GENERAL TERMS AND CONDITIONS OF SALE – SEASON 2027

Accommodation or reservation of land for tourists by individuals
Fleur de camping 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 land without land for tourists.
ACCOMMODATION: Tent, caravan, mobile home and light leisure accommodation.

1. SCOPE

These General Terms and Conditions of Sale apply, without restriction or reservation, to all rentals of accommodation or land on the Belvedere campsite, operated by Mr. and Mrs. Ludovic Chesneau ("the Supplier"), to non-professional customers ("the Customers" or "the Customer"), via its website www.campinglebelvedere.com or by telephone, post or e-mail, or in any place where the Supplier sells the Services. The main characteristics of the Services are presented on the website www.campinglebelvedere.com or in written form – paper or electronic – in the case of bookings made by means other than remote ordering.
The customer is required to review these terms and conditions before placing an order. The choice and purchase of a service is the sole responsibility of the customer.

2. BOOKING CONDITIONS

Camping Le Belvédère offers family holidays, and the accommodation is specially designed for this purpose. By booking a stay at Camping Le Belvédère, you agree to use the accommodation, pitches and/or camping facilities in peace, while avoiding disturbing other guests and/or staff. Children under the age of 18 remain the sole responsibility of their parents and/or guardians during the entire stay. Camping Le Belvédère can only book a stay for children under the age of 18 if accompanied by an adult or their legal guardian.

2.1 Booking details

Bookings made via the Flower Campings and Le Belvédère websites constitute booking requests. After your booking request, you will receive a first email from our partner, Secureholiday. This email simply confirms that your request has been received and indicates that it is being processed. Le Belvédère Campsite reserves the right to accept or refuse any ongoing request depending on availability and, more generally, any situation that may hinder the execution of the reservation. Reservations for pitches or accommodation are strictly personal. You may not sublet or transfer your reservation under any circumstances without the prior explicit consent of Le Belvédère campsite. A second email from our partner, Secureholiday, will then be sent to you to confirm or decline the reservation. During this period, the prices displayed and availability are not guaranteed (see the section on prices above, "Rates and Tourist Tax"). If your requested reservation is not available, the campsite may send you an alternative offer via our partner Secureholiday. This alternative will automatically cancel your initial request. For any further information, please contact Camping Le Belvédère directly. A reservation is only considered contractually binding after receipt of a written confirmation by e-mail, summarizing all the details of your stay.
The balance of the holiday price, including the price of the services booked including VAT and, where applicable, tourist tax, must be paid no later than 30 days before the start of the stay. If the balance is not paid within the mentioned period, the stay will be considered cancelled and our cancellation conditions described below will apply. Any booking made less than 30 days before the arrival date must be paid in full at the time of booking, unless there are more favourable conditions, of which you will be informed 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 booking will be considered cancelled**.**
It is the responsibility of the customer to check the accuracy of the order and to inform the service provider immediately in the event of an error. The order will only be considered final after the provider has sent the customer a confirmation of acceptance of the order, either by e-mail or post.

2.2 "Bare" Campground

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

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

Nature package ***for tents only*** : Package including a pitch without electricity.
Comfort package ***for tents, caravans, campervans and motorhomes of less than 6.50 meters*** : Nature package with 15 amp electricity
Privilege package ***for tents, caravans, vans and motorhomes of less than 6.50 metres*** : Comfort package + 1 covered shed, including a sink with cold water and a top fridge with freezer. A charcoal stone barbecue (not provided) on the pitch. The barbecue grill is to be requested from the reception in exchange for a deposit of **20 euros** (to be returned clean).
Freecamp package ***for tents, caravans, vans and motorhomes of less than 6 meters***, 50m² floor space: Private wooden structure with a private closed sanitary (shower/sink + toilet), a sheltered open kitchenette, equipped: sink, top fridge/freezer, crockery for 4 people, coffee maker, 2-burner electric hob. A table and 4 chairs on the outdoor area of the plot.

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

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

2.3 Rental

Our rates include accommodation rental based on the number of people (depending on the capacity of the accommodation), water, gas and electricity (excluding battery charging 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 costs (optional services, additional vehicle, pets, etc.) are not included in the rental price and will be added to it.
The campsite reserves the right to refuse or terminate the rental in the event of non-compliance with internal regulations, safety rules or these general conditions.

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2.4 Application Fees

The processing fee is 14 euros for any reservation for a rental accommodation or an empty lot.

3. TOURIST RATES AND TAX

The services offered by the Supplier are provided at the rates in force on the www.campinglebelvedere.com website, or on any other informational material provided by the Supplier, at the time the order is placed by the Client.
Prices are quoted in euros (€) inclusive of all taxes and tourist duties. Regardless of the option chosen (free land or rental accommodation), additional charges will apply for additional people, vehicles, tents, pets, visitors, etc.
Our prices may also vary depending on economic and commercial conditions. The contractual price you pay is the one indicated 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 in any way. It is therefore possible that customers have paid different prices for the same stay. Customers who have paid the higher price will not be entitled to a refund of the difference between the price paid and the promotional price.
- The tourist tax is €0.60 per day per person aged 18 and over.
- The additional departmental tax (DRT) is €0.06 per day and per person aged 18 and over.
- The ecological contribution for 2027 is €0.34 per day and per person aged 18 and over.

5. PAYMENT TERMS

5.1 Accepted Payment Methods

Payments made by the customer will only be considered final at the time when the funds due are actually due from the provider. For the deposit and 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 FARINE – IBAN: FR76 3000 4014 2200 0100 2985 496 - BIC: BNPAFRPPCLF
However, exceptionally, reservations made less than 30 days before the start date of the stay must be paid exclusively by credit card. Payment by cheque is not accepted except for the deposit and only for reservations made more than 30 days before the date of arrival.

5.2 Transient Clients

For walk-through site stays, you must pay for at least the first night upon arrival. You are also responsible for informing the reception of the desired or extended duration. The balance is due no later than the day before departure; please take into account the opening hours of the reception. No refunds will be given for early departures.

5.3 Deposit
Advances are considered as deposits. They represent a deposit on the total price due by the customer. A deposit of 30% of the total price of the services ordered is required at the time of the customer's order. This deposit must be paid upon receipt of the booking confirmation and will be deducted from the total amount of the order. The deposit is not refundable by the provider in the event of cancellation by the customer (unless cancellation insurance has been taken out, subject to proof of purchase).

5.4 Failure to comply with payment terms
In addition, the Service Provider reserves the right, in the event of non-payment of the deposit at the time of booking or the balance no later than 30 days before the date of the start of the stay by the Customer, to suspend or cancel the provision of the services ordered by the Customer and/or to suspend the performance of its obligations after a formal notice of payment has been issued and remains not respected. The Service 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 that must be provided on a specific date or during a specific period.

7. REST

7.1 Key Transfer and Equipment Inventory
Your wishes for a specific place or accommodation at Camping Le Belvédère cannot be fulfilled, depending on the availability of our campsite on your arrival.

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

Arrival times:
- Between 3 p.m. and 6:30 p.m. for the courts,
- Keys available from 3pm to 6:30pm for accommodation.

Departure times:
- Before noon for the highs
- Check-out time must be between 8 am and 10 am 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 the courts.
- Key collection available from 4 pm to 8 pm for accommodation.

Departure times:
- Before noon for the throws.
- Check-out time must be between 8 am and 10 am for accommodation.

Check-in inspections are carried out independently, with a map provided to help you easily get to your property or accommodation. Check-out inspections for rental properties are carried out by our cleaning team during the sampling service, after you leave.
Any dissatisfaction with 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 resolve 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 at the time of your departure; in particular, you must have cleaned it yourself. Otherwise, the campsite reserves the right to deduct the cleaning costs from your security deposit, in accordance with Article 1 of these Terms and Conditions. Any delay in 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 evening before. Any delay in the arrival time must be reported in order to ensure that your booking is respected. You will receive instructions for collecting the keys via SMS. The opening hours of the reception are indicated on the campsite website or can be obtained on request (phone, email).
Late check-in and early check-out
In the event of 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 part of your stay.
Animals
Pets are only allowed in the accommodation and pitches expressly designated for this purpose, for an additional charge of €7 per day and per pet, to be paid at the time of booking.
Important : accommodation that allows pets is exclusively reserved for this purpose. No animal may be accommodated in accommodation identified as "pets not allowed", without exception or exemption, even in the event of a request made after the reservation.

Any request to add an animal to an unauthorized accommodation will be systematically refused. If the customer wishes to maintain his stay with his pet, a change to a pet-friendly accommodation may be proposed, subject to availability, with possible adjustment of the rate and the category of accommodation. In the absence of availability, the animal cannot be accommodated.
During the stay, animals must be kept on a leash at all times and must not cause any nuisance to the neighborhood (noise, hygiene, odors, etc.). Their presence is strictly forbidden around the swimming pools, in the restaurant and in the sanitary facilities.

Category 1 and 2 dogs as well as new pets (NAC) are not accepted.

The up-to-date health record and proof of vaccination must be presented on arrival.

In order to avoid any inconvenience, we invite you to report the presence of your pet as soon as you book and to check with the campsite which accommodation is authorised.

Non-compliance with the conditions for the reception of animals
Any customer who arrives with a pet in an accommodation that does not allow their presence may be offered, subject to availability, reaccommodation in a pet-friendly accommodation, including in a lower category, without reduction or adjustment of the rate initially booked.

In the absence of suitable accommodation available, or in the event of refusal of the proposed relocation, the stay will be refused.

In this situation, only 50% of the total amount of the stay will be refunded to the customer, the remaining 50% remaining acquired at Camping Le Belvédère, subject to the validity of this provision with regard to the applicable regulations.

No exceptions or derogations will be granted concerning the reception of animals in accommodation that is not intended for them.

Unavailability of certain services - maintenance work
The services and facilities we offer (swimming pool, restaurant, activities, entertainment, etc.) may not be available all year round, in particular due to weather conditions or force majeure, or may not operate in all seasons. As a result, they may be temporarily unavailable during all or part of your stay. The entertainment programme may also be changed without notice if the minimum number of participants is not reached. No compensation will be due in the event of changes or cancellations to the entertainment.
The campsite will do everything possible to inform you of any maintenance or renovation carried out during your stay and will ensure that this work disrupts your stay as little as possible. In any case, no compensation will be due from the campsite for maintenance and/or emergency work carried out during your stay. Work or improvements undertaken by municipalities or individuals in the vicinity of the establishments cannot, under any circumstances, be blamed on Flower and/or Camping Le Belvédère.

7.2 Special Socket 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 charging occasional cable is required. This socket is only available on Premium range accommodation, category VERONNE, L'EPIE and BELVEDERE, with a daily surcharge of 4.50 euros.

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

Camping Le Belvédère denies any liability related to the connection of an electric vehicle to a campsite or accommodation not equipped with a dedicated charging point for electric vehicles. Any damage suffered is entirely the responsibility of the person who has not complied with the required instructions.

7.3 Security Deposit
For the rental of accommodation, a security deposit is required from the customer on the day of the key handover and will be released within 48 to 72 hours (confirmation by e-mail to the customer):

- A security deposit of €350 is required to guarantee the return of a clean and intact item, less the damage deductions noted in the cash inventory, based on the support invoices. The retention of the security deposit does not exclude additional compensation if the actual costs exceed the amount of the deposit. This deposit does not constitute a limitation of liability.

8. AIR CONDITIONING

Air conditioning is only available in accommodation expressly identified as air-conditioned at the time of booking. It is included in the price of the stay and must be used in a reasonable and responsible manner, in accordance with the instructions for use of Camping Le Belvédère.

In order to guarantee its efficiency and limit energy consumption, **doors and windows must remain closed when the air conditioning is on. It must be turned off in the absence of the occupants of the accommodation.**

Any abusive or inappropriate use likely to damage the equipment may engage the responsibility of the tenant. Any anomaly or breakdown must be reported immediately to the reception in order to allow an intervention as soon as possible.

9. 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 booking will be refunded in full. However, this cancellation will not lead to the payment of damages. If we are forced to cancel a booking that we have confirmed to you, we will inform you as soon as possible by e-mail; the sums paid will be fully refunded within 5 to 10 days by bank transfer.

10. DELAY, INTERRUPTION OR CANCELLATION OF STAY BY THE CLIENT

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

10.1 Amendment
You can request to change the dates and/or type of accommodation of your stay at our campsite, provided that your request is received by email at least 21 days before your initial 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 your original stay, you will have 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 that of your original stay, we will keep the price difference as compensation for the losses incurred by the change of stay. In addition, any changes to your booking 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.

10.2 Unused Services
In the event of an interrupted or shortened stay for any of the following reasons:
Border closures by administrative decision
Closure of the camp 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, he will be refunded, on request, for the corresponding amount minus the processing fee and the cancellation insurance in case of purchase.

10.3 Cancellation due to the customer
All cancellations must be communicated to us in writing on a durable medium (e-mail, registered letter with acknowledgement of receipt, etc.). Cancellations made by telephone cannot be accepted. Any cancellation will result in the termination of the booking, and the campsite reserves the right to offer the accommodation for rent again.

• If your e-mail/letter is received more than 30 days before your arrival: the deposit has been paid, the booking fee paid and, if applicable, the sums paid for the 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 has been 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 fee paid, as well as, if applicable, the sums paid for cancellation insurance, will be retained by the campsite. The remaining balance will be issued in the form of a valid credit note for a future stay at Camping Le Belvédère, which must be booked within one year of the original date of stay.

• If your letter is presented less than 15 days before your arrival date, all monies paid to the camp will be retained.

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

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

The amount paid in holiday vouchers is non-refundable in the event of cancellation. In accordance with Article L.112-1411 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, in accordance with the conditions set out above.

If the customer cancels with cancellation insurance, the amounts paid are covered by the insurance in accordance with the cancellation terms and conditions. If the reason for the cancellation is not covered by the insurance or if the claim is rejected, section 9.3 has general terms and conditions of sale will apply, and the cost of the cancellation insurance will be deducted from the amounts paid in case of cancellation
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10.4 Cancellation insurance
Our rates do not include travel insurance. This remains optional. Our cancellation insurance partner: Meetch - Intra-community VAT number: FR21850322470 - Monday to Friday from 9:00 am to 12:00 pm and from 2:00 pm to 4:30 pm.

- by e-mail: contact@meetch.io
- by letter: MIMAT – 15 rue des halles 75001 Paris

11. OBLIGATION OF THE CLIENT

11. 1 Liability insurance
Guests staying on land or in accommodation must have liability insurance. Proof of insurance may be requested from the customer before the start of the service.

11.2 Image
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/).

11.3 Rules of procedure
Throughout your stay, you must adhere to the campsite's rules and regulations for the pool. We strongly recommend that you read these documents before you arrive, and we will be happy to email you a copy upon request.

12. INTELLECTUAL PROPERTY

The content of the website www.campinglebelvedere.com 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 a copyright infringement. In addition, the Service Provider retains ownership of all intellectual property rights to photographs, presentations, studies, drawings, models, prototypes, etc., created (even at the request of the Client) for the purpose of providing services to the Client. The Client is therefore prohibited from reproducing or using these studies, drawings, models, prototypes, etc., without the express prior written permission 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 from them are governed by and subject to French law. These General Terms and Conditions of Sale are written in French. If they are translated into one or more foreign languages, only the French text prevails 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. Due to the diversity of our accommodations and locations, we present on our websites a general description of our accommodations and locations, as well as photographs provided for illustrative purposes only.

13. COMPLAINTS – DISPUTES – MEDIATION

Any complaint regarding the non-compliance with the contractual obligations of the services can be reported by post or e-mail to Camping Le Belvédère or Flower Campings.
The customer acknowledges receipt of having received, before placing his order, in a legible and understandable manner, these General Terms and Conditions of Sale as well as all the information provided in Articles L 111-1 to L111-7 of the French Consumer Code, in addition to the information required under the decree of 22 October 2008, relating to the prior information of consumers on the characteristics of outdoor hospitality rental accommodation, and in particular:

- The essential characteristics of the services, taking into account the means of communication used and the services concerned;

- The price of the services and additional fees;

- Information relating to the identity of the service provider, its postal, telephone and electronic contact details, as well as its activities, if not already apparent in 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 termination terms and other important contractual terms.
By placing an order on the www.campinglebelvedere.com website, any person (or legal entity) fully and unconditionally accepts these Terms and Conditions of Sale, expressly accepted by the Customer, who expressly 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 can contact us as follows:

- Send a registered letter with acknowledgement of receipt to the campsite manager,

- Send a copy of this letter to customer service at contact@flowercampings.com or by post 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 mentioned letter of complaint, you can use the services of a consumer mediator free of charge, provided that you contact him or her 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 file an action online on the following website: Organization of the mediator: CM2C - Address of the mediator: 14 rue Saint Jean, 75017 Paris - Website of the mediator: https://www.cm2c.net/ - Contact of the mediator: cm2c@cm2c.net

14. LIABILITY OF LE BELVÉDÈRE CAMPSITE

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

15. 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 only by Camping Le Belvédère's internal services to process your order and to improve and personalise the communication and services offered to Flower Campings' customers according to 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 n°: 532 66701100011