



GENERAL CONDITIONS OF SALES 2023

CAMPING LES BOIS FLOTTES DE CAMARGUE located in SALIN DE GIRAUD 13129 – Route de la Mer

hereinafter referred to as “the host”:

RESERVATION CONDITIONS:

Prices and published information are communicated subject to printing errors or omissions (non- contractual texts and visuals). Only the prices appearing on the reservation confirmation are contractual. Prices are expressed in euros, and take into account a VAT rate of 10%, in force from January 1, 2022 after tourist classification of the Establishment in the 3- star category. Prices are subject to change during the season subject to changes in demand and the tourist market.

The contractual price is subject to change in the event of a variation in applicable taxes between the reservation date and the payment date.

An individual tourist tax is collected by the campsite for each adult aged 18 and over staying on behalf of local authorities.

Its amount is that in force on the dates of the stay.

For campsites, the basic package includes 2 people + 1 pitch + 1 installation + 1 vehicle + access to water and electricity. Maximum occupancy is 6 people per campsite (baby included). Additional people will have to pay a supplement per day and per person at the current rate set by the establishment. We remind you that the baby is considered a person. If baby included in the reservation, this makes a total of 7 people, it will be necessary and obligatory to rent 2 pitches

We remind you that administrative fees will be applied for all reservations:

- **Application fees: €12.00**

For accommodation rentals, the package includes the number of people (baby included)

planned at the time of booking, up to a limit of 6 places depending on the type of accommodation chosen.

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

The rented accommodation is equipped and includes all kitchen and table equipment as well as bedding.

Sheets and bathroom linen are not included in the basic package. You have the possibility to request rental when making your reservation and they will be billed at the current rate.

12.00€ for the pair of sheets (per bed) and 5.00€ for the pair of towels.

Please note that bunk beds are prohibited for children under 6 years of age for safety reasons. All reservations are nominative and cannot under any circumstances be transferred or sublet.

The reservation becomes effective only after our agreement accompanied by payment of the deposit or the entire stay.

PAYMENT TERMS :

Payment methods accepted:

- **Bank cards: Eurocard, Mastercard, Visa**
- **ANCV holiday vouchers**
- Bank or postal checks payable to SAS LES ROULOTTES SALINIÈRES
- Cash against receipt at the reception desk
- French and foreign bank transfers

For rentals and campsites:

- **When the reservation is made more than 30 days before the start date of the stay:**

- a deposit of 30% of the price of the total amount of the reserved stay (accommodation or pitch + options) must be paid. It is then deducted from the total amount of the stay and will be collected at the time of booking.

- the balance must be paid no later than 30 days before the start date of the stay. Otherwise, the reservation is no longer guaranteed.

- **When the reservation is made less than 30 days before the start date of the stay:**

- full payment for the stay must be made at the time of booking

EDIT:

For any request to modify the dates or the number of participants in the stay, the host will endeavor to accept these requests as much as possible within the limits of availability and according to the rates in force. Any request to reduce the length of stay will be considered by the host as a partial cancellation and in this case, a deduction from the amount already

incurred as compensation.

CANCELATION :

• **Cancellation by the customer:** Any cancellation of a reservation must be made in writing by registered letter with acknowledgment of receipt sent to the host or by email. Reimbursement of the sums paid will only take place after examination of the file and depending on the reason for the cancellation with requests for supporting documents from the host to prove the customer's claims for the cancellation (accidents, death, illness). We remind you that **the weather is not our responsibility** and that any modification or cancellation will be subject to the refund conditions set out below.

Please find below the cancellation deadlines as well as the different percentages retained in the event of late cancellations (cancellations less than 30 days before arrival date, etc.)

- **If you cancel more than 45 days before the date of your stay:** Full refund of amounts already paid

- **If you cancel between 45 days and 30 days:** Reimbursement of 50% of the sums committed for **the stay(s) and 50% of the sums committed will be kept by the host as compensation**

- **If you cancel between 30 days and 15 days:** Reimbursement of 25% of the sums committed for the stay(s) and 75% of the sums committed will be kept by the host as compensation

- **If you cancel between 15 days and 0 days:** The entire amount paid (deposit and/or balance of the stay) will be kept by the host as compensation for late cancellation.

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

ARRIVAL AND DEPARTURE:

The identity document of the customer and possibly those accompanying them will be requested upon arrival.

• **For campsites:**

- Rental of the pitch begins at 12:00 p.m. and must be vacated before 10:00 a.m. on the day of departure.

- After this period, an additional night will be billed to the customer.

• **For accommodation rentals:**

- Rentals start at 4:00 p.m., they must be vacated before 11:00 a.m. on the day of departure.

- When the keys are handed over, a deposit will be requested from the customer depending on the accommodation chosen and the rental inventory will be given to them. The customer is required to check and report any anomalies the same day.

Deposit for Coco-Sweet and MAORI Tents:

€250.00 Deposit for other categories of Mobile

Home: €400.00

Any dissatisfaction regarding the general condition, inventory or cleanliness of the rental must be reported to the host by the client within 24 hours of arrival, in order to remedy it.

No complaints will be admissible after this deadline.

- Rentals must be returned in perfect clean condition, the inventory checked.

Any broken or damaged item will be the responsibility of the customer, as well as the restoration of the premises, if this proves necessary. The rental deposit will be collected by the host.

- End of stay cleaning is the responsibility of the customer. **A deposit of €70.00 will be requested on the day of arrival** (not cashed, it will be returned to you at the end of your stay following a favorable inventory). We remind you that dishes, hob, sink and trash cans are not included in the cleaning package. The latter remain the responsibility of the customers under penalty of collection of the deposit.

The customer has a "Cleaning Package" that he can request when booking for €70.00.

- When the keys are returned on the day of departure, the deposit is returned to the customer after the host has checked the inventory, cleanliness and condition of the rental.

The deposit does not constitute a limit of liability.

CLAIM

- In the event of a complaint, the customer has 15 days after the end date of their stay to report it to the host's "customer" service by registered mail with acknowledgment of receipt. The host has 30 days after receipt of the complaint to respond to it. If the customer considers that he has not obtained a satisfactory response from the host, the latter has the possibility of contacting a consumer mediator within a maximum period of one year from the date of the written complaint addressed to the host. The contact details of the mediator likely to be contacted by the customer are: Médicys – 73 boulevard de Clichy – 75009 PARIS – 01 49 70 15 93 – www.medicys.fr. The mediator can be contacted by mail, telephone or via his website.

- In the event of non-resolution of the dispute, the competent jurisdiction for the resolution of the dispute is the TARASCON court.

INTERRUPTION OF STAY AND UNUSED BENEFITS:

Any interrupted or shortened stay (delayed arrival, early departure, weather event, etc.) caused by the customer will not give rise to any reimbursement. Despite payment of the balance, without news from the customer (by email or registered letter with acknowledgment of receipt), 24 hours after the start of the stay, the host reserves the right to dispose of the accommodation or pitch. The customer will not then be able to claim any compensation. No refund or compensation can be taken into account in the event of non-use of one or more services, or in the event of temporary or seasonal closure of one or more services linked to a technical, climatic, administrative or legislative problem.

CUSTOMER RESPONSIBILITY:

The customer must be insured for civil liability. An insurance certificate may be requested from the customer before the start of the stay.

ANIMALS :

Pets are accepted under the conditions described below, under the responsibility of their owners. These conditions are included in the Internal Regulations available at the Campsite Reception.

Category 1 and 2 animals, as well as dogs weighing more than 25 kilos, are not accepted within the host's establishment.

During the stay, the customer must have the animal's up-to-date vaccination record.

Dogs must be kept on a leash and must not be left unsupervised within the premises of the establishment (in the accommodation, on the campsite or in a car). **The collection of dog waste remains the responsibility of the customer.** In the event of non-compliance with these rules, the host will be entitled to ask the customer to leave the establishment and the latter will then not be able to claim any reimbursement.

INTERNAL RULES:

The internal regulations are displayed at the entrance to the establishment and at reception. The customer is required to read it upon arrival and undertakes to respect it. In the event of non-compliance with the internal regulations, **the host reserves the right to sanction which may include exclusion from the establishment.**

IMAGE RIGHTS:

During the client's stay, the latter and those accompanying them may be photographed or filmed for the host's advertising purposes.

The host may use these images for a maximum period of ten years.

The customer is informed that it is his responsibility to notify the host in writing, upon arrival, of his possible opposition to this practice.

EXTRACT FROM THE INTERNAL RULES:

REGISTRATION :

We reserve the right not to authorize the entry or stay in the Establishment of any person whose behavior could disturb public order.

Access to the land is only authorized after registration at the office, under cover of an identity document. It implies acceptance of the internal regulations.

Failure to comply with this will result in firm and definitive expulsion from the campsite without reimbursement. Visitors are admitted from 9 a.m. to 11 p.m., under the responsibility of the clients visited.

- Swimming pool: Shorts, Bermuda shorts, wetsuits and loose clothing (dresses, etc.) are not allowed in the swimming pool.

Children must be accompanied by an adult.

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

RESPECT FOR OTHERS :

Vehicles cannot circulate in the campsite between midnight and 7 a.m. Speed is limited to 10km/h. Radios, televisions, etc. must under no circumstances disturb your neighbors. Sanitary facilities must be kept clean at all times by users. Floral plantings must be respected.

SECURITY :

Smoking is strictly prohibited in the accommodation. Use of gas barbecues only.

Any open fire is strictly prohibited by prefectural and municipal decree. Charcoal barbecues are therefore prohibited.

The Management is only responsible for items left at the office: the camper remains responsible for his own home. Possession of illicit substances is prohibited. The consumption of alcohol outside the locations and places provided for this purpose is strictly prohibited, under penalty of permanent exclusion.

All customers must comply with the provisions of the internal regulations which are 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 (art. L223-1 to L223-9 and L251-1 to L255-1) & (art. R251 -1 to R253-4)

For any information relating to the right of access to images, contact the host at the Establishment Reception or by calling 04.90.58.25.09