



## **Terms & Conditions**

**EN – UK**



## Terms & Conditions

These Terms & Conditions set out the rights and obligations of the parties that make up the booking contract for touring pitches and rental units at our campsite.

By booking a pitch and/or rental unit at our campsite you acknowledge that you have read and accepted these Terms & Conditions.

When confirming your reservation, you also acknowledge having read and accepted the Special Conditions specific to each campsite.

### 1/ Services – Rates

We offer touring pitches and holiday units for rent.

#### ➤ Touring pitches

These are camping pitches intended for tents, caravans and motorhomes.

The price of your stay is calculated on the basis of an all-in package that covers your pitch rental and the right for one or two people (depending on the package) to camp on the pitch with either **one** tent and **one** vehicle or **one** caravan and **one** additional vehicle or **one** motorhome. It also includes access to our reception facilities, toilet and shower blocks, entertainment and activities. Depending on the package you chose, it may include an electric hook-up or other options.

You will need to select one of the following packages:

- Trekking package: 1 person on foot or by bike with tent without electricity
- Comfort package: 2 people, electricity
- Privilege package: Comfort package + water connection + drainage + wooden terrace + picnic table
- \*Premium package: Comfort package + cabin with private shower, sink and toilet and kitchenette

The package options listed above do not include any extra charges for additional campers, additional vehicles, pets, etc. that may be added to your chosen package.

Bookings are to be accompanied by a payment of a 90 € deposit plus booking fees if applicable (see below) and deductible from the amount of the stay.

**THE OUTSTANDING BALANCE OF THE STAY IS PAYABLE UPON ARRIVAL.**

***\*Premium package: refer to 2/ Booking conditions***

**\*Arrival at the campsite:** Premium package clients: two security deposits, by credit card imprint or French bank check, will be requested:

- Damage / breakage deposit: 200 €
- Final cleaning: 50 €

➤ \*INVENTORY / DEPOSITS

The equipment of each cabin is the subject to an inventory. The client is required to check it upon arrival and report any anomaly the same day. The two deposits, payable at the time of check-in and are deleted following the inventory made by our services after the departure of the tenant, minus any deterioration and / or missing items noted or returned at the time of check-out in the event of an inventory in the presence of the renter. At the end of the stay, the cabin must be left in a perfect state of cleanliness inside and in the immediate surroundings; otherwise, the deposit will be retained.

➤ Rental units

Our rates include the rental of your chosen accommodation based on the number of people in your party (in line with the capacity of the unit in question), water, gas and electricity charges (but not the cost of charging electric and hybrid vehicles), parking for your vehicle and access to our reception facilities, toilet and shower blocks, entertainment and activities.

Once you have made your booking, you will be asked to pay a security deposit of EUR 200. This deposit is payable by credit card imprint or French bank check on arrival at the site and are destroyed following the inventory made by our services after the departure of the tenant. However, we reserve the right to retain all or part of this deposit in the event of damage to your accommodation and/or its contents and/or any other campsite equipment. We also reserve the right to deduct the sum of EUR (*amount according to model, see below*) to cover cleaning costs if your accommodation was not cleaned before you left.

Final cleaning:

Bengalis and Lodge tents: 50 €

Mobile homes 16m2, 24m2 and gypsy caravans: 70 €

Mobile homes 28m2, Cottages comfort 28 m2, chalet and PRM: 80 €

Mobile homes and cottages comfort 32m2 and Cottages premium: 100 €

Cabin premium with spa: 160€

➤ Standard conditions

The prices indicated are expressed in € and include VAT but exclude tourist tax.

Whatever the formula adopted (bare pitch or rental accommodation), additional costs will be charged for extra people, additional vehicles, additional tents, animals, visitors, etc.

Our prices are also subject to change depending on current economic and commercial conditions. The final contractual price, payable by you, is the amount shown on your booking confirmation.

Flower Campings applies dynamic pricing. As a result, prices are subject to change at any time.

“Partner” benefits and promotions cannot be applied to a reservation that has been confirmed, whether it has already been paid for in whole or in part; they are in no way retroactive.

It is, therefore, possible that customers may have paid different prices for the same stay. Customers who have paid the highest price, under no circumstances, will not be entitled to a refund of the difference between the price they paid and the promotional price.

## 2/ Booking conditions

### ➤ Bookings

You can book your stay on our website at <https://www.campingpetitparis.com/en/home>), on the Flower website at [www.flowercampings.com](http://www.flowercampings.com) or by telephone.

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

- Accommodations and Premium package pitches: a deposit of 30% of the total cost incl. VAT of your stay including the total cost incl. VAT of any additional services you have booked together with French tourist tax, where applicable;
- a booking fee: 18€: bookings for 4 nights or more, 8€: bookings for 3 nights or less for accommodations rentals or 15€: bookings for 4 nights or more, 5€: bookings for 3 nights or less for pitch rentals,
- the payment of cancellation insurance, if this option is chosen.

The reservation made has no contractual value until the receipt of a written reservation confirmation by email, which summarises all the information relating to your stay.

The balance of the price of the stay, including the price of the services reserved and VAT and, if applicable, tourist tax, is to be paid no later than 30 days before the start of the stay. In the event that the balance is not paid within the aforementioned period, the stay is considered cancelled, and our cancellation conditions described below apply.

Any reservation made less than 30 days before the arrival date must be paid in full at the time of booking. If there are exceptional conditions in place, you will be informed of these.

### ➤ 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 determined date or within a determined period.

### ➤ Maximum capacity

For security and insurance reasons, the number of occupants cannot exceed the capacity provided for by the type of accommodation or reserved pitch (no more than 1 to 6 people depending on the capacity of the pitch/unit in question) including infants. Upon your arrival, if we notice that the maximum capacity of the accommodation or the reserved pitch has been exceeded, we reserve the right to refuse you access to the accommodation or the reserved pitch without offering a refund.

### ➤ Clients - Minors

Minor children remain under the full responsibility of their parents and/or accompanying guardians for the duration of their stay. Flower campsites will only be able to book a stay for a minor if the child is under the responsibility of an accompanying adult or their legal representative.

### 3/ Methods of payment

#### ➤ Payment methods accepted

You can pay for your stay in euros using the following payment methods:

cheque drawn on a French bank, French holiday vouchers, credit card, paypal, ideal or bank wire transfer.

However, by way of derogation, reservations made less than 30 days before the start date of the stay must be paid for by credit card only.

#### ➤ Walk-in customers

If you arrive at the campsite without booking in advance you will be required to pay for at least the first night of your stay on arrival. Our reception staff will also ask you how long you intend to stay. The balance of the price must be paid no later than the day before your departure so please make a note of our reception opening hours.

**High season:** the total sum of the requested number of nights must be paid upon arrival.

No refunds will be offered in the event of early departure on your part.

### 4/ Your stay

#### ➤ Reception of keys

#### **Rentals and Premium package pitches:**

##### **Low season:**

- Check-in from 2 p.m.
- Check-out before 10 a.m.

##### **July / August:**

- Check-in from 3 p.m.
- Check-out before 10 a.m.

#### **Pitches:**

Check-in after 12 noon

Check-out before 12 noon

We will make every effort to accommodate your preferences depending on availability at the campsite on the date you arrive but we cannot guarantee a specific touring pitch or rental unit.

Any dissatisfaction concerning the state of cleanliness and/or the general condition of the rental must be notified in writing no later than 24 hours after arrival in order to allow time for it to be remedied.

No complaint will be accepted if more than 24 hours have passed after the day of arrival.

Your accommodation must be restored to its original state when you leave; in particular, you are responsible for the cleaning. Failing this, the campsite reserves the right to charge the cleaning costs to your security deposit, pursuant to Article 1 of these Terms and Conditions.

#### ➤ Late arrival/early departure

In the event of late arrival or early departure, in relation to the dates and times mentioned on your booking confirmation, the price of the entire stay will remain unaltered. You will not be able to claim any refund for the part of the stay not taken.

➤ Animals

Pets are accepted in certain sites, subject to a fee to be paid on arrival, if applicable. You are advised to contact the concerned establishment directly to ensure that pets are accepted there, as well as to learn the conditions of their presence if it is not mentioned in the Special Conditions. Their presence can, in no way, cause an inconvenience to the other guests (noise, hygiene, smell, etc.), and they are strictly forbidden in the vicinity of swimming pools. Dangerous or aggressive animals (categories 1 and 2), as well as "exotic pets", are not accepted. We thank you for bringing the animal's up-to-date health records and proof of vaccinations.

➤ Rules of procedure

Throughout your stay, you must respect the internal rules of the campsite, a copy of which is displayed at the reception of each campsite. We are able to send you a copy by email on request.

➤ Non-availability of certain services

The services and facilities we offer (swimming pool, restaurant, activities, entertainment, etc.) may not be available all year round, particularly for reasons of weather or in the event of force majeure, or may not operate throughout all seasons of the year. Therefore, they may be temporarily unavailable during all or part of your stay. The campsite will make its best efforts to inform you of any work or arrangements undertaken during your stay. We will do everything we can to let you know about any works or alterations that will be carried out during your stay.

➤ Termination of the rental contract in the event of a fault on the client's part

The reservation contract will be terminated automatically in the event of one or more of the following events:

- In the event of repeated non-compliance, that is to say, continued non-compliance after a formal notice sent by email to you and/or your companions of our rules of procedure. In this case, you must leave your accommodation or pitch within 24 hours of the termination of your contract, which will be notified to you by email. There will be no refund of the price.
- In the event of a no-show at the campsite within 24 hours of the start of your stay and without proof and/or news of your arrival.

We will make your accommodation available to other clients at the end of the aforementioned 24-hour period if we have not been able to reach you at the contact details provided when booking your stay.

We will retain, when applicable, all the sums that you have paid to us; no refund will be made.

## **5/ Modification of stay**

You can request to change the dates and/or conditions (type of accommodation) of your stay at our campsite, provided that your request reaches us by email at least 21 days before the initial date of arrival.

However, you must book a new stay at our campsite during the same season as that during which the initial stay was planned, according to availability and current rates. Your initial stay cannot be changed more than once. If you cannot honour the stay substituted for the initial stay, it will be considered cancelled; the sums paid will not be refunded to you.

If the price of the substituted stay is higher than that of the initial stay, you will have to pay the difference. Failing this, the substituted stay is considered cancelled, and our cancellation conditions described below will apply. If the price of the substituted stay is lower than the price of the initial stay, we will retain the price difference as compensation for the damage resulting from the modification of the stay.

## **6/ Cancellation of stay**

### **➤ Cancellation by you**

Any cancellation must be notified to us by any written means through a reliable medium (by email, registered mail with acknowledgement of receipt, etc.).

- If your email/letter is presented more than 30 days before your arrival, the amount of the deposit paid, the administration fees paid, and, if applicable, the sums paid under the cancellation insurance remain acquired by the campsite.
- If your letter is presented between the 30th and 15th day prior to your arrival, the amount of the deposit and administration fees paid, and, if applicable, the sums paid for cancellation insurance at the time of booking will be retained by the campsite; the balance of the price of the stay will be credited towards your next stay at the campsite, which must be reserved within one year from the date of the stay. If you have reserved your stay less than 30 days before the date of your arrival, and your letter of cancellation is presented 15 days or more before this date, the sums corresponding to the amount of the deposit, the administration fees, and the cancellation insurance premium, if any, referred to in article 2 of these General Terms and Conditions will be retained by the campsite; the excess will be credited to a future stay at the campsite, which must be booked during the same season as the cancelled stay or during the following season.
- If your letter is presented less than 15 days before the date of your arrival, all sums paid to the campsite will be forfeited.

**To obtain any compensation, we advise you to take out cancellation or interruption of stay insurance at the time of booking.**

Notwithstanding the preceding conditions,

- if your cancellation is due to the fact that you live in an area where a containment measure prohibiting people residing there from moving around to prevent the spread of Covid-19 is in force on the date your stay starts, the amount of the deposit paid, the administration fees paid, and, if applicable, the sums paid for cancellation insurance remain with the campsite; the remainder will be credited towards your next stay at the campsite, which must be reserved within one year of the date of your stay. This applies even if your cancellation letter is sent to us less than 15 days before the start date of your stay;

If we are forced to cancel a reservation that we have confirmed, we will notify you by email as soon as possible; the sums paid will be reimbursed in full within a period specified in the Special Conditions for each campsite

➤ Cancellation by the campsite

If we are forced to cancel a reservation that we have confirmed to you, we will notify you by email as soon as possible; the sums paid will be fully refunded to you no later than 45 days following notification cancellation.

➤ Insurance cancellation

Our prices do not include travel insurance. This remains optional.

## **7/ Complaints and disputes**

Any complaints related to a stay must be made in writing and sent to us by registered mail with acknowledgement of receipt within 20 days of the end of the stay.

In the event of a dispute, and in the absence of an amicable solution being found within the month following receipt of the aforementioned letter of complaint, you have the legal right to a consumer mediator free of charge, provided that you contact him/her within one year of sending your letter of complaint.

By default, we offer you the use of the following consumer mediator:

- Mediator organisation: CM2C
- Address of the mediator: 14 Rue Saint-Jean 75017 Paris
- Mediator's website: <https://www.cm2c.net/>
- Email address: [cm2c@cm2c.net](mailto:cm2c@cm2c.net)

## **8/ Personal data**

The processing of personal data that we use for the purposes of the reservation is governed by the Flower Personal Data Protection Charter, available on our website.

