

The purpose of these General Terms and Conditions is to define the rights and obligations of the parties in the context of the rental of camping pitches and/or rental accommodation at our campsite.

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

1/ Services - Prices

We offer bare pitches and rental accommodation for hire.

The prices shown are in € and include all taxes. They do not include tourist tax or waste collection tax.

Whichever option you choose (bare pitch or rental accommodation), additional costs will be charged for extra people, extra vehicles, extra tents, pets, visitors, etc.

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

Flower Campings applies dynamic pricing. As a result, prices may rise or fall.

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

All our promotional offers cannot be combined.

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

➤ Bare pitches

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

- Pitches can accommodate a maximum of 6 people, whatever their age.
- The price of your stay is calculated on the basis of a basic package that includes the rental of the pitch, the possibility for 2 people to stay there, the possibility to pitch 1 tent, 1 caravan or 1 camper van, 1 vehicle in addition to the tent or caravan and access to the reception facilities, entertainment and sanitary facilities, and a connection to the electricity network. Basic package: 1 pitch for 2 people, 1 camper van or 1 car with a tent or caravan + electricity. - Additional costs (extra person, extra vehicle, pets, etc.) are not included in the above packages and will be added to the latter.

A deposit of €100 by credit card will be required following your booking OR on arrival, which will be returned to you at the end of your stay and within a week of your departure at the latest. However, we reserve the right to retain all or part of the deposit in the event of damage.

➤ Premium pitches SUNNY ZONE

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

- The pitches can accommodate a maximum of 6 people, whatever their age.
- The pitch is equipped with a shower, WC, sink and top fridge.
- Deposit 200€ / inventory of fixtures on departure before 10am.
- The price of your stay is calculated on the basis of a basic package that includes the rental of the pitch, the possibility for 2 people to stay there, the possibility to pitch 1 tent, 1 caravan or 1 camper van, 1 vehicle in addition to the tent or caravan and access to the reception facilities, entertainment and sanitary facilities, and a connection to the electricity network. Basic package: 1 pitch for 2 people, 1 camper van or 1 car with a tent or caravan + electricity. - Additional costs (extra person, extra vehicle, pets, etc.) are not included in the above packages and will be added to the latter.

➤ Rental accommodation

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 facilities and entertainment. You will be asked to pay a deposit of €360 by credit card when you make your reservation OR when you arrive. This deposit will be returned to you at the end of your stay, or within a week of your departure at the latest. However, we reserve the right to retain part or all of this amount 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 €100 for cleaning costs if this has not been carried out on departure. Dogs are not allowed in the accommodation.

➤ Prices, taxes and eco-participation

The prices shown are inclusive of all taxes and do not include eco-participation. Whichever option you choose (bare pitch or rental accommodation), additional charges will be invoiced for extra vehicles, extra tents, animals, visitors, etc. No brochure or website can be guaranteed against possible omissions or printing errors. 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. The tourist tax will be definitively set in the spring by the local council.

2/ Booking conditions

➤ Booking procedures

You can make a booking on our website www.camping-le-rochelongue.com, on www.flowercampings.com or on ACSI for cardholders. All booking requests must be accompanied by :

- the booking contract, duly completed and signed.
- acceptance of the general terms and conditions of sale when booking online
- payment of a 25% deposit covering the cost of the stay, including the price (inclusive of tax) of the services booked and, if applicable, the tourist tax and eco-tax
- and the cancellation insurance premium (if taken out). General terms and conditions of sale on www.campez-couvert.com and must be taken out at the time of booking.
- CHOICE OF PITCH OR PREFERENTIAL RENTAL :
- Our customers may choose a pitch number when booking, **subject to availability**.
- Management reserves the right to change the number allocated. Preferences are not guaranteed unless confirmed in writing by the campsite.

Reservations are not binding until you have received written confirmation of your booking by e-mail, summarising 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 and 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 holiday will be considered cancelled and our cancellation conditions described below will apply.** No change of rate will be made if the ACSI card is presented on arrival when the booking has been made on our website at the normal rate.

All bookings made less than 30 days before the date of arrival must be paid in full at the time of booking, unless you are informed of more favourable conditions.

➤ Right of withdrawal

Under 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 (1 to 6 people maximum, depending on the capacity of the accommodation or pitch), including newborn babies. If, on your arrival, we find 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.

➤ Clientele - Minors, groups and gatherings.

For safety reasons, minors who are not accompanied by their parents or grandparents for the duration of their stay are not accepted on our campsite.

Our establishment is a family campsite. Parties and large gatherings are not possible. For example, Camping Flower Le Rochelongue is not suitable for stag or hen parties. There must be complete silence from midnight to 7am.

➤ Customers - ACSI

Customers with an ACSI card must comply with the campsite's rules and booking conditions.

Customers wishing to benefit from the ACSI rate must book exclusively on the ACSI website for stays of less than 5 nights.

Stays of 5 nights or more at the ACSI rate can be booked on our website and you must indicate at the time of booking in the

'remarks' section that you are a cardholder in order to apply the corresponding rate. No changes will be made to the rate after booking or on site.

It is not possible to reserve a specific pitch. Pitches are allocated by the campsite according to the schedule.

The ACSI customer undertakes to pay the balance of the stay 1 month in advance if the reservation was made in advance and on the day of arrival if the reservation was made on site.

The ACSI rate will only be applied on presentation on arrival of the card filled in with the details of the person staying.

3/ Payment methods

➤ Methods of payment accepted

You can pay for your booking or your stay by the following methods: bank cheque and holiday cheque (to be sent 1 month before arrival), postal order or cash, bank card via Payline. However, by way of exception, bookings made less than 30 days before the start of your stay must be paid for exclusively by credit card.

➤ Visitors

For stays on pitches without a reservation (passing through), you must pay on arrival by credit card, cash or holiday vouchers for the desired length of stay (even ACSI). In the event of advance payment and early departure, no refund will be made. In the event of an extension, we cannot guarantee availability.

4/ Your stay

➤ Before your arrival

Remember to download the Flower application (link in your booking confirmation).

➤ Arrival

- Reception is open 7/7 from 9am to 12.30pm and from 2pm to 7pm during the campsite opening period.
- Campsite pitches may be occupied from 2pm.
- Rental accommodation may be occupied from 4pm and only from 4pm. The inventory must be checked on the Flower app and submitted within 24 hours. Any complaints made after this time will not be taken into account.
- Guests and extras must be notified to reception, but only those registered at the time of booking will be able to stay in the establishment (and enjoy the pool).

➤ Late arrival and early departure

In the event of late arrival and in the absence of a written message from you, the reservation will only be held until 12 noon the following day. In the event of late arrival or early departure in relation to the dates stated 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.

➤ During your stay

It is the customer's responsibility to take out insurance. Flower Camping le Rochelongue accepts no liability in the event of theft, fire, bad weather or incidents for which the customer is responsible. All customers must comply with the internal regulations. Each tenant is responsible for any disturbance or nuisance caused by persons staying with him or visiting him.

Household waste and selective sorting must be deposited in the containers located at the entrance to the campsite. We ask you to respect the environment, trees, plantations, etc. by not throwing polluted water at their feet, and not creating clotheslines from tree to tree. Leave the pitch in the same condition as it was during your stay, by removing paper, rubbish bins, cigarette ends and dog mess etc...

➤ Departure

On the day of departure indicated on your contract:

- The pitch must be vacated by 12 noon at the latest.

- Rental accommodation must be vacated by 10am at the latest. A schedule of appointments for the inventory of fixtures is drawn up at reception (appointments are made on arrival). You must respect the time agreed together according to availability. The security deposit will be returned to you at the end of your stay after the inventory of fixtures has been checked, if the accommodation is vacated in a perfectly clean condition with no equipment missing or damaged. The deposit does not exclude additional compensation if the costs exceed the amount of the deposit. We also reserve the right to deduct the sum of €100 for cleaning costs if this has not been carried out on departure.
- For any late departure by the customer (after 10am), an additional day may be charged at the current nightly rate.

➤ 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.

- A wristband will be given to you on arrival and to those accompanying you who are registered on the contract. It must be worn on the wrist for the duration of your stay. If you refuse to wear it, your booking will be automatically cancelled without refund.
- Vehicles may circulate within the campsite from 7 a.m. to midnight. Outside these hours, an outside car park is available subject to availability.
- The swimming pool is open between 1 May and 30 September from 10am to 7pm. Shorts, T-shirts and overalls of any kind may not be worn for reasons of hygiene.

The booking contract will be automatically terminated in the event of repeated non-compliance, i.e. 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 must leave your accommodation or pitch within 4 hours of the termination of your contract, which will be notified to you by e-mail. No refund will be made by us.

➤ Animals

Dogs and cats, with the exception of category 1 and 2 dogs, are allowed on our campsite only on bare pitches (excluding rentals). Dogs must be kept on a lead within the campsite grounds. Please respect the hygiene and environment of the campsite. The health record must be presented on arrival at the campsite. Anti-rabies vaccinations and a tattoo certificate are compulsory.

➤ Electric vehicles

Recharging electric vehicles on pitches and in rental accommodation is strictly prohibited, for obvious safety reasons.

➤ Image

The campsite is under video surveillance in accordance with prefectural order no. 20210405. During your stay, we may be required to take photographs and/or make videos within the campsite for entertainment and/or communication purposes in which you and the persons accompanying you are likely to appear. By making a reservation, you are deemed to authorise us to use the photographs and/or videos in which you appear for the above-mentioned purposes. You also vouch for this authorisation by the persons accompanying you. Any specific refusal must be notified to us by registered letter with acknowledgement of receipt.

➤ Responsibilities of Flower Camping Le Rochelongue

The customer expressly acknowledges that the campsite may not be held responsible for :

- Unavailability of certain services: One or more of the services we offer (swimming pool, restaurant, activities, entertainment, etc.) may be temporarily unavailable during all or part of your stay. We cannot be held responsible for this and no refund, partial or total, will be made as a result.
- The photos and texts used in the brochures and on the websites are non-contractual. They are for information purposes only.

5/ Changing your holiday

- 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 initial arrival date and subject to availability. You will, however, have to book a new stay at our campsite during the same season as the one in which the initial stay was planned, subject to availability and current prices. Your initial stay may not be changed more than once. If you are unable to honour the holiday substituted for the initial holiday, it will be considered cancelled; the sums paid will not be refunded. If the price of the substituted holiday is higher than that of the initial holiday, you must pay the difference no later than 30 days before the new arrival date. If you fail to do so, the substituted holiday will be considered cancelled and our cancellation conditions described below will apply. If the price of the substituted holiday is lower than the price of the original holiday, we will retain the difference in price as compensation for the loss resulting from the change to the holiday.
- Any request to reduce the length of your stay is considered as a partial cancellation and will be subject to the cancellation and interruption of stay conditions and will not give rise to a refund.

6/ Cancellation of stay

➤ Cancellation by you

Without cancellation insurance :

All cancellations must be notified to us by e-mail or registered letter with acknowledgement of receipt; they will take effect on the date of their first presentation by the postal services:

- Case 1: If your e-mail/courier is presented more than 30 days before your arrival, the amount of the deposit paid, the booking fees paid and, if applicable, the sums paid for cancellation insurance remain the property of the campsite.
- Case 2: If your letter is presented between the 30th and 15th day before your arrival, the deposit and booking fees 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 towards a future stay at the campsite, which must be booked during the same season as the cancelled stay or during the following season. An administration fee of €15 will be charged.
- Case 3: If you have booked your holiday less than 30 days before the date of your arrival, and your letter of cancellation is presented 15 days or more before this date, the sums corresponding to the amount of the deposit, the booking fees and the contribution linked to any cancellation insurance taken out, as referred to in article 2 of these GTCs, will be retained by the campsite; the remainder will be the subject of a credit note to be used against a future stay at the campsite, which must be booked during the same season as the cancelled holiday or during the following season. An administration fee of €15 will be charged.

- Case 4: If your letter is presented less than 15 days before your arrival date, all sums paid to the campsite will be forfeited. To obtain any compensation, we advise you to take out cancellation or holiday interruption insurance when you make your reservation.
- As an exception to the above, if your cancellation is due to the fact that you are staying in an area where a confinement measure prohibiting people living there from moving around to prevent the spread of Covid 19 is in force on the date your stay begins, the amount of the deposit paid, the booking fees paid and, if applicable, the sums paid for cancellation insurance remain the property of the campsite; the remainder will be credited towards a future stay at the campsite, which must be booked during the same season as the cancelled stay or during the following season. This applies even if your cancellation letter is sent to us less than 15 days before the start of your holiday.

With cancellation insurance:

The sums paid are guaranteed in accordance with Gritchen's general cancellation conditions. Flower Camping le Rochelongue is not responsible for any refusal on the part of Gritchen. Claims should be addressed directly to the insurance company www.campez-couvert.com

➤ 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; the sums paid will be refunded in full. However, this cancellation cannot give rise to the payment of damages.

By way of derogation, if our cancellation is the result of an administrative closure imposed in particular to combat the spread of Covid 19, or other, the sums paid will be retained by us and will be the subject of a credit note to be used against a future stay at the campsite, which must be booked during the same season as the cancelled stay or during the following season.

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 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
- Address of the mediator: 14 rue Saint Jean 75017 PARIS,
- Ombudsman's website: www.cm2c.net, - Contact: cm2c@cm2c.net

8/ 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 you make a reservation by telephone or during your stay is as follows:

- Surname and first name of the person making 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 booking 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 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 reservation contract concluded between us;
- Managing any complaints you may have,
- Keeping our customer file,
- To carry out commercial canvassing 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. 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. Individuals may, on grounds relating to their particular situation, object to the processing of data concerning them. To exercise this 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, 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/>).