AU BOIS DES BICHES

Terms & Conditions

EN – UK



General Terms and Conditions of Sale Flower Camping Au Bois des Biches

These General Terms and Conditions of Sale are specific to Camping Au Bois des Biches and are intended to define the rights and obligations of the parties in the context of the rental of camping pitches and/or rental accommodation within our campsite. .
They supplement and specify the General Terms and Conditions of Sale of the Flower Campings network.
In the event of any contradiction between the Flower Campings General Terms and Conditions of Sale and these General Terms and Conditions of Sale, the specific provisions of Camping Au Bois des Biches shall prevail

By reserving a pitch and/or accommodation within our campsite, you acknowledge having read and accepted these GTC.

1/ Services - Prices

We offer for rent bare pitches with private sanitary facilities and rental accommodation.

➢ <u>Bare pitch with or without private sanitary facilities</u>
This is a bare pitch for your tent, caravan or motorhome.
The price of your stay is calculated on the basis of a package which necessarily includes the rental of the pitch, the possibility for 2 persons to stay there, the possibility to install 1 tent with 1 vehicle, OR 1 caravan with an additional vehicle OR 1 motorhome; and access to reception facilities, entertainment and sanitary facilities and, depending on the chosen package, a connection to the electricity network, and possibly other options. The use of electrical connections and hook-ups is governed by the Campsite Rules.

At the time of placing the order, you must select the following package:
Comfort Package (outside July and August): Package including electricity and water.
Premium Private Sanitary Package: 1 Comfort pitch + 1 Freecamp (1 covered kitchen with sink, Tabletop refrigerator, microwave and 2-burner gas hob + 1 private sanitary unit with shower, washbasin and WC)
Additional charges (additional person, additional vehicle, pets...) are not included in the above-mentioned packages and will be added thereto.
A security deposit of €200 (€140 for the Freecamp and €60 cleaning deposit) will be requested following your reservation (by cheque or bank card) OR upon your arrival.
The security deposit is requested by way of pre-authorisation or payment guarantee.
It is not cashed.
In the absence of damage, breaches or charges attributable to the client, the security deposit is not retained and the guarantee is automatically released after verification of the accommodation by our teams following your departure.
The campsite does not carry out any material restitution of the security deposit, as it is not intended to be cashed
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 €60 for cleaning costs if this has not been carried out on the day of departure.

➢ Rental accommodation

Our prices include the rental of the accommodation according to the number of persons (depending on the capacity of the accommodation), water, gas, and electricity charges (excluding charging of the engine battery of an electric or hybrid vehicle), parking for one vehicle, access to reception facilities, entertainment and sanitary facilities.

➢ Security deposit

A security deposit of €360 (€230 for the rental and €130 cleaning deposit) and €720 for the Tribu range (€460 for the rental and €260 cleaning deposit) will be requested following your reservation OR upon your arrival (by cheque or bank card).
The security deposit is requested by way of pre-authorisation or payment guarantee.
It is not cashed.
In the absence of damage, breaches or charges attributable to the client, the security deposit is not retained and the guarantee is automatically released after verification of the accommodation by our teams following your departure.
The campsite does not carry out any material restitution of the security deposit, as it is not intended to be cashed
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 €130 (€260 Tribu range) for cleaning costs if this has not been carried out on the day of departure.
.

➢ Common provisions

The prices indicated are expressed in € including VAT and do not include the tourist tax and the eco-contribution.
Whatever the formula adopted (bare pitch or rental accommodation), additional charges will be invoiced for additional persons, additional vehicles, additional tents, animals, visitors...
Our prices are also subject to change depending on economic and commercial conditions.
The contractual price, due by you, is that stated on your booking confirmation.

Flower Campings applies dynamic pricing. As a result, prices may increase or decrease.
“Partner” benefits and promotions cannot be applied to a reservation that has been confirmed, whether it has already been paid in full or in part; these are in no case retroactive.

Thus, it is possible that for the same stay, clients have paid different prices. Clients having paid the higher price may in no case benefit from a refund of the difference between the price they paid and the promotional price.
The tourist tax of 0.65cts, collected on behalf of the municipalities, is not included in the prices. Its amount is determined per person over 18 years old and per night. A mandatory environmental eco-contribution is applied by Camping Au Bois des Biches.
It is set at €0.50 per person and per night, including children and babies.
This contribution is intended to contribute to the environmental management of the site, waste sorting and the preservation of the campsite’s natural areas.
It is not included in the price of the stay.

2/ Booking conditions

➢ General provisions

Our campsite offers family-oriented stays and the accommodation is specially designed for this purpose. By booking a stay within our campsite, you undertake to use the accommodation, pitches and/or campsite facilities peacefully and not to cause any nuisance to other clients and/or staff.

For safety reasons, reservations for integration weekends or group weekends (more than 9 persons) are not authorised, except with the express, prior and written agreement of the campsite.
The reservation of a pitch or accommodation is made on a strictly personal basis. You may under no circumstances sublet or assign your reservation without the prior and express consent of the campsite

➢ Booking procedures

You may make a reservation on our website https://www.camping-les-biches.com/ , the website www.flowercampings.com or by telephone.
Any booking request must be accompanied by:
• payment of a deposit of 30 % of the total price including VAT of the stay, including the price including VAT of the reserved services, and, if applicable, the tourist tax and the eco-contribution,
• payment, if taken out, of cancellation insurance

Reservations made through the Flower Campings website and the campsite website constitute booking requests. Following your booking request, you will receive a first email from our partner Secureholiday. This email only confirms receipt of your request and states that it is being validated. The campsite reserves the right to accept or refuse any request in progress depending on its availability.

A second email from our partner Secureholiday will then be sent to validate or refuse the reservation. During this period, the prices and availability displayed are not guaranteed (see paragraph concerning the price above “Common provisions”). In the event of unavailability of the requested reservation, the campsite may send you a counter-proposal via our partner Secureholiday. This automatically cancels your initial booking request. For any additional information, we invite you to contact the campsite directly.

The reservation made has contractual value only upon receipt of a written booking confirmation, by email, summarising all the information relating to your stay.
The balance of the price of the stay, including the price including VAT of the reserved services and, if applicable, the tourist tax and the eco-contribution, must be paid no later than 30 days before the start of the stay. In the event that the balance is not paid within the above-mentioned period, the stay is considered cancelled and our cancellation conditions described below apply.
Any reservation made less than 30 days before the date of arrival must be paid in full at the time of booking, unless more favourable conditions of which you may be informed.
In this case, payment must have been effectively received and confirmed by the campsite

before the date of arrival. Failing proper receipt of payment before the date of arrival, the reservation will be considered cancelled.

➢ Placing an option
You may make a request for an option only by telephone, email or post to the campsite. No request for an option may be made via the Flower Campings website or the campsite website.
Our campsites accept option requests subject to the following conditions:

- The validity period of an option is set at seven (8) calendar days and three (3) days from the opening of the campsite
- At the expiry of this period, the option shall automatically lapse, without prior notification, and the corresponding stay may be put back on sale by the campsite without notice or reminder.
- Options are admissible only if the reservation is made at least forty (40) days before the planned arrival date.

➢ Absence of right of withdrawal
According to Article L. 221-28 12° of the Consumer Code, the right of withdrawal does not apply to accommodation, transport, catering and leisure services that must be provided on a specific date or period.

➢ Maximum capacity
For safety and insurance reasons, the number of occupants may not exceed the capacity provided for by the type of accommodation or pitch booked (1 to 10 persons maximum, depending on the capacity of the accommodation or pitch), including newborns. If upon your arrival we observe that the maximum capacity of the accommodation or pitch booked is exceeded, we reserve the right to refuse you access to the accommodation or pitch booked, without refund of the price of the stay on our part.

➢ Clients - Minors
Minor children remain under the full responsibility of their parents and/or legal representative throughout the duration of their stay. Flower campsites may only make a reservation for minor children where they are under the responsibility of their legal representative throughout the duration of the stay.

3/ Payment terms

➢ Accepted payment methods
You may pay for your reservation or your stay in euros via the following payment methods:

Bank card, bank transfer and Paypal.

However, by way of derogation, reservations made less than 30 days before the start date of the stay must be paid by bank card exclusively.
Payment by cheque is not accepted except for payment of the deposit and only for a reservation made more than 30 days before the date of arrival.

➢ Passing clientele

For stays on a pitch without reservation (passing), you must, upon your arrival, pay at least the first night. You are also responsible for informing reception of the desired or extended duration of stay. The balance must be paid no later than the day before departure; you must therefore take into account the reception opening hours.
No refund will be made in the event of early departure on your part.

4/ Stay

➢ Handing over of keys

Allocation of the pitch or accommodation number is exclusively the responsibility of the campsite. Only subscription to the "guaranteed pitch choice" option, subject to availability and with indication of the desired number no later than 7 days before the arrival date, makes it possible to guarantee it. After this period, no specific request may be taken into account.

The arrival and departure times to be respected are as follows:
Arrival times:

- From 15:00 for pitches
- From 16:00 for accommodation.

Departure times:

- By 11:00 at the latest for pitches
- By 10:00 at the latest for rentals (departure inventory mandatory between 08:00 and 10:00 for Premium ranges).

The arrival and departure times applicable at Camping Au Bois des Biches are those defined in these General Terms and Conditions of Sale.
They prevail over any generic time that may be mentioned in the General Terms and Conditions of Sale of the Flower Campings network or on any other communication medium.

Any dissatisfaction concerning the state of cleanliness, and/or the general condition of the rental must be notified in writing no later than 24 hours after arrival, in order to allow it to be remedied.
No complaint will be admissible more than 24 hours after the day of arrival.

Your accommodation and/or pitch must be returned in the same condition upon your departure; cleaning must in particular have been carried out by you. Failing this, the campsite reserves the right to charge the cleaning costs to your security deposit in application of Article 1 of these GTC.

The opening hours of the reception office are indicated on the campsite website or may be communicated upon request (telephone, email). Any late arrival must be reported preferably between the day of your reservation and the day before your arrival, so that the

campsite can make arrangements. If you wish to arrive in the morning, you must book the previous night. Any delay in arrival time must be reported in order to allow the reservation to be maintained.

➢ Late arrival and early departure

In the event of late arrival or early departure compared to the dates and times mentioned on your booking confirmation, the entire stay will remain due. You may not claim any refund for the part of the stay not taken.

➢ Animals

Pets are accepted at Camping Au Bois des Biches subject to compliance with the following conditions:
– prior acceptance of the animal by the campsite management,
– payment of a supplement per animal,
– limitation to one (1) animal per accommodation or pitch,
– presentation of an up-to-date vaccination record,
– the animal being kept on a lead at all times within the campsite,
– strict prohibition of access to aquatic areas, sanitary facilities and playgrounds,
– respect for the tranquillity, hygiene and safety of other clients.
Animals displaying aggressive or dangerous behaviour, category 1 and 2 dogs, as well as new pets (NAC) are not permitted.

Management reserves the right to refuse or interrupt any stay involving the presence of an animal where this is likely to affect the safety of persons, the tranquillity of the campsite or the proper conduct of other clients' stays, without such refusal giving rise to compensation.

In the presence of an animal, the client undertakes to take particular care with the cleaning of the accommodation or pitch. Failing this, specific cleaning costs may be charged to the security deposit.

➢ Campsite Rules

You must, throughout the duration of your stay, comply with the Campsite Rules and the rules relating to the campsite swimming pool. We strongly recommend that you read these documents before the start of your stay and we remain at your disposal to send you a copy by email upon request.

➢ Unavailability of certain services - works

The services and facilities that we offer (swimming pool, restaurant, activities, entertainment, etc.) may not be available all year round, in particular for climatic reasons or in the event of force majeure, or may not operate in all seasons of the year. They may therefore be temporarily unavailable during all or part of your stay. The entertainment schedule may also be modified without notice in the absence of the minimum number of participants. No compensation will be due in the event of modification or cancellation of entertainment.

The campsite will use its best efforts to inform you of works or developments undertaken during your stay and will ensure that works disturb your stay as little as possible. In any

event, no compensation shall be due by the campsite in the event of maintenance works and/or urgent works carried out on the campsite during your stay.
Works or developments undertaken by municipalities or by private individuals in the vicinity of the establishments may in no case engage the liability of Flower and/or that of the campsite.

➢ Termination of the booking contract in the event of fault on your part
The booking contract shall be terminated automatically in the event of the occurrence of one or other of the following events:

- In the event of manifest disturbance to public order, the safety of persons or the proper functioning of the campsite, in particular in the event of serious nuisance, aggressive, dangerous behaviour or behaviour manifestly incompatible with the family vocation of the campsite, management reserves the right to terminate the stay contract immediately.
  In this case, the client must leave the campsite within a maximum period of two (2) hours from notification of termination, without any refund of sums being claimable.
- In the event of failure to present at the campsite within 12 hours from the start of your stay and without justification and/or news of your arrival.
  We shall dispose of your accommodation at the end of the above-mentioned 12-hour period if we have not been able to contact you at the contact details communicated when booking your stay.
  We shall retain, where applicable, all sums paid by you; no refund shall be made.

5/ Modification of stay

You may request to modify the dates and/or arrangements (type of accommodation) of your stay within our campsite, provided that your request reaches us by email at least 21 days before the initial arrival date.
However, you must book a new stay within our campsite during the same season as that in which the initial stay was planned, subject to availability and current rates. Your initial stay may only be modified once. If you are unable to honour the stay substituted for the initial stay, it will be considered cancelled; the sums paid will not be refunded.
If the price of the substituted stay is higher than that of the initial stay, you must pay the difference no later than 30 days before the new arrival date. Failing this, the substituted stay is considered cancelled and our cancellation conditions described below shall apply. If the price of the substituted stay is lower than the price of the initial stay, we shall retain the difference in price, in compensation for the loss resulting from the modification of the stay.

Furthermore, any modification of the file or reservation relating to the number and/or age of the participants must be notified in writing to the campsite and prior to arrival at the campsite.

6/ **Cancellation of stay**

➢ Cancellation by you

Any cancellation must be notified to us by any written means on a durable medium (by email, registered letter with acknowledgement of receipt, etc.).

• If your email/letter is received more than 30 days before your arrival, the amount of the deposit paid, and, where applicable, the sums paid for cancellation insurance remain acquired by the campsite. If the balance has already been paid, it will be refunded (where applicable by the cancellation insurance if it has been taken out except where the balance was paid more than 30 days before the arrival date).

• If your letter is received between the 30th and the 15th day preceding your arrival, the amount of the deposit paid at the time of booking, and, if applicable, the sums paid for cancellation insurance at the time of booking remain acquired by the campsite; the balance of the price of the stay will be the subject of a credit note to be used for a future stay within the campsite, which must be booked within one year from the date of the initial stay.

• If your letter is received less than 15 days before your arrival date, all sums paid to the campsite remain acquired by it.

To obtain possible compensation, we advise you to take out cancellation or stay interruption insurance at the time of booking.

By way of derogation from the foregoing,

• If your cancellation results from the fact that you reside in an area subject, on the start date of your stay, to an administrative measure of confinement or restriction of movement of persons, put in place in order to limit the spread of a pandemic-type disease, the amount of the deposit paid and, where applicable, the sums paid for cancellation insurance remain acquired by the campsite; the balance will be the subject of a credit note usable for a future stay within the campsite which must be booked during the same season as the cancelled stay or during the following season, including where the notification of cancellation occurs less than fifteen days before the start date of the stay

In any event, refunds granted in the event of cancellation do not include the amounts paid for the tourist tax and the amount of cancellation insurance.

➢ Cancellation by the campsite

If we are obliged to cancel a reservation that we have confirmed to you, we will inform you as soon as possible by email; the sums paid will be refunded to you in full by bank transfer no later than 15 days following notification of cancellation.

Cancellation insurance

Our prices do not include cancellation insurance. It remains optional and will be offered to you at the time of your reservation. It is not possible to take out this insurance after payment of the deposit, nor to withdraw it once the stay has been confirmed.

7/ Complaints - Disputes

Any possible complaint related to a stay must be made in writing and sent to us by registered letter with acknowledgement of receipt within 20 days following the end of the stay.
In the event of a dispute and failing an amicable solution found within the month following receipt of the above-mentioned complaint letter, you may have recourse free of charge to a consumer mediator, provided that you refer the matter within one year following the sending of your complaint letter.
By default, we propose recourse to the following consumer mediator:

- Mediator body: CM2C,
- Mediator address: 14 rue Saint Jean – 75017 PARIS,
- Mediator website: www.cm2c.net,
- Mediator contact: cm2c@cm2c.net

8/ Personal data

The processing of personal data that we implement for booking purposes is governed by the Flower Personal Data Protection Charter, available on our website: www.flowercampings.com/page/donnees-personnelles

We inform you that you have a specific right to object to telephone canvassing by registering on the Bloctel list (https://www.bloctel.gouv.fr/).

9/ Final provisions

A printing or content error is always possible. We make every effort to provide photographs and illustrations allowing you to have an overview of the services and accommodation/pitches offered. These photographs and illustrations are intended to give an idea of the category of services. Given the diversity of our accommodation and pitches, we present on our websites a general description of our accommodation and pitches and photographs given for information purposes. For more details, please do not hesitate to contact us or contact the campsite directly. The surface areas of the accommodation are approximate and given for information purposes.

We reserve the right to modify or supplement, at any time, all or part of these General Terms and Conditions of Sale. In this case, the new version of the General Terms and Conditions of Sale will be available on the website with its date of entry into force.