

General terms and conditions of sale Flower Camping L'air du Lac

The purpose of these T&Cs is to define the rights and obligations of the parties in the context of the rental of camping pitches and/or rental accommodation within our campsite. Staying at Camping L'Air du Lac implies acceptance of the provisions of the internal regulations and the commitment to comply with them. We are available to send you a copy by email upon request. No brochure or website can be free from possible omissions or printing errors. Our prices are also subject to change depending on economic and commercial conditions. The contractual price, payable by you, is the one affixed to your booking confirmation.

1) SERVICES - PRICES

► **Bare pitches** - This is a bare pitch for your tent, caravan or motorhome.

The price of your stay is calculated from a basic package which includes the rental of the pitch, the possibility for 2 people to stay there, the possibility of setting up 1 tent, 1 caravan or 1 motorhome, 1 vehicle in addition to the tent or caravan and access to the reception facilities, entertainment and sanitary facilities, a connection to the electrical grid.

- Nature package: 1 pitch without electricity for 2 people, 1 motorhome or 1 car with a tent or caravan.
- Comfort Package: Nature + Electricity Package
- Privilege Package with Lake View: Comfort Package on a site with a view of Lac Plaisance.
- XL Privilege Package: Comfort Package on a pitch of 120m² or more.

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

During your stay, you will be asked to pay a tourist tax of €0.35 per person over 18 years old.

Your wishes for a specific pitch or accommodation on the campsite can only be fulfilled according to our accommodation options on arrival.

Arrival on a pitch takes place between 2 pm and 6 pm.

► **Rental accommodation** : Our prices include the rental of the accommodation according to the number of people (depending on the capacity of the accommodation), water, gas, electricity (except for special "workers" packages), a vehicle, access to reception facilities, entertainment and sanitary facilities.

The keys are handed over:

- July/August: 3 p.m. to 6 p.m.
- Rest of the year: 2pm-4pm

Your wishes for a specific pitch or accommodation on the campsite can only be fulfilled according to our accommodation options on arrival.

During your stay, you will be asked to pay a tourist tax of €0.75 per person over 18 years old.

Your accommodation will need to be restored to its original condition upon departure; In particular, the cleaning must have been done by you.

Smoking is strictly forbidden in the accommodation.

► **Additional activities** : the free or paying activities (pedal boat, paddle, water slide, etc.) offered at the lake by the town hall of St Hilaire les Places are not under the control of the Air du Lac campsite and may, in certain circumstances beyond our control, be modified or cancelled on your arrival at the site. We cannot be held responsible for this.

2) BOOKING CONDITIONS

► **Booking terms** : You can make a reservation on our www.campinglairdulac@flowercampings.com website, the www.flowercampings.com website or by phone on 05 55 58 79 18.

All booking requests must be accompanied by:

- The payment of a deposit of 30% including the costs of the stay, including the price including VAT of the services booked, and, if applicable, the tourist tax,
- Cancellation insurance contribution (if purchased).

The reservation made is only contractual if you receive a written booking confirmation by email, summarizing all the information relating to your stay.

The balance of the price of the stay, including the price of the services booked including VAT and, if applicable, the tourist tax, must 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 booking made less than 30 days prior to arrival must be paid in full at the time of booking, unless more favourable terms are agreed to by you.

► **Right of withdrawal** : According to Article L. 221-28 12° of the Consumer Code, the right of withdrawal is not applicable to accommodation, transport, catering and leisure services provided on a specific date or at a specific periodicity.

► **Maximum capacity** : For safety and insurance reasons, the number of occupants may not exceed the capacity provided for by the type of accommodation or pitch booked (1 to 7 people maximum, depending on the capacity of the accommodation or pitch), including newborns. If we observe on arrival that the maximum capacity of the booked accommodation or pitch has been exceeded, we reserve the right to refuse you access to the booked accommodation or pitch, and to leave the establishment, without refund of the price of the stay from you.

► **Minor customers** : For security reasons, minors who are not accompanied by their parents or grandparents for the duration of their stay are not accepted in our campsite, unless authorized by us prior to arrival, by email, upon request from you (see Article 10)

3) PAYMENT TERMS

► **Accepted payment method** : You can pay for your reservation or stay via the following payment methods: French bank cheque and postal cheque, holiday voucher, credit card or bank transfer.

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

► **Guest passing through** : For stays on pitches without reservation (passage), you must, on arrival, pay at least the first night. You are also responsible for informing the reception of the desired or extended length of stay. The balance must be paid no later than the day before departure; As such, you must take into account the opening hours of the reception. In case of advance payment and early departure, no refund will be made.

4) LIVING ROOM

► **Key collection** : The keys to the accommodation will be handed over on arrival from 3pm in high season, and from 2pm in low season. Your departure must take place no later than 10 a.m. For a welcome in the best conditions, please call the number following the week before your arrival: 05 55 58 79 18.

Your wishes for a specific pitch or accommodation on the campsite can only be fulfilled according to our accommodation options on arrival.

Your accommodation will need to be restored to its original condition upon departure; In particular, the cleaning must have been done by you

► **Late check-in and early check-out** : In case of late arrival or early departure, in relation to the dates mentioned on your booking voucher, the entire stay will remain due. You will not be entitled to any refund for the part of the stay not taken.

► **Internal rules** : You must respect the campsite's internal rules for the duration of your stay, a copy of which is posted at the reception. We are available to send you a copy by email upon request.

5) TERMINATION OF THE BOOKING CONTRACT IN THE EVENT OF FAULT ON YOUR PART

The booking contract will be terminated by operation of law in the event of the occurrence of any of the following events:

- In the event of repeated non-compliance, i.e. re-observed after a formal notice to comply notified orally or by email, by you and/or your companions of our internal regulations. In this case, you will have to leave your accommodation or pitch within 3 hours. We will not refund the prize.

- 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 have your accommodation at the end of the 24-hour period mentioned above. We will, where applicable, retain all sums paid by you to us; No refunds will be made.

6) CHANGE OF STAY

You can request to change the dates and/or terms (type of accommodation) of your stay at our campsite, subject to availability and provided that your request is received by email at least 21 days before the initial arrival date. However, you will need to book a new stay at our campsite during the same season as the one in which the initial stay was planned, according to availability and current rates. Your initial stay cannot be changed more than once. If you are unable to honour the stay substituted for the original stay, it will be considered cancelled; The amounts paid will not be reimbursed.

If the price of the substituted stay is higher than the price of the original stay, you must pay the difference no later than 30 days before the new arrival date. Otherwise, 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 keep the difference in price, as compensation for the damage resulting from the change of stay.

7) CANCELLATION OF STAY

► **Cancellation by you** : any cancellation must be notified by email or registered mail 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 arrival, the amount of the deposit paid, the administration fees paid, and, if applicable, the sums paid under the cancellation insurance remain the property of the campsite.

• If your email/letter is presented between the 30th and 15th day prior to your arrival, the amount of the deposit and the administration fees paid at the time of booking, and, if applicable, the sums paid under the cancellation insurance at the time of booking remain the property of the campsite; The balance of the price of the stay will be the subject of a credit note to be used for a future stay at the campsite, which must be booked during the same season as the cancelled stay or during the following season. If you have booked your stay less than 30 days before the date of your arrival, and your cancellation letter is presented 15 days or more before this date, the sums corresponding to the amount of the deposit, the administration fees and the contribution related to any cancellation insurance taken out referred to in Article 2 of these GTC will be kept by the campsite; The surplus will be the subject of a credit note to be used for 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 mail is presented less than 15 days before the date of your arrival, all sums paid to the campsite will be forfeited.

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

► **Cancellation by the campsite** : If we have to cancel a booking that we have confirmed to you, we will notify you as soon as possible, by email; the sums paid will be refunded in full.

8) SECURITY DEPOSIT

For rental accommodation, a security deposit of €200 per accommodation will be required upon arrival, by imprint of your credit card, which will be destroyed within two weeks of your departure.

The campsite reserves the right to keep part or the full amount in case of deterioration of the accommodation and its contents and/or equipment on the campsite.

The campsite also reserves the right to deduct the amount of the cleaning fee corresponding to the category of accommodation:

- to compensate for the cleaning costs if it has not been carried out at the time of departure (the amount of the cleaning fee corresponds to 2 hours of cleaning carried out by one person, this amount can be combined according to the actual duration of the cleaning service)
- In case of a lingering smell of tobacco in an accommodation

9) IMAGE

During your stay, we may take photographs and/or make videos within the campsite for the purposes of entertainment and/or communication in which you and the persons accompanying you are likely to appear. By making a reservation, you are presumed to authorise us to use the photographs and/or videos in which you appear for the aforementioned purposes. You also vouch for this authorisation by the persons accompanying you. Any specific refusal must be notified to us by e-mail or registered letter with acknowledgement of receipt.

10) MINORS

Minors under 13 years of age who are not accompanied by their parent(s) are not admitted to the campsite EXCEPT when accompanied by an adult in possession of a parental certificate. To rent a pitch, minors aged 13 and over who are not accompanied by an adult must present a parental certificate including the telephone numbers of parents to contact in the event of an emergency, as well as a list of any health problems (e.g. allergies). Parents will be asked to provide a civil liability certificate covering their child(ren), as well as a copy of the signing parent's identity document.

11) PETS

Dogs and cats, except category 1 and 2 dogs, are allowed on our campsite. Dogs must be kept on a lead within the campsite grounds. A health record must be presented on arrival at the campsite. The standard vaccinations are compulsory (Canine distemper, Rubarth's hepatitis, Parvovirus, Leptospirosis). Rabies and kennel cough are optional. A tattoo/piercing certificate is compulsory. Please ensure that you respect the hygiene and environment of the campsite; droppings must be collected.

Dogs and other animals must never be allowed to run at large. They must not be left alone, even locked up or tied up, in the absence of their owners, who are civilly responsible for them.

The management reserves the right to immediately exclude from the campsite, without reimbursement or compensation, any owner whose animal is deemed to be dangerous or a nuisance to customers or campsite staff.

12) COMPLAINTS - DISPUTES

Any complaint relating to a holiday must be made in writing and sent to us by registered letter with acknowledgement of receipt, within 20 days of the end of the holiday. In the event of a dispute and if no amicable solution is found within one month of receipt of the above-mentioned letter of complaint, you may have free recourse to a consumer ombudsman, provided that you refer the matter to him within one year of sending your letter of complaint. By default, we suggest that you contact the following consumer ombudsman:

- Mediator's organisation: CM2C.
- Ombudsman's address: 14, rue Saint-Jean - 75017 Paris - France
- Ombudsman's website: www.cm2c.net
- Contact for the ombudsman: +33 6.09.20.48.86 - contact@cm2c.net

13) PERSONAL DATA

When you make a booking or during your stay, some of your personal data may be collected and processed by us.

When a booking is made via our website or the www.flowercampings.com website, the procedures for processing the data collected prior to or at the same time as the booking are set out in the confidentiality policy or the general terms and conditions of sale that you accept before confirming your booking.

The personal data collected when a reservation is made by telephone or during your stay is as follows: surname and first name of the person who made the reservation, telephone number of the person who made the reservation, email address of the person who made the reservation, date of birth of the person who made the reservation and of accompanying persons.

This data is collected and processed on the following grounds: your consent, the need to enable the performance of a booking contract entered into between us.

No-one other than us and Flower (a simplified joint stock company with capital of €92,500, registered with the Toulouse Trade and Companies Register under no. 492 355 508, with its registered office at Les Espaces de Balma 4-5, 16 avenue Charles de Gaulle, 31130 BALMA) has access to the data collected.

The data collected is processed for the following purposes: the performance of a booking contract concluded between us, the management of any complaints you may have, the keeping of our customer file, the carrying out of commercial prospecting by us and/or the Flower company, the management of our accounts.

The data collected will be kept for 5 years following the end of the stay for the other data, except in the event of a dispute not settled at the end of this period, in which case the data will be kept until the end of the dispute.

In accordance with the French Data Protection Act no. 78-17 of 6 January 1978, each person has the following rights with regard to their data: right of access, right of rectification, right to erasure (right to be forgotten), right of opposition, right to limitation of processing, right to portability. Individuals may also define directives relating to the storage, deletion and communication of their personal data after their death.

Each person may, on grounds relating to his or her particular situation, object to the processing of data concerning him or her.

To exercise this type of right, letters should be sent by recorded delivery to the following address: Flower Campings, Les Espaces de Balma 4-5, 16 avenue Charles de Gaulle, 31130 BALMA, France, or to the following e-mail address: contact@flowercampings.com. Any person who is the victim of a breach of one of the aforementioned rights may lodge a complaint with the CNIL (<https://www.cnil.fr/>).