

CONDITIONS GÉNÉRALES DE VENTE 2026

The **CAMPING LES BOIS FLOTTÉS DE CAMARGUE**, located at SALIN DE GIRAUD 13129 – Route de la Mer, hereinafter referred to as “the host”:

RESERVATION CONDITIONS:Published rates and information are provided for guidance only. Images are not contractual, and texts may contain errors that escaped the author. Only the prices shown on the booking confirmation are contractual. Prices are expressed in euros and include a 10% VAT, in effect as of January 1, 2026, after the establishment’s classification as a 3-star tourist facility.

Rates may be modified during the season depending on demand and the tourism market. The contractual price is subject to change only in case of variation of applicable taxes between the booking date and the payment date.

An individual tourist tax is charged by the campsite for each adult aged 18 or over staying and is fully remitted to local authorities. Its amount is set according to the dates of the stay.

Regarding rentals, only stays of **two nights minimum** are accepted. For a one-night stay, an additional half-night will be charged. One-night bookings are accepted by phone only.

For camping pitches, the base package includes 2 people + 1 pitch + 1 installation + 1 vehicle + access to water and electricity. Maximum occupancy is 6 people per pitch (children under 2 included). Additional persons must pay a daily surcharge per person (see rates in effect set by the establishment).

A booking fee will be applied for all reservations

- Booking fee: €12.00

For accommodation rentals, the package includes the number of people (children under 2 included) specified at booking, up to 6 depending on the type of accommodation chosen.

If the number of occupants exceeds the capacity of the selected accommodation, the campsite will refuse access.

Rented accommodations are equipped and include all kitchenware, utensils, and bedding (pillows and duvets).

Bed linens and towels are not included in the base package. They can be rented at the time of booking (see rates in effect set by the establishment).

In 2026: €15 for 2-person linen pack, €12 for 1-person bed linen pack, and €7 for towel pack.

It is reminded that bunk beds are prohibited for children under 6 years for safety reasons.

All reservations are **nominal** and cannot be transferred or sublet.

The reservation becomes effective after validation by the establishment and payment of a deposit or the total cost of the stay.

PAYMENT CONDITIONS:Accepted payment methods are:• Credit cards: Eurocard, Mastercard, Visa• ANCV holiday vouchers• Bank or postal checks payable to SAS LES ROULOTTES SALINIERES• Cash against receipt at reception• French and foreign bank transfers

For rentals and camping pitches:✓ When the booking is made more than 30 days before the start date of the stay:• A deposit of 30% of the total amount of the stay (accommodation or pitch + options) is required and collected at the time of booking.• The balance of the stay must be paid no later than 30 days before the start date of the stay. Failure to pay will cancel the reservation.

✓ When the booking is made less than 30 days before the start date of the stay:Full payment must be made at the time of booking.

MODIFICATION of stay:For any request to modify the dates or the number of participants in the stay, the host reserves the right to refuse depending on availability and current rates. Any request to shorten the stay will be considered by the host as a partial cancellation. In this case, part of the amount already paid will be retained as compensation.

CANCELLATION OF STAY :• Cancellation by the client: Any request to cancel a reservation must be made by registered letter with acknowledgment of receipt or by email. Refund of amounts already paid will be made only after examination of the file. It will depend on the reason for cancellation and supporting documents provided to the host (accidents, death, illness).Weather phenomena cannot be considered as valid reasons for cancellation.

✓ When the cancellation occurs more than 45 days before the stay: Full refund of amounts already paid.✓

When the cancellation occurs between 45 and 30 days: Refund of 50% of amounts paid for the stay(s). 50% of the amounts paid will be retained by the host as compensation.✓ When the cancellation occurs between 30 and 15 days: Refund of 25% of amounts paid for the stay(s). 75% of the amounts paid will be retained by the host as compensation.✓ When the cancellation occurs between 15 days and 0 day: All amounts paid (deposit and/or balance of the stay) will be retained by the host as compensation for late cancellation.

• Cancellation by the host: In case of cancellation by the host, except in case of force majeure, the stay will be fully refunded.

ARRIVAL AND DEPARTURE:A valid ID of the client and their companions will be required upon arrival at the campsite.

• For camping pitches:The rental of the pitch starts at 12:00, and the pitch must be vacated before 10:00 on the day of departure.After this time, an additional night will be charged to the client.

• For accommodation rentals:The rental of the accommodation starts at 16:00, and the accommodation must be vacated before 11:00 on the day of departure.Upon handover of the keys, a security deposit will be requested from the client (amount indicated below, defined according to the category of accommodation). This deposit will be returned on the day of departure, after inspection and if no damage to the property or equipment provided has been observed.

Security deposit amount for Coco-Sweet and Maori tents: €250.00Security deposit amount for other Mobile Home categories: €400.00

An inventory of the accommodation will be provided to the client on arrival. The client must check it and report any anomalies immediately.

Any dissatisfaction regarding the general condition, equipment, or cleanliness of the accommodation must be reported to the host immediately upon installation, in order to remedy it.No complaint will be accepted after

this time.

Accommodations must be returned in perfect cleanliness, and inventory checked. Any broken or damaged item will be charged to the client, as well as any restoration required. The accommodation deposit will be cashed by the host in that case.

End-of-stay cleaning is the client's responsibility. A deposit of €70.00 will be requested on arrival (not cashed, returned at the end of the stay after satisfactory inspection). The client may opt for a "Cleaning Package", charged €70.00, to be requested at reception on the day of arrival. Dishes, cleaning of stove and sink, and garbage disposal are not included in the cleaning package. These remain the responsibility of the client, otherwise the deposit will be cashed.

The deposit does not constitute a limit of liability.

COMPLAINTS • In case of complaint, the client has 15 days after the end of the stay to report any dispute by registered letter with acknowledgment of receipt to the host's "client" service. The host has 30 days after receipt to respond. If the client considers the response unsatisfactory, they may contact a consumer mediator within a maximum of one year from the date of written complaint to the host. Mediator contact: Médicys – 73 boulevard de Clichy – 75009 PARIS – 01 49 70 15 93 – www.medicys.fr. The mediator can be contacted by mail, phone, or via their website.

- In case of unresolved dispute, the competent jurisdiction is the TARASCON court.

INTERRUPTION OF STAY AND UNUSED SERVICES: Any stay interrupted or shortened (late arrival, early departure, weather event...) by the client will not give rise to any refund. Despite payment of the balance, without news from the client (by email or registered letter with acknowledgment of receipt) 24 hours after the start of the stay, the host reserves the right to reassign the accommodation or pitch. The client cannot claim any compensation. No refund or compensation will be granted for non-use of one or more services, or temporary or seasonal closure of services due to technical, climatic, administrative, or legal reasons.

CLIENT RESPONSIBILITY: The client must have civil liability insurance. Proof of insurance may be requested before the stay.

PETS: Pets are allowed under the conditions below, under their owners' responsibility. These conditions are in the House Rules available at reception. Category 1 and 2 dogs, as well as dogs over 25 kg, are not allowed on the premises. During the stay, the client must have the animal's up-to-date vaccination record. Dogs must be on a leash and not left unattended on the premises (in the accommodation, on the pitch, or in a vehicle). Owners are responsible for cleaning up after their dogs. Non-compliance may result in eviction without refund.

HOUSE RULES: The house rules are displayed at the entrance and at reception. The client must read them upon arrival and agree to follow them. Non-compliance may result in sanctions, including eviction.

IMAGE RIGHTS: During the stay, the client and companions may be photographed or filmed for the host's promotional purposes. The host may use these images for up to ten years. The client is responsible for notifying the host in writing upon arrival if they object.

EXCERPT FROM THE HOUSE RULES: REGISTRATION: We reserve the right to refuse entry or stay to anyone whose behavior may disturb public order. Access to the site is only allowed after registration at reception, with a valid ID. Registration implies acceptance of the house rules. Non-compliance will result in permanent eviction without refund. Visitors are allowed from 9:00 to 23:00 under the responsibility of the host clients.

- Pool: Shorts, bermudas, wetsuits, and loose clothing (dresses, etc.) are not allowed in the pool. Children must be accompanied by an adult.

- Bracelet: Wearing the identification bracelet is mandatory at all times on the campsite.

RESPECT FOR OTHERS: Vehicles may not circulate in the campsite between midnight and 7:00. Speed is limited to 10 km/h. Radios, TVs, and other devices must not disturb neighbors. Sanitary facilities must be kept clean at

all times. Flower beds must be respected.

SAFETY:Smoking is strictly prohibited in accommodations.Only gas barbecues are allowed.Open fires are strictly prohibited by prefectural and municipal order.Charcoal barbecues are prohibited.The management is only responsible for items left at reception; campers are responsible for their own accommodations. Possession of illegal substances is prohibited.Alcohol consumption outside designated areas is strictly prohibited, under penalty of eviction.All clients must comply with the house rules displayed at the entrance and at reception.The establishment has surveillance cameras in accordance with Ministerial Decree No. 2011-86 and the Internal Security Code (arts. L223-1 to L223-9 and L251-1 to L255-1 & arts. R251-1 to R253-4).For information regarding access to images, contact the host at reception or call 04.90.58.25.09.