



Flower Camping Le Rochelongue Terms & Conditions of Business

These Terms and Conditions of Business set out the rights and obligations of the parties to rental agreements for touring pitches and/or rental accommodation at our campsite.

By booking a pitch and/or rental accommodation at our campsite you are acknowledging that you have read and agreed to these Terms and Conditions of Business.

1/ Services – Rates

Our business is the offering of touring pitches and rental accommodation for rent.

➤ Touring pitches

A touring pitch is a camping pitch designed to take a tent, caravan or motorhome.

- The pitches can hold a maximum of 6 persons, regardless of age.
- The price of your stay is calculated on the basis of our standard package, which includes rental of the pitch, the right to pitch a tent, caravan or motorhome on it, the right for two people to camp on it, one vehicle in addition to your tent or caravan, access to our leisure and toilet/washing facilities, our activities and an electrical hook-up.

Basic package: a two-person pitch with a motorhome or a car with a tent or caravan + electrical hook-up.

- Charges for additional extras (additional person, additional vehicle, pets, etc.) are not included in the packages listed above and will be added to them where appropriate.

Once you have made your booking OR on arrival you will be asked to pay a breakages deposit of EUR 100, which will be refunded to you at the end of your stay within no more than eight days after your departure. However, we reserve the right to retain all or part of the breakages deposit in the event of damage.

➤ Rental accommodation

Our prices include the rental cost depending on the number of people (as per capacity of unit), the cost of water, gas and electricity, parking, access to our leisure and toilet/washing facilities and our activities.

Once you have made your booking OR on arrival you will be asked to pay a breakages deposit of EUR 360, which will be refunded to you at the end of your stay within no more than eight days after your departure. However, we reserve the right to retain all or part of the breakages deposit in the event of damage to or undue wear and tear on the accommodation and/or its contents and/or campsite equipment.

We also reserve the right to deduct the sum of EUR 100 by way of a cleaning charge if your accommodation has not been cleaned at the time of your departure.

➤ General provisions

All prices quoted include VAT but exclude French tourist tax and eco participation.

Whichever option you chose (touring pitch or rental accommodation), additional charges will be made for additional vehicles and tents and for pets, visitors, etc..

Please note that despite our best efforts the content of brochures and websites may include printing errors and omissions and that our prices are subject to change in line with economic and business conditions. The contract price payable by you is the price indicated in your booking confirmation. The price of the French tourism tax will be definitely known in spring.

2/ Terms of booking

➤ Booking

You can make a booking on our website at www.camping-le-rochelongue.fr, on the Flower website at www.flowercampings.com or by telephone.

At the time of booking, you will be required to:

- send us the booking contract signed
- accept the terms and conditions of business when you book online



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- pay a deposit of 25% of the cost of your stay including the cost (incl. VAT) of any services you have pre-booked, eco participation and French tourist tax where applicable,
- an admin fee of EUR 25 (stay +7 nights), EUR 12 (stay + 4 nights), EUR 10 (stay – 4 nights)
- your holiday cancellation insurance premium (if you have chosen this option). Terms and Conditions of business of the company on www.campez-couvert.com and have to subscribed at the time of booking.

Your booking is not contractually valid until you have received a written booking confirmation by email recapping the details of your stay.

The balance of the cost of your stay, including the cost (incl. VAT) of any services you have pre-booked and eco participation and French tourist tax where applicable, must be paid no later than 30 days before the start of your stay. If the balance is not paid within this period, the stay will be deemed to have been cancelled and our cancellation conditions as set out below will apply.

All bookings made less than 30 days before your arrival date must be paid in full at the time of booking unless more favourable terms are available. You will be informed of any such terms at the time of booking.

➤ Cooling-off period

The cooling-off period stipulated in section L. 221-28 12° of the French Consumer Code (Code de la Consommation) does not apply to the provision of accommodation, transport, hospitality and leisure services supplied on a fixed date or at fixed intervals.

➤ Maximum capacity

In the interests of safety and to comply with the terms of our insurance policy, the number of occupants per rental unit or touring pitch must not exceed the maximum capacity stipulated for that unit or pitch (1 to a maximum of 6 people depending on unit or pitch capacity) including new-born babies. If it becomes apparent on your arrival that your party exceeds the maximum capacity of the accommodation or camping pitch you have booked, we reserve the right to refuse you access to the accommodation or camping pitch booked. In such a case, we will not refund the cost of your stay.

➤ Under 18s

In the interests of safety, children under the age of 18 must be accompanied by their parents or grand-parents for the entire length of their stay.

3/ Terms of payment

➤ Accepted payment methods

You can pay for your booking or your stay using any of the following payment methods: cheque drawn on a French bank, cash and debit card by payline,

Notwithstanding the above, bookings made less than 30 days before your scheduled arrival date must be paid for by bank debit or credit card.

➤ Passing trade

Customers renting a touring pitch without booking will be required to pay for the desired length of your stay. You will also be asked to inform reception of how long you wish to stay. You will then be required to pay the balance of the cost of your stay during reception opening times no later than the day before your departure. If you pay in advance but subsequently decide to leave before the end of the period for which you have paid no refund will be made. If you want to stay longer, we cannot guarantee to satisfy them.

4/ Your stay

➤ Before your arrival

Think about to download wellcamp application (link in your booking confirmation)

➤ Arrival



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- The reception desk is open from 9am to 12.30pm and from 2pm to 7pm
- Pitches are available from 2pm
- Rental accommodation is available at 4pm. You will receive an inventory to be verified within 24 hours. Any complaint made after this period shall not be taken into consideration.
- Please note that if you have expressed a preference for a particular pitch or rental unit we will do our best to accommodate your wishes but cannot guarantee to satisfy them.
- Reception must be informed of any additional visitors on guests. Only guests registered at the time of booking are permitted to stay in the accommodation.

➤ Late arrival/early departure

If the client is late and the absence of a written message, the reservation is kept till the next day 12pm. You arrive later or depart earlier than the dates indicated in your booking confirmation, you will nevertheless be charged the full price of your stay. No refunds will be made for nights on which your pitch/rental unit is booked but not occupied.

➤ During your stay

It is the client's responsibility to be insured, the Flower camping Le Rochelongue accepts no responsibility in even of theft, fire; bad weather, ect, or in the vent of any incident concerning the civil responsibility of the client.

All customers must comply with the provisions of the internal regulations.

Each named tenant is responsible for disturbances or noises caused by persons staying with or visiting them.

➤ Departure

On the day of departure specified in your contract :

- Pitches should be vacated before 12pm
- Rental accommodation should be vacated before 10am. A schedule of inventory appointment is established at the reception. You must respect the time agreed together according to availability. The rental accommodation will be inspected. If it is left perfectly clean without any missing or damaged items, the deposit shall be refunded to you. The retention of the deposit shall be refunded to you. The retention of the deposit does not preclude additional compensation in the event that the costs exceed the amount of the deposit.
- If the rented accommodation has not been good cleaned before your departure, a cleaning fee of EUR 100 will be charged.
- For any delayed departure, an additional day may be charged at the price applicable for that night.

➤ Campsite rules

You will be expected to abide by our Campsite Rules throughout your stay. You will find a copy of these rules posted at reception. Please let us know if you would like us to send you a copy by email.

- You will be given a wristband at your arrival (deposit EUR 10 /wristband). It must be worn on the wrist during your stay in order to keep out non-authorized people likely to disturb. Refuse to wear the wristband lead to the cancellation of the reservation by rights law with no refund and for all people written on the booking form.
- Vehicles are allowed inside of the campsite from 7am to midnight. Apart from these hours you have a car park outside according to availabilities.
- The swimming pool is open from May 1st to September 30th and from 10am to 7pm. Shorts, Tee-shirts and jumpsuit and wetsuit are prohibited for reasons of hygiene.
- The booking contract will be terminated by operation of law if you or another member of your party repeatedly fails to comply with our Campsite Rules following the service by email of initial notice to comply with the Campsite Rules. In such a case, you must leave your rental unit or pitch within 4 hours of the termination of your contract. Notice of termination will be sent to you by email. No refund will be made.

➤ Pets

With the exception of the breeds listed in French dangerous dogs categories 1 and 2, we accept both cats and dogs at our campsite. Dogs must be kept on a leash on campsite premises and you must clean up after your animal. You will be asked to produce your animal's pet passport on arrival at the campsite. It must provide evidence that your pet's rabies vaccination is up to date and that the animal has been microchipped or tattooed.

➤ Image rights



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During your stay, you may find that we are taking photographs and/or videos at the campsite. These photographs and videos, which may feature you or other members of your party, may be used in our activities or for publicity purposes. When you complete your booking, we will assume that you are giving us your consent to use any such photographs or videos on which you may appear for the purposes stated above. We will also assume that you are giving this consent on behalf of the other members of your party. Any specific refusal of consent must be notified to us by email or registered letter with acknowledgement of receipt.

➤ Responsibility of The Flower Camping Le Rochelongue

The client expressly acknowledges that the campsite cannot be held responsible for :

- Non-availability of services : You may find that one or more of the services we offer (swimming pool, restaurant, activities, entertainment, etc.) are temporarily unavailable for all or part of your stay. We accept no liability for such non-availability and will not refund any or all of the cost of your stay on such grounds.
- All photos and texts used in the brochure or on the websites are non-contractual. They are for information purposes only.

5/ Changes to your stay

- You may ask to change the dates and/or the terms (type of accommodation) of your stay at our campsite as long as your request reaches us by email at least 21 days before your scheduled arrival date. However, this is on condition that you book another stay at our campsite in the same season as your initial booking subject to availability and the rates applicable at the time. You may only make changes to your initial stay once. If you are unable to take advantage of the booking made to replace your initially scheduled stay, it will be deemed to have been cancelled and no refund will be made.

If the cost of the replacement booking is higher than that of your initially scheduled stay, you must pay us the difference no later than 30 days before your new arrival date. If you fail to do so, the replacement booking will be deemed to have been cancelled and our cancellation conditions as set out below will apply. If the cost of the replacement booking is lower than that of your initially scheduled stay, we will retain this difference as compensation for the prejudice suffered as a result of the changes.

- Requests to reduce the duration of stay(s) are not deemed to be partial cancellations and will be subject to the cancellation terms and conditions and will not be subject to refund or credit note.

6/ Cancellation

➤ Cancellation by you

Without cancellation insurance :

You must notify us of any cancellation by email or registered letter with acknowledgement of receipt. This notice will take effect on the date of its first presentation by the postal service.

- **Case n°1:** If your email/letter is presented more than 30 days before your scheduled arrival date, any deposit, admin charge and, where applicable, cancellation insurance premium that you have paid will be retained by the campsite.
- **Case n°2:** If your email/letter is presented between the 30th and the 15th day before your scheduled arrival date, any deposit, admin charge and, where applicable, cancellation insurance premium that you paid at the time of booking will be retained by the campsite. You will be issued with a credit note to the value of the balance of the cost of your stay, which you will be able to use in respect of a future stay at the campsite provided that it is booked in the same season as the cancelled stay was booked or the following season.
- **Case n°3:** If you booked your stay less than 30 days before your scheduled arrival date and your email/letter of cancellation is presented 15 days or more before this date, any deposit, admin charge and, where applicable, cancellation insurance premium (as referred to in 2. Terms of booking above) paid will be retained by the campsite. You will be issued with a credit note to the value of any other amounts paid, which you will be able to use in respect of a future stay at the campsite provided that it is booked in the same season as the cancelled stay was booked or the following season.
- **Case n°4:** If your email/letter is presented fewer than 15 days before your scheduled arrival date, all and any sums paid will be retained by the campsite. If you wish to be covered in the event of cancellation, we recommend that you take out holiday cancellation/interruption insurance at the time of booking.

Notwithstanding the above, if you cancel your stay because you live in an area in which lockdown rules forbidding residents to leave the area in order to avoid the spread of COVID-19 are in force on your scheduled arrival date, any deposit, admin charge and, where applicable, cancellation insurance premium that you have paid will be



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retained by the campsite. You will be issued with a credit note to the value of any additional amount paid, which you will be able to use in respect of a future stay at the campsite provided that it is booked in the same season as the cancelled stay was booked or the following season. This applies even if your cancellation email/letter is presented less than 15 days before your scheduled arrival date.

With the cancellation insurance:

Amounts paid are covered by the guarantee in line with the terms and conditions of cancellation of Gritchen company. The Flower Camping Le Rochelongue is not responsible for any refusal from Gritchen. Complaints should be made directly to the insurance company website www.campez-couvert.com

➤ Cancellation by the campsite

If we are forced to cancel a booking that we have already confirmed, we will inform you by email as soon as possible and any sums that you have paid to us will be refunded in full. The cancellation shall not however incur the compensation of damages and interest.

Notwithstanding the above, if we cancel your booking because the government has ordered the closure of the campsite, notably in order to prevent the spread of COVID-19, we will retain any sums you have paid us and issue you with a credit note, which you will be able to use in respect of a future stay at the campsite provided that it is booked in the same season as the cancelled stay was booked or the following season.

7/ Complaints – Disputes

Any complaint you may have in relation to your stay should be set out in writing and sent to us by registered letter with acknowledgement of receipt within 20 days of the end of your stay.

In case of dispute and where no amical settlement has been reached one month after receipt of the letter of complaint specified above, you may take your case to a consumer ombudsman service. You must do this within one year from the date on which you sent your letter of complaint.

If you have no particular preference, you may take your case to the following ombudsman service:

- Ombudsman: CM2C
- Location: 14 rue saint jean 75014 PARIS
- Website: www.cm2c.net,
- Email address: cm2c@cm2c.net

8/ Personal data

We may collect and process personal data about you may when we take your booking and during your stay.

If you make your booking on our website or the Flower Campings site at www.flowercampings.com, any data collected prior to or during your booking will be processed in accordance with the privacy policy and/or the terms and conditions of business that you will be asked to agree to before your booking is confirmed.

The following personal data may be collected when you make a telephone booking or during your stay:

- the first and surname of the person making the booking,
- the telephone number from which the booking is made,
- the email address of the person making the booking,
- the date of birth of the person making the booking and the other members of his/her party.

This data will be collected and processed on the basis of:

- your consent,
- the need to allow the performance of a booking contract between us.

Access to the data will be restricted to us and to Flower SAS (a limited liability company incorporated in France with capital of EUR 92,500, company registration: RCS Toulouse 492 355 508, registered address: Les Espaces de Balma 4-5, 16 avenue Charles de Gaulle, 31130 BALMA).

The data collected will be processed for the following purposes:



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- to allow the performance of a booking contract between us,
- to manage any complaints you may make,
- to keep our customer records,
- to allow us and/or Flower Campings to carry out sales prospecting,
- to manage our accounts.

Any other data collected will be kept for five years from the end of your stay except where a dispute remains unsettled at the end of this period, in which case the data will be kept until such time as the dispute is settled.

Please note that in accordance with French data protection law (Loi Informatique et Libertés n° 78-17 du 6 janvier 1978), all data subjects hold the following rights in respect of their data: right of access, right to rectification, right to erasure (right to be forgotten), right to object, right to restriction of processing and right to data portability. In addition, all data subjects may give instructions as to the storage, erasure and communication of their personal data after their death. All data subjects have the right to object to the processing of their personal data on grounds relating to their personal circumstances.

To exercise any of these rights, please send a registered letter with acknowledgement of receipt to this address: Flower Campings, Les Espaces de Balma 4-5, 16 avenue Charles de Gaulle, 31130 BALMA, France, or email: contact@flowercampings.com.

Any person who is victim of an infringement of one of the rights set out above may file a complaint with the French data protection authority (Commission nationale de l'informatique et des libertés, CNIL) at this address: <https://www.cnil.fr/>.