

The purpose of these terms and conditions is to define the rights and obligations of the parties in connection with the rental of camping pitches and/or rental accommodation at our campsite.

By reserving a pitch and/or rental accommodation on our campsite, you acknowledge that you have read and accepted these terms and conditions.

1/ Services & Rates

We offer bare pitches and rental accommodation.

- **Bare pitches**

This is a bare pitch for your tent, caravan or camper van. The price of your stay is calculated on the basis of a basic package that includes the rental of the pitch, the possibility for 1 or 2 people to stay there, the possibility of installing 1 tent, 1 caravan or 1 camper van, electricity or not, depending on the package chosen, 1 vehicle in addition to the tent or caravan, and access to reception facilities, entertainment and sanitary facilities.

- Nature package: 1 pitch of approx. 90 m², for 1/2 people, 1 camper van or 1 car with a tent or caravan.
- Comfort package: 1 pitch approx. 90/100 m², for 1/2 people, 1 camper van or 1 car with a tent or caravan + 10-amp electricity.
- Grand Confort package: 1 pitch approx. 100/120m², for 1/2 people, 1 camper van or 1 car with a tent or caravan + 10-amp electricity + pergola.
- Privilège package: 1 pitch approx. 90/200m², for 1/2 people, 1 camper van or 1 car with a tent or caravan + 10 amp electricity + river side or edge + Pergola.

-Premium and Super Premium package: 1 pitch of approx. 90/100 m², for 1/2 people, 1 camper van or 1 car with a tent or caravan + 10-amp electricity + private sanitary facilities with sink, washbasin, fridge, shower, toilet and/or covered dining area with table and benches.

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

- **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 and electricity charges (excluding battery recharging for electric or hybrid vehicles), parking for one vehicle, access to reception facilities, entertainment and sanitary facilities.

A security deposit of €220 is required upon reservation OR arrival. This will be returned or destroyed at the end of your stay, at the latest within 15 days of your departure. However, we reserve the right to retain part or all of it 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 the sum of €80 for cleaning costs if this has not been carried out on departure.

Common provisions :

Prices are quoted in euros, including VAT at the rate in force at the time of publication. They correspond to one night. They do not include tourist tax. An eco-participation fee of €0.40/night will be charged to each person over 7 years of age, to help with waste disposal during your stay.



Our prices are subject to change according to economic and commercial conditions. The contractual price, payable by you, is that shown on your booking confirmation.

Camping le Pont du Tarn applies dynamic pricing. As a result, prices are subject to change both upwards and downwards.

Partner advantages and promotions cannot be applied to a confirmed reservation, whether already paid in full or in part; they are not retroactive under any circumstances.

This means that customers may have paid different prices for the same stay. Customers who have paid the higher price will under no circumstances be entitled to a refund of the difference between the price they paid and the promotional price.

2/ Booking conditions common to pitches and accommodation

How to book :

You can make a reservation on our website: www.camping-florac.com by e-mail or by telephone. All booking requests must be accompanied by :

Payment of a 30% deposit, including the cost of your stay, the price of services booked inclusive of tax and, if applicable, the tourist tax and eco-tax.

-15 euros booking fee.

-Cancellation insurance premium (if applicable).

Reservations are not binding until you have received written confirmation of your booking by e-mail, summarizing all the information relating to your stay.

The balance of the price of the stay, including the price of the services booked and, if applicable, the tourist tax, as well as the eco participation, 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 cancelled and our cancellation conditions described below apply.

If, for any reason whatsoever, the balance of the stay has not been paid within the period indicated, and in the event of cancellation on your part, the balance will remain due and must be paid by any means at your convenience.

Pitches and accommodation are allocated on a first-come, first-served basis, according to availability. If you have a specific request, taking into account your preferences and our availability, we will do our best to accommodate you (30€ per stay and per pitch). However, if this preference cannot be met, the supplement will be reimbursed.

- No right of withdrawal

In accordance with article L. 221-28 12° of the French Consumer Code, the right of withdrawal does not apply to accommodation, transport, catering and leisure services provided on a specific date or at a specific time.

- Maximum capacity

For safety and insurance reasons, the number of occupants may not exceed the capacity specified for the type of accommodation or pitch booked, including newborn babies. If, on your arrival, we observe that the maximum capacity of the accommodation or pitch reserved has been exceeded, we reserve the right to refuse you access to the accommodation or pitch reserved, without refund of the price of your stay on our part.

- Customers - Minors :

For safety reasons, minors who are not accompanied by their legal guardians throughout their stay are not admitted.

3/ Payment methods

You can pay for your booking or your stay using the following methods of payment: Credit card, bank cheque, e-holiday cheque, cash, vacation cheque ANCV, bank transfer, Sofort, Ideal, Bancontact, FLOA.

However, by derogation, bookings made less than 30 days before the start of the holiday must be paid for exclusively by credit card. The amount paid in vacation vouchers cannot be reimbursed in accordance with article L.112-14 I. of the French Monetary and Financial Code.



If payment in several instalments by FLOA is possible: FLOA, our financial partner, offers payment solutions for your purchases of goods and/or services, in 4 instalments by credit card

. These payment solutions are reserved for individuals (natural persons of legal age) resident in France, holding a Visa or MasterCard bank card with a validity date corresponding to the duration of the refund.

FLOA, RCS Bordeaux 434 130 423, whose registered office is located at Immeuble G7 - 71 Rue Lucien Faure in Bordeaux (33300) subject to the supervision 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).

FLOA reserves the right to accept or refuse your request for financing; you have a legal withdrawal period of 14 days. FLOA is the sole decision-maker as to whether or not applications are accepted, and under no circumstances will Flower and/or the Campsite have any knowledge of the reasons for any refusal. Credit is a commitment and must be repaid. Check your ability to repay before committing yourself.

- Visiting customers:

If you are staying on a pitch without a reservation, you must pay for at least the first night on arrival. You are also responsible for informing reception of the desired or extended length of stay. The balance must be paid the day before departure at the latest, taking into account the opening hours of reception. In the event of advance payment and early departure, no refund will be made.

4/ Stay

- Handover of keys

Rented accommodation: **arrival from 4.00 pm - departure before 10.00 am.**

Your wishes for a specific pitch or accommodation on the campsite can only be met if we are able to accommodate you on arrival.

Any dissatisfaction concerning the state of cleanliness and/or the general condition of the accommodation must be notified in writing no later than 24 hours after arrival, to enable us to remedy the situation.

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

Your accommodation must be left in the same condition as when you left; in particular, you must have cleaned it yourself.

The campsite reserves the right to deduct the cost of cleaning from your security deposit in application of article 1 of these Conditions and the Special Conditions.

Pitches: **arrival from 12:00 - departure before 12:00**

- Late arrival and early departure

In the event of late arrival or early departure with respect to the dates mentioned on your booking confirmation, the full amount of your stay will be due. You will not be entitled to any refund for any part of your stay not taken. If you have informed the campsite of your late arrival, we will agree a time. Otherwise, within 12 hours, the campsite will dispose of the pitch or accommodation.

- Animals

Pets, with the exception of category 1 and 2 dogs, are allowed on our campsite, subject to a fee payable on reservation or arrival.

They must be kept on a leash at all times. Their presence must under no circumstances cause a nuisance to neighbors (noise, hygiene, odor, etc.), and is strictly forbidden in the area of the swimming pool. Please bring your pet's up-to-date health record and proof of vaccinations.

- House rules :

For the duration of your stay, you must comply with the campsite rules and regulations, a copy of which is displayed at reception. We will be happy to send you a copy by e-mail on request.

- Electric vehicles :

The electrical installations of our mobile homes and electrical terminals are not suitable for recharging electric vehicles. It is therefore strictly forbidden to connect an electric or hybrid vehicle to the electrical installations of the mobile home or pitches. In the event of infringement of this provision, the customer will be held responsible for any damage (short-circuit, fire, etc.), material or immaterial, caused by the connection, to the campsite and/or third parties.

At the entrance to the campsite, we offer two sockets suitable for recharging electric or hybrid vehicles, which can be activated at reception (fee payable).



- Unavailability of certain services

The services and facilities we offer (swimming pool, restaurant, activities, entertainment, etc.) may not be available all year round, particularly for climatic reasons or in cases of force majeure, or may not operate at all seasons of the year. They may therefore be temporarily unavailable during all or part of your stay.

The campsite will do its best to inform you of any work or improvements undertaken during your stay.

- Cancellation of the booking contract in the event of fault on your part

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

- In the event of repeated non-compliance, i.e. once again after a formal notice to comply has been sent by e-mail, by you and/or those accompanying you, with our house rules. In this case, you will have to leave your accommodation or pitch within 2 hours of the cancellation of your contract, which will be notified to you by e-mail.

No refund will be made.

- If you fail to arrive at the campsite within 12 hours of the start of your stay, without providing proof of your arrival and/or any further information, we will dispose of your accommodation at the end of the aforementioned 12-hour period.

We will retain all sums paid and no refund will be made

5/ Change of stay

You may request to change the dates and/or type of accommodation of your stay at our campsite, provided that your request is received by e-mail at least 21 days before the original arrival date.

However, you will have to book a new stay at our campsite during the same season as the one in which the initial stay was scheduled, subject to availability and current rates. Your initial stay may not be changed more than once. If you are unable to honour the stay substituted for the initial stay, it will be considered as cancelled; the sums paid will not be reimbursed.

If the price of the substituted stay is higher than that of the initial stay, you must pay the difference. Failing this, the substituted holiday will be considered as 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 loss resulting from the modified stay.

Any request to increase the length of your stay will be carried out according to availability and current rates.

6/ Cancellation

- Cancellation by you

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

- If your e-mail/courier is presented more than 30 days before your arrival, the deposit paid, the booking fees paid and, if applicable, the sums paid for cancellation insurance remain the property of the campsite.

- If your letter is sent between the 30th and 15th day before your arrival, the deposit and booking fee paid at the time of booking, and, if applicable, the cancellation insurance paid at the time of booking, will be retained by the campsite; the balance of the price of the stay will be credited against a future stay at the campsite, which must be booked within one year of the date of stay. If you have booked your stay less than 30 days before the date of your arrival, and your cancellation letter is received 15 days or more before this date, the sums corresponding to the deposit, the booking fee and the cancellation insurance premium, if any, referred to in article 2 of these GTC will be retained by the campsite; the remainder will be credited against 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 compensation, we advise you to take out holiday cancellation or interruption insurance when booking.



- Cancellation by the campsite

If we have to cancel a booking that we have confirmed, we will notify you by e-mail as soon as possible, and you will receive a full refund.

- Cancellation insurance

Our prices do not include travel insurance. This is optional and may be offered in the special conditions.

7/ Complaints - Disputes

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

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 you contact him within one year of sending your letter of complaint.

By default, we suggest that you contact the following consumer mediator:

- Mediator's organization :
- CM2C
- (Centre de la médiation de la consommation de conciliateurs de justice)
- 14, rue Saint-Jean
- 75017 Paris
- Tel: 06 09 20 48 86

8/ Personal data

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

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

The personal data collected when booking by telephone or during your stay is as follows:

- Last name and first name of the person making the reservation,
- Telephone number of the person who made the reservation,
- Email address of person making reservation
- Date of birth of the person who made the reservation and of accompanying persons

This data is collected and processed on the following basis:

- Your consent,
- The need to enable the performance of a booking contract concluded between us.

No one other than us has access to the data collected.

The data collected is processed for the following purposes:

- The execution of a reservation contract concluded between us,
- To manage any complaints you may have,
- Keeping our customer file,
- To carry out commercial prospecting by us and/or Flower,
- To manage 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. Video-surveillance images are kept for 1 month.

We would like to draw your attention to the fact that if you ask to pay for your order of goods and/or services by means of FLOA payment solutions, your personal data will be transmitted to FLOA for the purposes of studying your request for financing, managing your credit contract and, where applicable, debt collection.

Image rights: The campsite may take photographs and distribute them on its media. Personal authorisation is given by accepting these General Terms and Conditions of Sale.

In accordance with the French Data Protection Act (Loi Informatique et Libertés) no. 78-17 of January 6, 1978, each person has the following rights with regard to his or her 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 concerning the storage, deletion and communication of their personal data after their death. Each individual may, for reasons relating to his or her particular situation, object to the processing of data concerning him or her. To exercise this right, letters should be sent to the following e-mail address: contact@camping-florac.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>).

