



## General Terms and Conditions EN





## General Terms and Conditions

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

We offer pitches and accommodations for rent.

Rental is personal. Subletting or transferring the accommodation / site to a third party is prohibited.

#### ➤ Pitches

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

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, place a caravan or motorhome on it, the right for one or two people (depending on the package) to camp on it, one vehicle (depending on the package) in addition to your tent or caravan, access to reception, entertainment/leisure, sanitary and washing facilities and an electrical hook-up (depending on the package).

- 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 + water connection + drainage + a cabin with private shower, sink and toilet and kitchenette

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.

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.

Booking fees:

- Reservations made online: free
- Direct bookings (by phone or email): stays 4 nights and more: 15€, stays less than 4 nights: 5€

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

**\*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 returned in a perfect state of cleanliness inside and in the immediate surroundings, otherwise, the deposit will be retained.

### ➤ **ACCOMMODATION RENTAL**

Our prices include the rental of accommodation according to the number of people (depending on the capacity of the accommodation), water, gas and electricity charges, parking for one vehicle, access to reception, entertainment/leisure, sanitary and washing facilities.

All reservations will be effective upon receipt of the deposit of 30% of the total amount of the stay plus booking fees if applicable (see below).

Booking fees:

- Reservations made online: free
- Direct bookings (by phone or email): stays 4 nights and more: € 18, stays less than 4 nights: € 8

The outstanding balance of the stay includes the cost of the booked services including VAT and the tourist tax, **is to be paid no later than 30 days before the first day of the reservation**. If you book less than 30 days before your arrival, the total sum is payable upon booking. For reservations less than 4 nights, the full amount must be paid at the time of booking. In the event that the outstanding balance is not paid within the aforementioned period, the booking is considered cancelled and our cancellation conditions described below apply.

**Arrival at the campsite:** Two security deposits, by credit card imprint or French bank check, will be requested:

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

Bengalis and Lodge tents: 50 €

Mobile homes 16m<sup>2</sup>, 24m<sup>2</sup> and caravans: 70 €

28m<sup>2</sup> mobile homes, chalet and PRM: 80 €

32m<sup>2</sup> and premium mobile homes: 100 €

### ➤ **INVENTORY / DEPOSITS**

The equipment of each accommodation is the subject to an inventory. The renter is required to check it upon arrival and report any anomaly the same day. Each rental is equipped with kitchen and table necessities as well as bedding, with the exception of bed sheets and bath linen (bed linen and bath towels are included in the Premium models, rental is possible for the other models). The two deposits, payable at the time of check-in and are destroyed 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 rental must be returned in a perfect state of cleanliness inside and in the immediate surroundings, otherwise, the deposit will be retained.

## **COMMON PROVISIONS**

All prices quoted include VAT but exclude French tourist tax.

Whichever option you chose (touring pitch or rental accommodation), additional charges will be made for additional vehicles, persons, 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.

Every client is required to respect the campsite's internal rules. Otherwise, causing excessive noise or the non-respect for the calm and cleanliness of the premises, the campsite reserves the right to expel the person(s) responsible without refund.

## 2/ TERMS OF BOOKING

### ➤ RESERVATION PROCEDURES

Bookings may be made on our site [www.campingpetitparis.com](http://www.campingpetitparis.com), by email: [contact@campingpetitparis.com](mailto:contact@campingpetitparis.com) or by phone: +33 (0)2 51 22 04 44.

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

- a deposit of the amount stipulated in the booking proposition including VAT, the pre-booked services and the tourist tax,
- the booking fees (if applicable),
- the cancellation insurance (if option chosen).

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

All bookings made less than 30 days before the arrival date must be paid in full at the time of booking.

Any modification that may lead to a variation in the amount of the booking must be reported at the latest the day before the arrival. In the event of an incorrect declaration by the renter, this contract will be terminated automatically and the sums paid will remain acquired by the campsite.

### ➤ CANCELLATION/INTERRUPTION INSURANCE:

In the event of cancellation or early departure on your part, any sum paid will remain acquired by the campsite. For this purpose, we offer cancellation/interruption insurance (consult the conditions on our website). 3.5% of the cost of the stay, or a minimum of € 15. The amount of the insurance is payable in full at the time of booking and covers only the people registered in the reservation.

### ➤ 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 provided on a specific date or at a specified frequency.

### ➤ MAXIMUM CAPACITY

For security and insurance reasons, the number of occupants must not exceed the maximum capacity indicated for the type of accommodation or pitch booked (1 to 6 people (new-borns included) maximum, depending on the capacity of the accommodation or the pitch). 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 access to the accommodation or camping pitch booked. In such a case, the cost of the stay will not be refunded.

### ➤ 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 unless you have requested and we have authorised an exception to this rule by email prior to your arrival.

## 3/ PAYMENT TERMS

### ➤ ACCEPTED METHODS OF PAYMENT

Bookings may be paid using any of the following methods:

check from a French bank, French holiday voucher, debit or credit card, bank transfer

*Payments by check are not accepted on site except for the deposit of deposits.*

➤ WALK- IN CUSTOMERS

Customers renting a touring pitch without booking ahead will be required to pay for at least the first night of their stay on arrival. 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.

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

**4/ YOUR STAY**

- Reception of keys

**Rentals:**

**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

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.

You are expected to leave your pitch or rental unit in the condition in which you found it. In particular, you are required to carry out the necessary cleaning before your check-out.

➤ Late arrivals and early departures

In the event of a late arrival or early departure compared to the dates mentioned on your booking confirmation, the entire stay will remain due. You will not be able to claim any reimbursement for the part of the stay not made.

If 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.

➤ Animals

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. Keep your animal under surveillance and never leave it alone in the rental. Your pet is prohibited from entering the bedrooms, coming into contact with bedding or climbing on furniture of the campsite's accommodations.

➤ 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 campsite's entrance. Please let us know if you would like us to send you a copy by email.

➤ Image rights

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.

➤ 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.

➤ Termination of booking due to unreasonable conduct on your part

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

- In the event of repeated non-compliance, that is to say again noted after a formal notice to bring you into compliance notified by email, by you and / or your companions, of our internal regulations.

In this case, you will have to leave your accommodation or your location within 2 hours of your contract being terminated, which will be notified to you by email. No price refund will be made on our part,

- 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.

At the end of this 24-hour period, we are free to relet your rental unit or pitch. We will keep, if applicable, all the sums you have paid us; no refund will be made.

## **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, the difference must be paid no later than 30 days before your new arrival date. Failing this, 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.

## **6 / Cancellation**

➤ Cancellation by you

Any cancellation must be notified to us by email or registered letter with acknowledgment of receipt; it will take effect on the date of its first presentation by the postal services:

- If your email/letter is presented more than 30 days before your scheduled arrival date, any deposit, booking fees and, where applicable, cancellation insurance premium that you have paid will be retained by the campsite.

- If you have booked your stay less than 30 days before the date of your arrival, the total amount of the reservation, any booking fees and if applicable, the cancellation insurance premium will be kept by the campsite.

**To obtain any compensation, we advise you to take out 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 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.

➤ 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.

➤ 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.

## **7 / Complaints - Disputes**

Any possible complaint related to a booking must be made in writing, and sent to us by registered letter with acknowledgment of receipt, within 20 days of the departure date. 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: MEDICYS
- Location: Toulouse
- Website: [www.medicys.fr](http://www.medicys.fr),
- Email address: [contact@medicys.fr](mailto:contact@medicys.fr)

## **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](http://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:

- 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](mailto: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/>.