

## General terms and conditions of sale of Flower camping Le Belvédère

### 1/ Our services

#### Bare pitch

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

Your stay is calculated from a basic package which includes the pitch, 2 people, your installation, your vehicle and access to reception, entertainment and sanitary facilities. Additional costs (additional person, additional vehicle, animals, fridge rental, etc.) are not included in the package and will be added to it. The stay of children from 0 to 6 years old is free of charge for all periods and the daily rate per child aged 7 and + is 4 € in low season and 6 € in high season.

#### Methods of payment:

- The reservation becomes firm on receipt of the deposit, i.e. 19.00 € for 2 nights of camping reserved and the rental contract dated and signed by the customer or 25% of the price of the stay from 3 nights onwards,
- 10 euros application fee (in July and August)
- And the contribution for the cancellation insurance (if taken out)

All reservations are nominative and cannot be transferred or sublet without the agreement of the campsite. Any option not confirmed within 7 days is automatically cancelled.

**For the camping pitch, the balance is to be paid, on the day of arrival, in accordance with the initial booking contract. Arrivals are between 15:00 and 19:00 in low season and between 14:00 and 20:30 in high season. Departures must take place before noon.**

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

*Comfort Package: Nature Package + electricity 15 Amperes*

*Privilege Package: Comfort Package + 1 sink with cold water + 1 barbecue*

#### Rental accommodation

Our prices include people (depending on the capacity of the accommodation), water, gas, electricity, a vehicle, access to reception facilities, entertainment and sanitary facilities.

**Your accommodation must be left in the same condition as it was when you left.**

Your wishes for a specific pitch or accommodation on the campsite can only be met by our reception facilities when you arrive.

#### Handing-over of the keys

In July and August rentals are from Saturday to Saturday, outside this period the days of arrival and departure are free and rentals can be made for a minimum of 2 nights. **Arrivals are between 4 pm and 7 pm in low season and 4 pm and 8.30 pm in high season. Departures must take place before 10 am.**

#### Ancillary activities

Any free or paying activity mentioned in this document may, in certain circumstances beyond our control, be modified or cancelled upon your arrival on the site. In this respect, we cannot be held liable.

#### Supplements

Whatever the formula adopted, additional costs will be charged for extra vehicles, extra tents, animals, visitors, additional rentals...

Our prices are inclusive of all taxes and do not include tourist tax. The tax is invoiced at the same time as your accommodation. It is payable on the same payment dates and terms, i.e. 30 days before your arrival on site. **It is neither modifiable nor refundable.**

## 2/ Rules of the stay

### Accepted methods of payment

As a deposit as well as the balance, you can honour your reservation or your stay by the following methods of payment:

French bank cheque and postal cheque, ANCV holiday vouchers, connected ANCV holiday vouchers, cash, bank card (visa, CB, MasterCard) or bank transfer to:

**BNP PARIBAS ST FLOUR - IBAN: FR76 3000 4014 2200 0100 2985 496**

**BIC: BNPAFRPPCLF**

### Methods of payment

Any firm reservation request from the buyer must be made in writing and accompanied by:

- Payment of a deposit including 25% of the stay costs,
- 13 euros handling fee
- And the contribution for the cancellation insurance (if taken out)

This reservation only has contractual value on receipt by the purchaser of a confirmation of registration issued by the campsite. **The balance of the stay is to be paid at the latest 30 days before the beginning of the stay.** In the event that the balance is not paid within the time limit indicated, it is considered cancelled and our cancellation conditions described below apply.

## 3/ Last minute booking

Any reservation made less than **30 days before** the departure date must be paid in full and by credit card only.

## 4/ Late arrival and early departure

In the event of late arrival or early departure, compared to the dates mentioned on your booking form, the totality of the stay will remain due. You will not be able to claim any refund for the part of the stay not carried out.

## 5/ No presentation on the campsite

If you do not show up at the campsite within 48 hours from the start of your stay and without proof and/or news of your arrival, we will dispose of your accommodation. We will retain the costs in application of our cancellation conditions.

## 6/ Cancellation

Because of the tenant

All cancellations must be notified by post, which will take effect from the date of receipt of the letter:

- *more than 30 days before your arrival, the amount of the deposit remains the property of the campsite.*
- *between 30 days and 15 days before your arrival, the campsite keeps the deposit (25%) and offers a non-refundable credit note of the rest of the price of the stay, for the current season or for the following season.*
- *less than 15 days before the stay, the total amount of the rental, the reservation fee and the insurance premium are retained.*

In order to obtain possible compensation, we invite you to take out cancellation or interruption of stay insurance at the time of booking.

Because of the campsite:

If Camping Flower is forced to cancel its bare pitch rental and/or rental accommodation services, any contracting party who has received confirmation of their stay will be informed by registered letter, either of the establishment of a credit note for a future stay or of the reimbursement of their stay, up to the amount of the sums they have paid.

## 7/ Deposit and inventory of fixtures

A security deposit of 350 euros must be provided in order to ensure the consideration of the rental property and its equipment as well as a "household" security deposit of:

- ✓ 45 euros for accommodation without sanitary facilities
- ✓ 65 euros for accommodation with 1 shower room and 1 WC
- ✓ 95 euros for accommodation with 2 shower rooms and 2 WCs

To be handed in by cheque or credit card imprint, at the latest on the day of arrival.

The rentals are handed over to you in a perfect state of repair. On your arrival, you will be given a document allowing you to do the following **yourself** your initial inventory of fixtures. This document must be returned signed within 24 hours of your arrival. On the day of your departure, the accommodation must be returned before 10:00 am and in the same condition as on arrival. A check of the premises is carried out after each departure by the cleaning staff. If no anomaly is found, after the cleaning staff has passed through, an email will be sent to you to inform you of the destruction of the deposit.

**WARNING: The guarantee will be fully retained if the smoking ban has not been respected.**

The accommodation must be returned in a suitable state of cleanliness. Failing this, the cleaning deposit will be cashed in the amount of:

- 45 euros for accommodation without sanitary facilities
- 65 euros for accommodation with 1 shower room and 1 WC
- 95 euros for accommodation with 2 shower rooms and 2 WCs

## 8/ Minors

Unaccompanied minors are not accepted at all Flower campsites. Only certain sites allow this under certain conditions (parental certificates).

## 9/ Animals

**Due to frequent allergies, cats are not accepted in the accommodation.** Only one dog is tolerated (except category 1 and 2) in mobile homes in the Confort and Confort plus ranges only. **He will be kept on a leash and must be accompanied outside the campsite to relieve himself. Under no circumstances may the dog be left alone in the rented accommodation** and must not disturb the neighbourhood by barking or soiling. In the event of non-compliance, the campsite may evict the dog and its owners without any prior compensation. Any other type of animal is forbidden in all categories of accommodation. The health book must be presented at your arrival at the campsite. Anti-rabies vaccinations and a tattoo certificate are obligatory.

## 10/ Claims

Any eventual complaint following a stay must be made in writing, and sent by registered letter with acknowledgement of receipt, within 20 days of your stay.

## **11/ Distanciation**

In the context of certain commercial operations, our policy of deposits and balances may change. In addition, the current context may force us to review our reception procedures. Information by e-mail will be sent to you in due course.

## **12/ Mediation of consumer disputes**

In accordance with the provisions of the Consumer Code concerning the mediation process for consumer disputes, the customer has the right to use the mediation service offered by Camping Le Belvédère free of charge. The consumer law mediator thus proposed is MEDICYS.

This mediation facility can be reached by:

- electronic way: [www.medicys.fr](http://www.medicys.fr)

- or by post: MEDICYS - Centre de médiation et règlement amiable des huissiers de justice - 73 boulevard de Clichy, 75009 Paris

