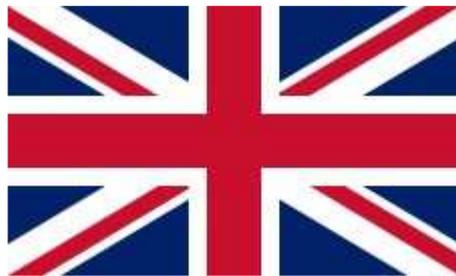




# **Terms & Conditions**

**EN – UK**



## **General Terms and Conditions of Sale for Flower Campings**

The purpose of these General Terms and Conditions of Sale (GTC) is to define the rights and obligations of the parties in the context of renting camping pitches and/or rental accommodations within the Flower network of campsites.

By booking a pitch and/or accommodation within a Flower network campsite, you acknowledge having read and accepted these GTC.

### **1/ Services – Prices**

We offer the rental of bare pitches and rental accommodations.

#### ➤ Bare Pitch

This refers to a bare pitch for your tent, caravan, or camper van. The price of your stay is calculated based on a package that necessarily includes the rental of the pitch, the possibility for 2 people to stay there, to set up 1 tent with 1 vehicle, OR 1 caravan with an additional vehicle OR 1 camper van; and access to reception facilities, entertainment, and sanitary facilities, and, depending on the chosen package, a connection to the electrical network, or other options. The use of electrical 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.

Comfort Package: Nature Package with electricity.

Freecamp Package: Comfort Package including a pitch equipped with a private kitchen and bathroom.

Additional costs (extra person, extra vehicle, pets, etc.) are not included in the above packages and will be added to the total price.

#### ➤ Rental Accommodation

Our prices include accommodation rental based on the number of people (depending on the capacity of the accommodation), water, gas, and electricity charges (excluding electric or hybrid vehicle battery charging), parking for one vehicle, access to reception facilities, entertainment, and sanitary facilities.

A security deposit of €300 by credit card or check will be requested upon arrival, which will be returned at the end of your stay and no later than eight days after your departure by mail or email. However, we reserve the right to retain part or all of this deposit in the event of damage to the accommodation and/or its contents and/or equipment on the campsite.

We also reserve the right to deduct cleaning costs if this has not been done on departure.

The amount of these costs is €60 or €70 depending on the type of rental selected.

➤ Security Deposit

Regardless of the chosen formula (pitch or accommodation), a security deposit, the amount and payment terms of which will be defined in the Specific Conditions, will be requested following your reservation or upon your arrival. This will be returned to you at the end of your stay and at the latest within a week by mail from your departure. However, we reserve the right to retain part or all of it in case of damage to the accommodation and/or its contents and/or equipment on the campsite. We also reserve the right to deduct cleaning fees if this has not been done upon departure. The amount of these fees will be specified in the Specific Conditions of each campsite.

➤ Common Provisions

The prices indicated are expressed in € including VAT and do not include the tourist tax. Regardless of the adopted formula (bare pitch or rental accommodation), additional fees will be charged for extra people, extra vehicles, extra tents, pets, visitors...  
Our prices are also subject to change based on economic and commercial conditions. The contractual price, due by you, is that affixed to your booking confirmation.

Flower campsite Provence Vallée applies dynamic pricing. Therefore, rates may increase or decrease. "Partner" benefits and promotions cannot be applied to a reservation that has been confirmed, whether it is already fully or partially paid; these are not retroactive in any case. Thus, it is possible that for the same stay, clients have paid different prices. Clients who have paid the highest price cannot benefit from a refund of the difference between the price they paid and the promotional price.

The tourist tax of €0.60, collected on behalf of the municipalities, is not included in the rates. The amount is determined per person per night for guests aged 18 and over.

An eco-contribution for environmental protection and waste sorting, not included in the rates, is also required. The amount is €0.40 per person per night.

## **2/ Booking Conditions**

➤ General Provisions

Our campsites offer family-oriented stays, and the accommodations are specially designed for this purpose. By booking a stay at one of our campsites, you agree to use the accommodations, pitches, and/or campsite facilities peacefully and not to cause any nuisance to other clients and/or staff.

For safety reasons, bookings for integration weekends or group bookings (more than 9 people) are not allowed, except with the express, prior, and written consent of the campsite. The booking of a pitch or accommodation is made strictly personally. You may not sublet or transfer your booking without the prior and express consent of the campsite.

### ➤ Booking Procedures

You can make a reservation on the site [www.flowercampings.com](http://www.flowercampings.com), by phone, or directly on the campsite's website. Any booking request must be accompanied by:

- a deposit of 30% on the total inclusive cost of the stay, including the inclusive price of the booked services, and, if applicable, the tourist tax, however, the campsite may apply a different amount that will be specified in the specific conditions
- If applicable, the payment of booking fees, the amount of which will be specified in the Specific Conditions of each campsite,
- the payment, in case of subscription, of cancellation insurance

Bookings made through the Flower Campings site and the campsite's website constitute booking requests. Following your booking request, you will receive a first email from our partner Secureholiday. This email only confirms the receipt of your request and specifies that it is being validated. The campsite reserves the right to accept or refuse any ongoing request based on its availability.

A second email from our partner Secureholiday will then be sent to you to validate or refuse the booking. During this period, the displayed prices and availability are not guaranteed (see paragraph regarding the price above "Common Provisions"). In case of unavailability of the requested booking, the campsite may send you a counter-proposal via our partner Secureholiday. This automatically cancels your initial booking request. For further information, we invite you to contact the campsite directly.

The booking made only has contractual value upon receipt of a written booking confirmation by email, summarizing all information regarding your stay.

The balance of the stay's price, including the inclusive price of the booked services 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 is considered canceled, and our cancellation conditions described below apply.

Any booking made within less than 30 days before the arrival date must be paid in full at the time of booking unless more favorable conditions are communicated to you. In this case, the payment must have been effectively received and confirmed by the campsite before the arrival date. Failing proper receipt of payment before the arrival date, the booking will be considered canceled.

### ➤ Placing an Option

You can make an option request only by phone, email, or mail to the campsite. No option request can be made via the Flower Campings website or the campsite's website. Our campsites accept option booking requests subject to the following conditions:

- The validity period of an option is set at seven (7) calendar days (or any other period set in the specific conditions)

- Upon expiration of this period, the option is deemed null and void without prior notification, and the corresponding stay may be put back on sale by the campsite without notice or reminder.
- Options are only valid if the booking is made at least forty (40) days before the planned arrival date.
- No option will be accepted for stays planned in July and August, when they concern these same periods.

➤ Absence of 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 period.

➤ Maximum Capacity

For safety and insurance reasons, the number of occupants cannot exceed the capacity provided by the type of accommodation or pitch booked, including newborns. If we observe upon your arrival that the maximum capacity of the booked accommodation or pitch is exceeded, we reserve the right to refuse you access to the booked accommodation or pitch, without refunding the stay price on our part.

➤ Clientele - Minors

Minor children remain under the full responsibility of their parents and/or accompanying person throughout their stay. Flower campsite Provence Vallée can only book a stay for minor children if they are under the responsibility of an adult accompanying person or their legal representative.

### **3/ Payment Terms**

➤ Accepted Payment Methods

You can pay for your reservation or stay in euros using the payment methods specified in the Specific Conditions of each campsite. However, by exception, bookings 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 payment of the deposit and only for a booking made more than 30 days before the arrival date.

Payment in installments via FLOA available:

Our financial partner FLOA offers payment solutions for your purchases of goods and/or services, in 4 installments by credit card. These payment solutions are reserved for individuals (natural persons of legal age) residing in France who hold a Visa or MasterCard credit card with an expiration date corresponding to the repayment period. FLOA, RCS Bordeaux 434 130 423, whose registered office is located at Immeuble G7 – 71 Rue Lucien Faure in Bordeaux (33300), is subject to the control of the Autorité

de Contrôle Prudentiel et de Résolution (ACPR) 4 Place de Budapest, CS 92459, 75436 PARIS CEDEX 09 and registered with ORIAS under number 07 028 160 ([www.orias.fr](http://www.orias.fr)).

FLOA reserves the right to accept or refuse your financing application; you

have a legal withdrawal period of 14 days. For more information, click here:

<https://www.floabank.fr/conditions-generales-paiement-plusieurs-fois>.

Please note that if you request to pay for your order of goods and/or services using these payment solutions, your personal data will be transmitted to FLOA for the purposes of reviewing your financing application, managing

your credit agreement and, where applicable, debt collection. For more information, click here: <https://www.floabank.fr/politique-confidentialite>

FLOA is the sole decision-maker on whether or not to accept applications, and under no circumstances will Flower

and/or the Campsite be informed of the reasons for any refusal.

A credit agreement is a commitment and must be repaid. Check your repayment capacity before

committing yourself. However, as an exception, reservations made less than 30 days before the start of the stay must be paid for by credit card only.

#### ➤ Passing Clientele

For stays on a pitch without reservation (passing), you must, upon arrival, necessarily pay at least the first night. You are also responsible for indicating to the reception the desired or extended length of stay. The balance must be paid at the latest the day before departure; you must take into account the reception's opening hours for this purpose. No refund will be made in case of early departure on your part.

## **4/ Stay**

### ➤ Key Handover and Inventory Check

Your preferences for a specific pitch or accommodation at the campsite can only be met based on our campsite's availability upon your arrival.

Arrival and departure times to be respected are as follows:

Arrival time

- from 2 p.m. to 7 p.m. for pitches,
- from 3 p.m. to 7 p.m. for rentals.

In case of late arrival, please contact us by email at [contact@provencevallee.fr](mailto:contact@provencevallee.fr) so that we can send you the necessary instructions to access your pitch or accommodation after the reception desk has closed.

Check-in inspections are carried out independently. A map will be provided to help you find your pitch or rental accommodation.

An inspection form is also available in your accommodation. You have 24 hours after your arrival to send us any comments you may have. After this time, no complaints can be taken into account.

#### Check-out time

- Check-out is from 7 a.m. onwards.
  - Once we have checked your accommodation, we will send you an email confirming that your deposit has been canceled.
  - If you would like to carry out the inventory in our presence, we will be available at reception from 8:30 a.m.
  - In all cases, the accommodation must be vacated by 10 a.m. at the latest.
- 
- Your accommodation must be left in the same condition as when you arrived; in particular, you must have cleaned it yourself. If this is not the case, the campsite reserves the right to charge the cleaning costs to your security deposit.

#### ➤ Delayed Arrival and Early Departure

In the event of a delayed arrival or early departure compared to the dates and times mentioned on your booking confirmation, the entire stay will remain due. No refund will be granted for the unused portion of the stay.

#### ➤ Animals

Animals are allowed in our establishment, subject to certain conditions:

- Their vaccination records must be up to date and presented at reception upon arrival.
- Dogs must be kept on a leash throughout the campsite.
- Only dogs are allowed in rentals, at a rate of €5 per night.
- Cats and other animals are not allowed in rentals.
- Pets are allowed on pitches at a rate of €2 per night.
- Any damage caused by a pet will be charged.
- If you have not purchased the cleaning package, we reserve the right to deduct the cost of cleaning from your deposit if the accommodation has not been properly cleaned upon your departure.

The presence of an animal must not cause any nuisance to the neighborhood (noise, hygiene, smell, etc.).

Animals are strictly prohibited around the swimming pools.

Category 1 and 2 dogs are not accepted.

#### ➤ Internal Regulations

Throughout your stay, you must comply with the campsite's internal regulations, if any, and the pool regulations. We strongly recommend that you familiarize yourself with these documents before your stay, and we are available to send you a copy by email upon request.

#### ➤ Unavailability of Certain Services - Works

The services and facilities we offer (pool, restaurant, activities, entertainment, etc.) may not be available all year round, particularly due to weather conditions, force majeure, or may not operate in all seasons. They may therefore be temporarily unavailable during part or all of your stay. The entertainment schedule may also be modified without notice in case of insufficient

participants. No compensation will be due in case of modification or cancellation of entertainment.

The campsite will make every effort to inform you of any work or developments undertaken during your stay and will ensure that the work causes the least possible disruption to your stay. In any case, no compensation will be due by the campsite for maintenance and/or urgent work carried out on the campsite during your stay.

Work or developments undertaken by municipalities or individuals near the premises cannot, under any circumstances, engage the responsibility of Flower and/or the campsite.

➤ Termination of the Booking Contract in Case of Fault on Your Part

The booking contract will be automatically terminated in the event of the occurrence of either of the following events:

- In case of repeated non-compliance, i.e., again noted after a formal notice to comply notified by any means by you and/or your companions with our internal regulations or pool regulations. 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 any means. No refund of the price will be made by us, and no compensation will be paid.
- In case of no-show at the campsite within 12 hours from the start of your stay without justification and/or news of your arrival.

We will dispose of your accommodation at the end of the aforementioned 12-hour period if we have not been able to reach you at the contact details provided when booking your stay. We will retain all amounts paid by you ; no refund will be made.

## **5/ Modification of Stay**

Unless otherwise specified in the Specific Conditions of each campsite, the following provisions apply in case of a modification of stay.

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

However, you must book a new stay at our campsite during the same season in which the initial stay was planned, subject to availability and current rates. Your initial stay can only be modified once. If you cannot honor the stay substituted for the initial stay, it will be considered canceled; the amounts paid will not be refunded.

If the price of the substituted stay is higher than that of the initial stay, you must pay the difference. Otherwise, the substituted stay will be considered canceled, 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.

Furthermore, any modification of the file or reservation regarding the number and/or age of participants must be notified in writing to the campsite and prior to arrival at the campsite.

## **6/ Cancellation of Stay**

Unless otherwise specified in the Specific Conditions of each campsite, the following provisions apply in the event of cancellation.

### ➤ Cancellation by you

All cancellations must be notified to us by any written means on a durable medium (by email, registered letter with acknowledgment of receipt, etc.).

- If your email/letter is submitted more than 30 days before your arrival, the deposit paid, the administrative fees paid, and, if applicable, the amounts 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 if it has been taken out, except in cases where the balance has been paid more than 30 days before the arrival date).

- If your cancellation letter is received less than one month before the arrival date: The deposit and balance for the stay are not refunded, unless you have taken out cancellation insurance. In this case, the amount may be refunded by the insurance company, according to the terms of your contract.

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

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

### ➤ Cancellation by the campsite

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 amounts paid will be refunded in full within 7 days.

### ➤ Cancellation insurance

Our prices do not include travel insurance. If you wish to take out the cancellation insurance offered by the campsite, please let us know when you make your reservation.

It represents 4% of the total price of your stay. This must be paid at the same time as the deposit.

## **7/ Complaints – Disputes**

Any possible complaint related to a stay must be made in writing and sent to us by registered letter with acknowledgment of receipt, within 20 days following the end of the stay.

In the event of a dispute and in the absence of an amicable solution found within a month following the receipt of the aforementioned complaint letter, you may resort to a consumer

mediator free of charge, provided you contact them within a year following the sending of your complaint letter.

By default, for the following campsites: Bel Air (La Flotte en Ré), Le Conleau (Vannes), Ile d'Offard (Saumur), La Chenaie (Yport), La Plage (Treignac), Le Bois d'Amour (Quiberon), Les Ilates (Loix), Les Ondines (Souillac), Les Paludiers (Batz-sur-Mer), Cap Finistère (Penmarc'h), Les Dunes (Longeville), Kerarno (Saint Philibert), Kerleyou (Douarnenez), Mas de Champel (Ollières sur Eyrieux), Le Vorlen (Fouesnant), Le Port de la Chaîne (Pleubian), Monplaisir (Saint Trojan les Bains), Les Tamarins Plage (Le Bois Plage En Ré), La Canadienne (Ares), le Vieux Moulin (Erquy), l'Escale du Perthuis (La Tranche sur Mer), La Sagne (Vitrac), Les Iles (Passy) La Pointe du Talud (Ploemeur), we offer you the following consumer mediator:

- Mediator organization: CM2C
- Mediator address: 14 rue Saint Jean 75017 Paris
- Mediator website: <https://www.cm2c.net/>
- Mediator contact: [cm2c@cm2c.net](mailto:cm2c@cm2c.net)

For other Flower Campsites not listed above, we invite you to refer to the Specific Conditions of each Campsite.

## **8/ Personal Data**

The processing of personal data that we implement for reservation 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 solicitation by registering on the Bloctel list (<https://www.bloctel.gouv.fr/>)

## **9/ Final Provisions**

A printing or content error is always possible. We make every effort to provide photos and illustrations that give you an overview of the services and accommodations/pitches offered. These photos and illustrations are intended to give an idea of the category of services. Given the diversity of our accommodations and pitches, we present a general description of our accommodations and pitches on our websites and provide photographs for illustrative purposes. For more details, please do not hesitate to contact us or the campsite directly. The surfaces of the accommodations are approximate and provided for information purposes. We reserve the right to modify or supplement, at any time, all or part of these General Terms and Conditions of Sale. In this case, the new version of the General Terms and Conditions of Sale will be available on the website with its effective date.