via our website, the procedures for processing the data collected prior to or at the same time as the reservation are set out in the privacy policy or general terms and conditions of sale that you accept before confirming your reservation.

The personal data collected when booking by telephone or during your stay is as follows:

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

This data is collected and processed on the following basis:
- Your consent,
- The need to enable the performance of a booking 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 execution of a reservation contract concluded between us,
- To manage any complaints you may have,
- Keeping our customer file,
- To carry out commercial prospecting by us and/or Flower,
- To manage 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 not 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.

We would like to draw your attention to the fact that if you ask to pay for your order of goods and/or services by means of FLOA payment solutions, your personal data will be transmitted to FLOA for the purposes of studying your request for financing, managing your credit contract and, where applicable, debt collection.

Image rights: The campsite may take photographs and distribute them on its media. Personal authorisation is given by accepting these General Terms and Conditions of Sale.

In accordance with the French Data Protection Act (Loi Informatique et Libertés) no. 78-17 of January 6, 1978, 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 limitation of processing, right to portability. Individuals may also define directives concerning the storage, deletion and communication of their personal data after their death. Each individual may, for reasons relating to his or her particular situation, object to the processing of data concerning him or her. To exercise this right, letters should be sent to the following e-mail address: contact@camping-florac.com
Any person who is the victim of a breach of one of the aforementioned rights may lodge a complaint with the CNIL (https://www.cnil.fr/).

Internal regulations

Dear campers,
Welcome to Le Pont du Tarn Campsite.
Before entering the campsite and to avoid any inconvenience, please take a few minutes to read the campsite rules carefully. Please follow them and ensure that others do too, so that your holiday and that of your neighbours is as enjoyable as possible.
Anyone who has read these rules is expected to have shared them with everyone accompanying them (children, parents, friends or others).
The campsite management thanks you in advance.

Preamble: The Le Pont du Tarn municipal campsite is classified by prefectural decree of 30 May 2017 as a 3* campsite with a capacity of 183 camping pitches, including 39 rental units.

Opening period: from early May to late September (opening may be brought forward depending on the date of the Easter holidays).

1/ Admission requirements :

To be admitted to enter and set up on a campsite, you must have been authorised to do so by the reception manager or the site manager.

You will be given a wristband on arrival. To ensure the safety of the campsite, please wear it visibly throughout your stay.
Access to the campsite is expressly prohibited to two-axle vehicles.

2/ Police formalities :

Anyone staying at least one night in the camp must first present their identity documents to the reception desk manager and complete the formalities required by the police.
Minors unaccompanied by their legal guardian are not permitted to stay at the campsite.

3/ Reception office :

Opening hours vary depending on the time of year and are displayed on the reception door. Here you will find all the information you need about the camp's services, where to buy food and drink, sports facilities, tourist attractions in the surrounding area and various useful addresses.

Any post arriving during your stay will be available here. For post to be sent during your stay, there is a post box on the left-hand side.
A European plug can be loaned to you (subject to availability) for a deposit of €20.

4/ Fees :

Fees are paid at the reception desk. The amounts are displayed at the entrance to the campsite and at the reception desk. They are payable according to the number of nights spent on the site. The camping day is counted from noon to noon. Any day that has begun is due.
Campers are requested to pay their fees the day before their departure.

5/ Installation, maintenance and appearance of facilities :

Tents or caravans and all equipment must be installed in the location indicated by the manager.

Everyone is required to refrain from any action that could harm the cleanliness, hygiene, and appearance of the camp.

It is forbidden to pour polluted water onto the ground or into drains. Caravan owners must empty their waste water into the facilities provided for this purpose.

For hygiene reasons, there are no bin bags. Household waste containers are located at the entrance to the campsite. Please take your household waste there after sorting it: green for glass, yellow for plastics, tins and all plastic and cardboard packaging, brown for household waste.

The sanitary facilities are cleaned with care. Residents and visitors are asked to respect the work of the cleaning staff. Scrapers are available for everyone to use to keep these facilities clean. Any problems can be reported to the management. Children may only access the sanitary facilities when accompanied by an adult. They are strictly forbidden from playing in the sanitary facilities.

Washing is strictly prohibited outside the bins provided for this purpose. Laundry must be hung in the communal drying room. However, it will be tolerated until 10 a.m. near the shelters, provided that it is discreet and does not disturb the neighbours. It must never be hung from trees.

Plants and floral decorations must be respected. It is forbidden to hammer nails into trees, cut branches or plant anything.

It is also forbidden to mark out the location of a facility with personal fixtures or to dig into the ground.

Any damage caused to vegetation, fences, the ground or camp facilities
will be charged to the person responsible.

The pitch must be maintained and returned in the condition in which the camper found it on arrival.

6/ Noise and silence:

Silence must be observed between 11 p.m. and 7 a.m. During the day, radios and televisions may be used, but at a reasonable volume. Percussion instruments are prohibited inside the campsite and on the banks of the Tarn river running alongside the campsite.
Doors and gates must be closed as quietly as possible.

7/ Visitors:

Visitors must be presented at reception upon arrival by the persons receiving them. Visitors must comply with the rules like other campers, and their vehicles must remain outside. Visits lasting more than 2 hours are subject to a fee, which is displayed at the entrance to the campsite and at the reception office.

Visitors are strictly prohibited from using the swimming pool.

The campsite is enclosed by security barriers that prevent access. The barriers are automatic and operate by reading vehicle number plates. This information must be provided at reception.

All vehicles must be parked on their owner's pitch and under no circumstances on another pitch. They must not obstruct traffic or the installation of new residents.

A car park is available for residents at the end of the campsite.

Washing vehicles, motorhomes, caravans and motorbikes is strictly prohibited on the campsite.

9/ Animals :

They must be tattooed, vaccinated and kept on a lead. Category 1 dogs (attack dogs according to Law No. 99-5 of 06/01/99) are not accepted. They are prohibited in sanitary facilities and playgrounds.

Their owners must clean up after their pets, and dogs must be taken outside the campsite to do their business.
Under no circumstances may animals be left alone on the pitch or in vehicles.
Anyone whose animal roams freely on the campsite will be immediately expelled.

10/ Safety :

The establishment is under video surveillance.

Fire:

Open fires (wood, charcoal, etc.) and individual barbecues are strictly prohibited. Only the communal barbecues located near the multi-sports ground and on the boules court may be used.
Gas barbecues are also permitted.
Cookers must be kept in good working order.
Fire extinguishers located at reception, in the laundry room and in the sanitary facilities are available for everyone to use. In the event of a fire, notify the management immediately.

A first aid kit is available at reception.

SIREN: in the event of a fire, threat of water damage or any other disaster, the siren installed at reception will alert users. If evacuation of the camp is necessary, it will be carried out according to the attached plan, which is given to each user upon arrival at the camp.

SAFETY REGISTER: this is kept up to date and stored at all times in the reception area.

The management is only responsible for items left at the office and accepts no responsibility for any thefts within the campsite.

Please take all necessary precautions and report any suspicious persons on the campsite to the manager.

11/ Games:

The management accepts no responsibility for any accidents that may occur to children, who must always be supervised by an adult (playground, swimming pool, etc.).
No violent or disruptive games may be organised near the facilities.

12/ Camp leader/manager :

The camp leader/manager is responsible for maintaining order and good conduct at the camp. They are required to punish serious breaches of the rules and, if necessary, to expel those responsible. In the event of a serious or repeated breach of the internal rules and after formal notice to comply, the manager may terminate the contract. In the event of a criminal offence, the manager may call on the police.
A book for complaints is available for users. Complaints will only be considered if they are dated and signed.

13/ Campsite security:

The campsite is guarded at night from 15 June to 25 August. In case of emergency, the camp manager can be reached at the telephone number listed on the reception door.

14/ Storage:

Unoccupied equipment may only be left on the site with the management's consent and only in the designated area.
A fee will be charged for the storage area.

15/ Entertainment:

Entertainment is organised under the responsibility of the manager. Evening entertainment takes place either in the restaurant or on the terrace of the refreshment bar. It ends at midnight.

16/ The swimming pool:

All users of the swimming pool are required to comply with the specific rules and regulations.

Camping
Le Pont du Tarn

Pool rules and regulations

1/ Pool capacity: 251 people

Therefore, in the event of high attendance, access to the pool may be temporarily suspended by campsite staff.

2/ Opening times:

The campsite pool is open from 15 May to 15 September.
Opening hours: 10:00 to 19:00.
The management reserves the right to change the opening hours or close the pool for technical, hygiene or safety reasons.

3/ Conduct and behaviour of users:

Long shorts, Bermuda shorts and T-shirts are not permitted in the water.
Boxer shorts are accepted.
Users must remain properly and decently dressed.
Any act or behaviour that may be considered indecent, immoral, disruptive to other bathers, or detrimental to the good order and cleanliness of the establishment is strictly prohibited. Such behaviour will result in immediate expulsion from the pool.
The use of radios, tape recorders or CD players and taking photographs without the consent of the persons concerned is prohibited.

4/ Hygiene:

Animals are strictly prohibited within the pool area.
Showers and footbaths are mandatory when entering and leaving the pool. It is forbidden to enter the pool with shoes on. Please leave them in the lockers located in the entrance area.
Access to the pools is prohibited to persons suffering from illnesses whose external effects may be a source of discomfort or contagion to others, as well as to persons in a manifest state of uncleanliness.
Eating, drinking, smoking, chewing gum, spitting and littering are prohibited within the pool area.
Only young children who are toilet trained or wearing special swimming nappies are allowed to swim.
All swimmers must ensure that the pool area is kept clean and tidy, particularly
in the changing rooms and toilets.

5/ Responsibility and supervision:

Access to the pool is free and strictly reserved for campsite guests, who must comply with the internal rules.
The pool is not supervised.
Minors must be accompanied by their parents, who are solely responsible for supervising them.
The management cannot be held responsible in the event of an accident.

6/ Safety:

For their own safety, pool users are asked to comply with the pool rules.
It is forbidden to:
- disturb other users with games or actions that are noisy, dangerous or contrary to good manners;
- push or throw people on the beach into the water;
- run, shout, dive or throw water;
- simulating drowning;
- playing with a ball or inflatable ball;
- entering areas marked as off-limits by a sign or poster;
- using floating devices and lifebuoys;
- swimming with sunscreen on your body;
- climbing fences and partitions of any kind.

7/ Respect for facilities:

It is forbidden to damage facilities and equipment. Any damage will be repaired at the offender's expense.

8/ Penalties:

Offenders may be excluded from the swimming pool at any time by staff.

9/ Lost property:

The campsite is not insured against the loss or theft of jewellery, valuables or cash, even if they have been entrusted to staff. Users are advised not to bring valuables with them. Lost property must be handed in and/or claimed at the campsite reception.