

# GENERAL TERMS AND CONDITIONS OF SALE – 2026 SEASON



Accommodation or pitch reservations for tourists by private individuals

Camping Flower Le Belvédère – Mr. and Mrs. Ludovic Chesneau – Sarl Anatisma – RCS 532667011

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ORDER, RESERVATION, or RENTAL: Purchase of Services.

SERVICES: Seasonal rental of accommodation or bare pitches for tourists.

ACCOMMODATION: Tent, caravan, mobile home, and light recreational dwelling.

## 1. SCOPE OF APPLICATION

These General Terms and Conditions of Sale apply, without restriction or reservation, to all rentals of accommodation or bare pitches on the Le Belvédère campsite, operated by Mr. and Mrs. Ludovic Chesneau ("the Provider"), to non-professional clients ("the Clients" or "the Client"), via its website [www.campinglebelvedere.com](http://www.campinglebelvedere.com) or by telephone, mail, or email, or at any location where the Provider markets the Services. The main characteristics of the Services are presented on the website [www.campinglebelvedere.com](http://www.campinglebelvedere.com) or in written form – paper or electronic – in the case of bookings made by means other than remote ordering.

The Client is required to review these terms and conditions before placing any order. The choice and purchase of a Service is the sole responsibility of the Client.

## 2. BOOKING CONDITIONS

Camping Le Belvédère offers family-oriented holidays, and the accommodations are specifically designed for this purpose. By booking a stay at Camping Le Belvédère, you agree to use the accommodations, pitches, and/or campsite facilities peacefully and to avoid causing any disturbance to other guests and/or staff. Children under the age of 18 remain the sole responsibility of their parents and/or guardians throughout their stay. Camping Le Belvédère can only book a stay for children under the age of 18 if they are accompanied by an adult or their legal guardian.

### 2.1 Booking details

Reservations made through the Flower Campings website and the Le Belvédère campsite website constitute booking requests. Following your booking request, you will receive an initial email from our partner, Secureholiday. This email simply confirms receipt of your request and indicates that it is being processed. Le Belvédère campsite reserves the right to accept or refuse any pending request based on availability and, more generally, any circumstances that may hinder the fulfillment of the reservation. Reservations for pitches or accommodations are strictly personal. You may not, under any circumstances, sublet or transfer your reservation without the prior express consent of Le Belvédère campsite. A second email from our partner, Secureholiday, will then be sent to you to confirm or refuse the reservation. During this period, the displayed prices and availability are not guaranteed (see the section on pricing above, "Rates and Tourist Tax"). If your requested reservation is unavailable, the campsite may send you an alternative offer through our partner Secureholiday. This alternative will automatically cancel your initial reservation request. For any further information, please contact Camping Le Belvédère directly. A reservation is only considered contractually binding upon receipt of a written booking confirmation by email, summarizing all the details of your stay.

**The balance** of the stay price, including the price of the reserved services inclusive of VAT and, if applicable, the tourist tax, 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 will be considered cancelled and our cancellation conditions described below will apply. Any reservation made less than 30 days before the arrival date must be paid in full at the time of booking, unless more favorable conditions apply, which you will be informed of if applicable. In this case, payment must have been received and confirmed by Camping Le Belvédère before the arrival date. If payment is not received before the arrival date, the reservation will be considered cancelled.

**It is the Client's responsibility to verify the accuracy of the Order and to immediately notify the Service Provider of any errors.** The Order will only be considered final after the Service Provider sends the Client confirmation of acceptance of the Order, either by email or post.

### 2.2 "Bare" camping pitch

This is a bare pitch for your tent, caravan, or motorhome. The price of your stay is calculated as a package that necessarily includes the pitch rental, accommodation for two people, space for one tent with one vehicle, OR one caravan with an additional vehicle, OR one motorhome; and access to the campsite facilities, activities, and sanitary facilities. Depending on the package chosen, an electrical hook-up may also be included, and other options may be available. The use of electrical hook-ups and connections is governed by the campsite's internal regulations.

When placing your order, you must select one of the following packages:

**Nature Package:** Package including a pitch without electricity (for tents only)

**Comfort Package:** Nature Package with 15-amp electricity

**Privilege Package:** Comfort Package + 1 covered shed, including a sink with cold water and a small refrigerator with freezer. A charcoal stone barbecue (not provided) is included on the pitch.

**Freecamp:** Private wooden structure with private bathroom facilities (shower + toilet), equipped kitchen area (sink and refrigerator) and outdoor dining area on your plot.

The barbecue grill can be requested from reception in exchange for a €20 deposit (to be returned clean). Additional charges (extra person, extra vehicle, pets, etc.) are not included in the above packages and will be added to them.

### 2.3 Rental

Our prices include accommodation rental based on the number of people (depending on the accommodation's capacity), water, gas, and electricity (excluding charging the battery of electric or hybrid vehicles), parking for one vehicle, access to reception facilities, activities, and sanitary facilities. Camping Le Belvédère reserves the right to refuse entry to groups or families arriving with more participants than the capacity of the rented accommodation. Additional charges (optional services, additional vehicle, pets, etc.) are not included in the rental price and will be added to it.

### 2.4 Application fees

The processing fee is 14 euros for any reservation made for a rental unit or a bare pitch.

### 2.5 Plancha rental (reserved for Freecamp pitches)

The campsite offers plancha rental exclusively to guests staying on a Freecamp pitch, subject to availability.

Rental is available on a daily basis or for the duration of the stay, according to the rates in force at the time of booking.

The plancha grill must be reserved at the time of booking the Freecamp stay or, failing that, on site, subject to availability.

#### 2.5.5 Security deposit

A security deposit of €100 per plancha grill may be required when the equipment is made available.

This deposit will be returned at the end of the rental period after the plancha has been checked, less any costs related to damage, improper cleaning or replacement of the equipment.

#### 2.5.6 Conditions of use

The plancha is provided clean, in good working order and in compliance with safety standards.

The hirer undertakes to:

- Use the plancha only on their Freecamp pitch,
- Comply with the safety instructions provided by the campsite,
- Return the plancha clean and in the same condition as when it was provided, excluding normal wear and tear.

**Any plancha returned dirty, damaged or incomplete may be subject to additional charges, including cleaning or repair costs.**

The plancha remains the sole responsibility of the hirer for the entire duration of the hire period.

The campsite reserves the right to refuse or terminate the hire in the event of non-compliance with the internal regulations, safety rules or these terms and conditions.

## 3. GROUP BOOKING

Any booking of more than four accommodations by the same individual, or by different individuals who know each other and are traveling together for the same reasons, on the same dates, at the same location, is considered a group booking. The accommodations offered on the Flower Camping Le Belvédère website are exclusively for individual guests. For all group booking requests, you must contact the campsite by phone, email, or via our "Contact Us" section. Camping Le Belvédère reserves the right to review the booking request before accepting or refusing it.

### 3-1 Outdoor furniture hire (for groups only)

The campsite offers outdoor furniture hire consisting of a table and two benches, subject to availability, exclusively for group stays.

Hire is on a daily basis, according to the rates in force at the time of booking. Furniture rental must be requested at the latest when booking the stay or, failing that, subject to availability on site.

#### 3.1.1 Security deposit

A security deposit of €50 per set (table + 2 benches) may be required when the furniture is made available.

This security deposit will be returned at the end of the rental period, after checking the condition of the furniture, less any sums necessary to repair or replace the equipment in the event of damage, loss or breakage.

### **3.1.2 Responsibility and return**

The furniture is provided clean and in good condition.

The group leader is responsible for its safekeeping and liability throughout the rental period.

The furniture must be returned to the same place and in the same condition, except for normal wear and tear associated with proper use.

**Any improper use, damage or disappearance of the furniture will result in additional charges, based on the actual cost of repair or replacement.**

The campsite reserves the right to refuse or terminate the rental in the event of non-compliance with the internal regulations, safety rules or these terms and conditions.

## **4. RATES AND TOURIST TAX**

The services offered by the Provider are provided at the rates in effect on the website [www.campinglebelvedere.com](http://www.campinglebelvedere.com), or on any other informational material provided by the Provider, at the time the order is placed by the Customer.

Prices are quoted in euros (€) inclusive of all taxes and tourist tax. Regardless of the chosen option (bare pitch or rental accommodation), additional charges will apply for extra people, vehicles, tents, pets, visitors, etc.

Our prices are also subject to change depending on economic and commercial conditions. The contractual price payable by you is the one shown on your booking confirmation. Flower Campings uses dynamic pricing. Therefore, rates may fluctuate, both upwards and downwards. "Partner" benefits and promotions cannot be applied to a confirmed booking, whether paid in full or in part; these benefits are not retroactive under any circumstances. Therefore, it is possible that customers may have paid different prices for the same stay. Customers who paid the higher price will not be entitled to a refund of the difference between the price they paid and the promotional price.

- The tourist tax is €0.60 per day per person aged 18 and over.
- The additional departmental tax (TAD) is €0.06 per day per person aged 18 and over.
- The 2026 eco-contribution is €0.34 per day per person aged 18 and over.

## **5. PAYMENT TERMS**

### **5.1 Accepted payment methods**

Payments made by the Client will only be considered final upon actual receipt of the funds due by the Service Provider. For both the deposit and the balance, you can pay for your reservation or stay using the following payment methods:

Cash, credit card (Visa, CB, Mastercard), or bank transfer to:

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

However, as an exception, reservations made less than 30 days before the start date of the stay must be paid exclusively by credit card. Payment by check is not accepted except for the deposit and only for reservations made more than 30 days before the arrival date.

### **5.2 Transient Customers**

For stays on a pitch without a reservation (walk-through), you must pay for at least the first night upon arrival. You are also responsible for informing reception of the desired or extended length of stay. The balance is due no later than the day before departure; please take into account reception opening hours. No refund will be given for early departures.

### **5.3 Deposit**

Advance payments are considered deposits. They represent a down payment on the total price owed by the Client. A deposit of 30% of the total price for the ordered Services is required when the Client places the order. This deposit must be paid upon receipt of the booking confirmation and will be deducted from the total order amount. The deposit is non-refundable by the Service Provider in the event of cancellation by the Client (unless cancellation insurance has been purchased, subject to proof of purchase).

### **5.4 Failure to comply with payment terms**

Furthermore, the Provider reserves the right, in the event of non-payment of the deposit upon booking or the balance no later than 30 days before the start date of the stay by the client, to suspend or cancel the provision of the Services ordered by the Client and/or to suspend the performance of its obligations after a formal notice to pay has been issued and remains unheeded. The Provider may also make the accommodation available for rent again.

## **6. NO 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 which must be provided on a specific date or during a specific period.

## **7. STAY**

### **7.1 Handover of keys and inventory of fixtures**

Your wishes for a specific location or accommodation at Camping Le Belvédère can only be met depending on our campsite's availability upon your arrival.

**OFF-SEASON (April, May, June and September): The following arrival and departure times must be observed:**

#### **Arrival times:**

- **Between 3 p.m. and 6.30 p.m. for pitches,**
- **Keys available from 3 p.m. to 6.30 p.m. for accommodation.**

#### **Departure times:**

- **Before 12 noon for pitches**
- **Departure time must be indicated between 8 a.m. and 10 a.m. for accommodation.**

**HIGH SEASON (July and August): The following arrival and departure times must be observed:**

#### **Arrival times:**

- **Between 2 p.m. and 8 p.m. for pitches.**
- **Key collection available from 4 p.m. to 8 p.m. for accommodation.**

#### **Departure times:**

- **Before 12 noon for pitches.**
- **Departure time must be indicated between 8 a.m. and 10 a.m. for accommodation.**

Check-in inspections are carried out independently, with a map provided to help you easily find your way to your pitch/accommodation. Check-out inspections for rental accommodations are conducted by our cleaning staff during the turnaround service, after your departure.

Any dissatisfaction regarding the cleanliness and/or general condition of the rental must be reported in writing no later than 24 hours after arrival, so that we can address the issue. No complaints will be accepted more than 24 hours after the arrival date.

Your accommodation and/or pitch must be left in the same condition as when you left; in particular, you must have cleaned it yourself. Otherwise, the campsite reserves the right to deduct cleaning costs from your security deposit, in accordance with Article 1 of these Terms and Conditions. Any late arrival must be reported as soon as possible between the day of your booking and the day before your arrival, so that the campsite can make the necessary arrangements. If you wish to arrive in the morning, you must book the previous night. Any delay in arrival time must be reported to ensure your reservation is maintained. You will receive instructions for key collection via SMS. Reception opening hours are listed on the campsite's website or can be obtained upon request (phone, email).

#### **Late Arrival and Early Departure**

In the event of a late arrival or early departure compared to the dates and times indicated on your booking confirmation, the full amount of your stay will remain due. You will not be entitled to any refund for the unused portion of your stay.

#### **Pets**

Pets are accepted in certain accommodations for a fee of €6 per day, payable at the time of booking. It is recommended that you contact Camping Le Belvédère directly to confirm that pets are accepted and to inquire about the conditions of their presence. Pets must not cause any disturbance to the neighbors (noise, hygiene, odor, etc.) and are strictly prohibited around the swimming pools, in the restaurant, and in the restrooms. Dangerous or aggressive animals (categories 1 and 2) and "exotic pets" are not permitted. Please bring your pet's up-to-date health record and proof of vaccinations. If pets are allowed, they must be kept on a leash at all times.

#### Unavailability of certain services - maintenance work

The services and facilities we offer (swimming pool, restaurant, activities, entertainment, etc.) may not be available year-round, particularly due to weather conditions or force majeure, or may not operate in all seasons. Therefore, they may be temporarily unavailable during all or part of your stay. The entertainment schedule may also be modified without prior notice if the minimum number of participants is not reached. No compensation will be due in the event of changes or cancellations to entertainment.

The campsite will make every effort to inform you of any maintenance or renovation work undertaken during your stay and will ensure that the work disrupts your stay as little as possible. In any event, no compensation will be due from the campsite for maintenance and/or emergency work carried out on the campsite during your stay. Work or improvements undertaken by municipalities or private individuals in the vicinity of the establishments cannot, under any circumstances, be held against Flower and/or Camping Le Belvédère.

#### **7.2 Special plug for electric cars**

The reinforced socket is equipped with a residual current circuit breaker to prevent any short circuits on the home's electrical panel. To ensure it delivers its full power, a compatible Green'Up occasional charging cable is required. Cette prise est disponible uniquement sur les hébergements de la gamme Premium, catégorie VERONNE, L'EPIE et BELVEDERE, avec un supplément tarifaire journalier de 4.50 euros.

**Any connection to a domestic socket, whether on pitches or in rentals not equipped with a Green 'Up socket, is strictly prohibited.**

Camping Le Belvédère disclaims all responsibility related to the connection of an electric vehicle to a campsite or accommodation not equipped with a dedicated electric vehicle charging point. Any damage incurred will be the sole responsibility of the person who failed to comply with the required instructions.

#### **7.3 Security Deposit**

For accommodation rentals, a security deposit is required from the Client on the day of key handover and will be released within 48 to 72 hours (confirmation by email to the client):

- A security deposit of €350 is required to guarantee the return of a clean and undamaged property, less any deductions for damages noted in the check-out inventory, based on supporting invoices. The retention of the security deposit does not preclude additional compensation should the actual costs exceed the deposit amount. This deposit does not constitute a limit of liability.

#### **8. DE FACTO CANCELLATION OF THE BELVEDERE CAMPSITE**

In the event of cancellation by Camping Le Belvédère, except in cases of force majeure, the sums paid for the reservation will be fully refunded. However, this cancellation will not give rise to the payment of damages. If we are forced to cancel a reservation that we have confirmed to you, we will notify you as soon as possible by email; the sums paid will be fully refunded within 5 to 10 days by bank transfer.

#### **9. DELAY, INTERRUPTION OR CANCELLATION OF STAY BY THE CLIENT**

No reduction will be given in the event of a late arrival, early departure, or a change in the number of people (whether for all or part of the planned stay).

##### **9.1 Modification**

You can request to change the dates and/or accommodation type of your stay at our campsite, provided that your request reaches us by email at least 21 days before your original arrival date. However, you will need to book a new stay at our campsite during the same season as your original stay, subject to availability and current rates. Your original stay can only be changed once. If you are unable to attend the replacement stay, it will be considered cancelled, and any payments made will not be refunded. If the price of the replacement stay is higher than the price of your original stay, you will be required to pay the difference. Otherwise, the replacement stay will be considered cancelled, and our cancellation policy described below will apply. If the price of the replacement stay is lower than the price of your original stay, we will retain the price difference as compensation for the loss incurred due to the change in your stay. Furthermore, any changes to your booking or reservation regarding the number and/or age of participants must be notified in writing to the campsite prior to arrival. Any request to extend your stay will be subject to availability and current rates. Any request to shorten your stay will be considered by the Provider as a partial cancellation, the consequences of which are governed by Article 9.3.

##### **9.2 Unused services**

*In the event of an interrupted or shortened stay for one of the following reasons:*

Border closures by administrative decision

Closure of the campsite by administrative decision

Travel restrictions imposed by administrative decision preventing access to the campsite

A voucher, valid for two years, will be issued by the campsite for the amount corresponding to the unused nights. If the customer refuses this voucher, they will be reimbursed, upon request, for the corresponding amount less the cost of processing fees and cancellation insurance if purchased.

##### **9.3 Cancellation due to customer**

All cancellations must be notified to us in writing on a durable medium (email, registered letter with acknowledgment of receipt, etc.). Cancellations made by telephone cannot be accepted. Any cancellation will result in the termination of the reservation, and the campsite reserves the right to offer the accommodation for rent again.

- If your email/letter is received more than 30 days before your arrival: the deposit paid, the booking fees paid, and, if applicable, the sums paid for cancellation insurance will be retained by the campsite. If the balance has already been paid, it will be refunded (if applicable, by the cancellation insurance, unless the balance was paid more than 30 days before the arrival date).

- If your letter is presented between 30 and 15 days before your arrival, the deposit and booking fees paid, and, if applicable, any sums paid for cancellation insurance, will be retained by the campsite. The remaining balance will be issued as a credit note valid for a future stay at Camping Le Belvédère, which must be booked within one year of the original stay date.

- If your letter is presented less than 15 days before your arrival date, all sums paid to the campsite will be retained.

**To obtain possible compensation, we advise you to take out cancellation or interruption of stay insurance when booking.**

In any event, refunds granted in the event of cancellation do not include amounts paid for tourist tax and the amount of cancellation insurance.

**The amount paid in holiday vouchers is non-refundable in case of cancellation,** In accordance with Article L.112-14I of the French Monetary and Financial Code, a non-refundable voucher valid for two years, redeemable at Camping Le Belvédère, will be issued for the amount paid in holiday vouchers, less any deposit, as per the conditions stated above.

If the customer cancels with cancellation insurance, the amounts paid are covered by the insurance according to the general cancellation terms and conditions. If the reason for cancellation is not covered by the insurance or if the claim is rejected, section 9.3 a of the general terms and conditions of sale will apply, and the cost of the cancellation insurance will be deducted from the amounts paid in the event of cancellation

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##### **9.4 cancellation insurance**

Our prices do not include travel insurance. This remains optional. Our cancellation insurance partner: Meetch - N° TVA intracommunautaire : FR21850322470 - From Monday to Friday 9h00 to 12h00 and 14h00 to 16h30.

- by e-mail : [contact@meetch.io](mailto:contact@meetch.io)
- by letters : MIMAT – 15 rue des halles 75001 paris

#### **10. CUSTOMER'S OBLIGATION**

##### **10. 1 Civil Liability Insurance**

Clients staying on a pitch or in accommodation must have civil liability insurance. Proof of insurance may be requested from the client before the start of the service.

##### **10.2 Picture**

The processing of personal data that we implement for booking purposes is governed by the Flower Personal Data Protection Charter, available on our website. We inform you that you have a specific right to object to telephone marketing by registering on the Bloctel list. (<https://www.bloctel.gouv.fr/>).

##### **10.3 Internal Regulations**

Throughout your stay, you must comply with the campsite rules and regulations for the swimming pool. We strongly recommend that you read these documents before your arrival, and we are happy to send you a copy by email upon request..

## 11. INTELLECTUAL PROPERTY

The content of the website [www.campinglebelvedere.com](http://www.campinglebelvedere.com) is the property of the Service Provider and its partners and is protected by French and international intellectual property laws. Any reproduction, distribution, or use, in whole or in part, of this content is strictly prohibited and may constitute copyright infringement. Furthermore, the Service Provider retains ownership of all intellectual property rights to the photographs, presentations, studies, drawings, models, prototypes, etc., created (even at the Client's request) for the purpose of providing Services to the Client. The Client is therefore prohibited from reproducing or using said studies, drawings, models, prototypes, etc., without the express, prior written authorization of the Service Provider, who may require financial compensation for such authorization.

The same applies to names, logos, or more broadly, any graphic representation or text belonging to the Service Provider or used and distributed by it. These General Terms and Conditions of Sale and the transactions arising therefrom are governed by and subject to French law. These General Terms and Conditions of Sale are written in French. Should they be translated into one or more foreign languages, only the French text shall prevail in the event of a dispute. Printing or content errors are always possible. We make every effort to provide photos and illustrations to give you an overview of the services and accommodations/locations offered. These photos and illustrations are intended to give you an idea of the category of services. Given the diversity of our accommodations and locations, we present on our websites a general description of our accommodations and locations, along with photographs provided for illustrative purposes only.

## 12. COMPLAINTS – DISPUTES – MEDIATION

Any complaint regarding non-compliance of services with contractual obligations may be reported by mail or email to Camping Le Belvédère or Flower Campings. The Customer acknowledges having received, prior to placing their Order, in a legible and understandable manner, these General Terms and Conditions of Sale and all the information referred to in Articles L 111-1 to L111-7 of the French Consumer Code, in addition to the information required pursuant to the decree of October 22, 2008, relating to the prior information of consumers on the characteristics of rental accommodations in outdoor hospitality, and in particular:

- The essential characteristics of the Services, taking into account the communication medium used and the Services concerned;
- The price of the Services and any additional charges;
- Information relating to the identity of the Service Provider, their postal, telephone and electronic contact details, and their activities, if not already apparent from the context;
- Information regarding legal and contractual guarantees and their implementation; the functionalities of the digital content and, where applicable, its interoperability;
- The possibility of resorting to conventional mediation in the event of a dispute;
- Information regarding the terms of termination and other important contractual conditions.

By placing an order on the website [www.campinglebelvedere.com](http://www.campinglebelvedere.com), any individual (or legal entity) fully and unconditionally accepts these General Terms and Conditions of Sale, which is expressly acknowledged by the Customer, who specifically waives the right to rely on any conflicting document, which would be unenforceable against the Service Provider.

In the event of a dispute with our establishment, you may contact us as follows:

- Send a registered letter with acknowledgment of receipt to the campsite manager,
- Send a copy of this letter to customer service at [contact@flowercampings.com](mailto:contact@flowercampings.com) or by mail to FLOWER CAMPINGS - Les Espaces de Balma 4-5 - 16, avenue du Général de Gaulle - 31130 BALMA, France.

If an amicable solution is not found within one month of receiving the aforementioned complaint letter, you may use the services of a consumer mediator free of charge, provided you contact them within one year of sending your complaint letter. In accordance with the provisions of the French Consumer Code concerning the mediation process for consumer disputes, the customer has the right to use the free mediation service offered by Camping Le Belvédère. You can submit a case online on the following website: Mediator's Organization: CM2C - Mediator's Address: 14 rue Saint Jean, 75017 Paris - Mediator's Website: <https://www.cm2c.net/> - Mediator's Contact: [cm2c@cm2c.net](mailto:cm2c@cm2c.net)

## 13. RESPONSIBILITY OF CAMPING LE BELVEDERE

The customer expressly acknowledges that Camping Le Belvédère cannot be held liable for any false information provided by its partners or any third party that may appear in the Camping Le Belvédère brochure or website concerning the accommodations, including but not limited to photos, descriptions, activities, leisure options, services, and operating dates. All photos and texts used on the Camping Le Belvédère website are for illustrative purposes only and are not contractually binding.

## 14. INFORMATION TECHNOLOGY AND FREEDOM

The information you provide when placing your order will not be shared with any third party. This information will be treated as confidential by Camping Le Belvédère. It will be used solely by Camping Le Belvédère's internal departments to process your order and to enhance and personalize communication and services offered to Flower Campings customers based on your interests. In accordance with the French Data Protection Act of 6 January 1978, you have the right to access, rectify, and object to the processing of your personal data. To do so, simply send us a written request, including your full name and address, to the following address: Camping Le Belvédère - 4 Route des Vacances – 15260 Neuvéglise-sur-Truyère - SIRET No.: 532 66701100011