

General Terms and Conditions of Sale Flower Camping Les Bouleaux****

1/ Our Services

Bare pitch

This consists of a bare pitch for your tent, caravan or mobile home.

Your stay shall be calculated based on a set amount that includes the pitch, the person(s) expected according to the offer selected, your installation, your vehicle and access to the infrastructures with regard to reception, activities and sanitary facilities. The additional costs (additional person, vehicle, pets, etc.) are not included in the package and will be added to the latter.

The stay for children under 2 years old is free.

Nature : Pitch for 2 people, 1 tent and 1 vehicle.

Comfort : Nature offer + electricity for 2 persons, 1 camper van or 1 car, 1 tent or 1 caravan.

Rented Accommodation

Our prices include the people (according to the capacity of the accommodation), water, gas, a vehicle, access to the infrastructures in terms of reception, activities and sanitary facilities.

Your accommodation must be put back in a perfect state of cleanliness and order at the time of your departure.

The electricity index is noted at your arrival and at your departure. You only pay what you use (0,35€/Kw/H).

Your wishes for a precise pitch or accommodation at the campsite can be met according to our availability.

Delivery keys

You may arrive between 14.00 and 18.30.

Please, leave your pitch before 12.00 and your accommodation between 08.00 and 10.00.

Related Activities

All the activities mentioned in this document, whether free or for a fee, may be in certain circumstances independent of our will modified or cancelled when you arrive at the campsite. In this case, we cannot be held responsible for such an occurrence.

Extra charges

Whatever the package selected, additional costs will be invoiced for additional vehicles, additional tents, pets or visitors.

Our prices, exclusive of tax, do not include the local tourist tax. The tax shall be invoiced along with your accommodation. It is to be paid on the same due dates. It cannot be modified or refunded on your arrival at the campsite. And for other charges, they are to be paid along with the balance of your stay (30 days before your arrival at the campsite).

2/ Payment for the Stay

Modes of payment accepted

As a deposit or as a balance, you can pay for your booking or your stay using the following payment methods:

By French bank cheque or postal cheque for deposit only, holiday cheque with an 1,5% extra charge, bank card, cash.

Terms of Payment

All requests for a firm booking from the buyer must be indicated in writing and be provided with the following:

- Payment of a deposit including 30% of the costs of the stay;
- **10€** for booking fees;
- And the payment for cancellation insurance (when taken out).

This booking is only of contractual value when the buyer has received a booking confirmation issued by the campsite.

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The balance of the stay must be paid 30 days before the stay begins at the latest. In the case where the balance has not been paid on the deadlines indicated, the booking shall be considered as cancelled, and the cancellation terms indicated below shall apply.

3/ Last minute booking

Any booking made within a period of 30 days before the date of departure must be paid in full, using a bank card only.

4/ Late arrival or early departure

In case of a late arrival or early departure, with respect to the dates mentioned on your booking voucher, the total amount of the stay shall remain due. You shall not be entitled to claim any refund for the part of the stay not actually used.

5/ No arrival at the campsite

In the case where no one comes to the campsite within a period of 48 hours from the beginning of your stay, and without any proof and/or news of your arrival, we shall be able to reallocate your accommodation. We shall keep the fees as per our cancellation terms.

6/ Cancellation

Due to the buyer:

All cancellations must be notified by post, which shall go into effect on the date of receipt of the letter.

- More than 30 days before arrival, the amount of the deposit shall be kept by the campsite.
- Less than 30 days before your arrival, the total amount of the rented accommodation, booking fees and insurance fee shall be kept.

For possible damages, we ask you to take out cancellation or stay interruption insurance at the time of your booking.

7/ Deposit

For rented accommodation, you will be requested to pay a deposit of **200€** on your arrival, which will be returned to you at the end of the stay, no later than eight days by post from the date of your departure.

The campsite reserves the right to keep part or the total amount of the deposit in case of deterioration of the accommodation and its contents and/or facilities at the campsite.

The campsites also reserve the right to deduct the amount of **50€ or 70€** to pay for costs of cleaning not carried out at the time of departure.

8/ Minors

Minors not accompanied by their parents cannot be accepted at the campsite.

9/ Pets

As a general rule, dogs and cats, except for dogs of category 1 and 2, shall be admitted to the campsite.

We require dogs to be kept on a lead within the campsites. Please comply with the rules for hygiene and the environment at the host campsite. The health certificate must be presented at the time of your arrival at the campsite. Anti-rabies booster vaccinations and tattoo certificates are compulsory.

10/ Claims

Any possible claim with respect to a stay must be specified in writing and sent by registered letter with acknowledgement of receipt within 20 days following your stay.