

GENERAL CONDITIONS AND RULES OF PROCEDURE

1 - CONDITIONS FOR BOOKING A PITCH

You are free to choose your arrival and departure dates. Pitches have a minimum area of 80m² in accordance with 2011 standards. Your booking is considered confirmed once the Management has accepted your booking request and upon receipt and clearance, within 7 days, of a deposit of 30% of the total cost of your stay, including a €22 booking fee, which may vary depending on any changes. You will then be sent a booking confirmation. If we do not hear from you within 7 days, the booking will be automatically cancelled. The pitch is available on the arrival date specified in the booking contract from 2 pm until the departure date specified in the same contract by 12 noon at the latest. In low season only, and provided your pitch is not re-let after your stay, you may opt for the late departure option at a cost of €10, allowing you to use the pitch for the whole day of your departure. The addition of guests to your stay may, subject to availability and the establishment's approval, incur a supplement of €10 (excl. VAT) per day per additional person. A pitch can accommodate up to a maximum of 6 people, including babies. Any additional guests will be refused, as will any person whose identity was not provided at the time of booking. Minors not accompanied by a parent or legal guardian will be refused.

2 - CONDITIONS FOR BOOKING A MOBILE HOME

In the low season, arrival and departure dates are flexible; the only requirement during this period is a minimum stay of 2 nights. However, in the high season, arrival and departure dates must be on a Wednesday, Saturday or Sunday, and the booking must be for a minimum of 7 nights. The booking is considered final once your booking request has been accepted by the Management and following receipt and clearance, within 7 days, of a deposit of 30% of the total cost of your stay, including a €22 booking fee, which may vary depending on any changes. You will then be sent a booking confirmation. If we do not hear from you within 7 days, the booking will be automatically cancelled. The accommodation is available on the arrival date specified in the rental contract from 4 pm until the departure date specified in the same contract by 10 am at the latest. In low season only, and provided your mobile home is not booked by another guest after you, you may opt for the late departure option at a cost of €20, allowing you to enjoy the accommodation for the whole day of your departure. On arrival, the departure time must be scheduled. The addition of guest(s) to the stay may, subject to availability and the establishment's approval, incur a supplement of €10 excluding VAT per day and per additional person. Any additional person, including babies not included in the maximum capacity of the booked mobile home, will be refused entry, as will any person whose identity was not provided at the time of booking. Minors not accompanied by a parent or legal guardian will be refused entry.

3 - CHANGE OF STAY

Any request to reduce the length of the stay will be considered as a partial cancellation and will result in a cancellation fee according to the schedule. Any change to the stay must be approved by the campsite and will incur a €25 fee.

4 - PAYMENT OF THE STAY

The balance of the stay must be paid at the latest 1 month before the date of arrival for all reservations. After this period, your reservation will be cancelled and the cancellation conditions will be applied. No reservation can be transferred to a third party. Payments can be made in cash, paper holiday vouchers or Connect holiday vouchers, credit card (Visa, Mastercard, Eurocard) or bank transfer.

5 - CONDITIONS FOR CANCELLATION OF A RESERVATION

In the event of cancellation on your part and without subscription to the cancellation guarantee, you will be held back or you will remain liable for: an amount equal to 30% of the total cost of the stay, corresponding to the deposit; As compensation for breach of contract: an amount equal to the total of your stay if you cancel less than 30 days before the planned date of arrival, or if you do not show up on this date. In the absence of a written message from the client stating that he/she has had to postpone the date of arrival, the pitch or mobile home becomes available 24 hours after the date of arrival stipulated in the booking contract and full payment for the services is still required. Telephone messages are not taken into consideration.

6 - DELAYED OR SHORTENED STAY

No reduction or refund will be given for late arrival or early departure. In the event of arrival after the opening hours of the reception or after the date stipulated in the contract, it is imperative to contact us in order to set up an independent arrival procedure. In case of early departure, it is also important to inform the reception in order to anticipate the departure formalities.

7 - SECURITY - CANCELLATION GUARANTEE

We advise you to take out a cancellation insurance policy which will allow you to be reimbursed in the event of an event preventing you from completing your stay. It is the responsibility of caravan and camping car owners to take out insurance for their caravan, camping car, tent, equipment and their civil liability. The Management declines all responsibility in the event of theft, loss or damage due to bad weather or accidents that occur inside the campsite. A cancellation guarantee can be taken out directly with Camping Les Flamants Roses.

8 - DEPOSITS

For mobile homes: you will be asked to pay a deposit of €350, which includes the general condition of the accommodation, cleaning and badge, is required

on arrival. This can be paid by credit card or in cash. Cheques will not be accepted under any circumstances. The deposit is not debited and is automatically cancelled after your departure, provided there has been no damage and the property is in a perfect state of cleanliness. If you choose to leave a cash deposit on arrival, your accommodation must be checked on departure. PLEASE NOTE: for late arrivals after 6 p.m., the deposit must be paid by telephone beforehand, otherwise the keys will not be returned. For pitches: a deposit of 20€ including the badge (+100€ if a fridge is hired) is required on arrival. The conditions for completion and return are the same as for mobile homes.

9 - ACCESS TO THE CAMPSITE

To enter the campsite, you have to pass through automatic gates that operate with a magnetic card reader. This reader will work after registration of your number plate at the reception and will be programmed for the duration of your stay. In case of an extended stay, it is imperative to inform the reception in order to extend your access. BRACELET: For the entire duration of your stay and for all participants over 3 years old, the wearing of a disposable bracelet, which cannot be removed, is compulsory in order to access the campsite and the aquatic area.

10 - RESPECT FOR THE ENVIRONMENT

Containers are available at the selective sorting area at the entrance to the campsite. We ask you to respect the environment by sorting your rubbish but also by behaving responsibly towards the surrounding nature by not throwing polluted water at the foot of the vegetation and by not creating clotheslines between the trees. The pitch must be returned in the same condition as it was given to you during your stay. We ask you not to leave any paper, rubbish bins, cigarette ends, etc. A fee of 30€ will be charged on departure if the pitch is not left clean.

11 - ANIMALS

Only one animal may be admitted per pitch or mobile home, dog or cat. Dogs likely to be dangerous (category 1 and 2, decree of 27/04/99) will be refused. Animals are accepted on presentation of their vaccination certificate (decree of 22/01/85), they must be tattooed or chipped (decree of 30/06/92), they must be non-aggressive and must be kept on a lead. Their soiling must be removed by their owners. Under no circumstances should they be left alone in cars, mobile homes, caravans, tents or be tied to a tree. The animal will also receive a bracelet on arrival which must be attached to the harness or collar.

12 - VISITORS

After having been authorised by the Management, visitors may be admitted to the campsite under the responsibility of the campers who receive them. If these visitors are allowed to enter the campsite, the camper is required to pay a fee of 10€ per day and per visitor, whatever the duration of the visit, insofar as the visitor has access to the campsite's services and infrastructures. Their vehicles must be parked outside the campsite.

13 - TRAFFIC - NOISE

Speed is limited to 10 km/h in the campsite and parking on the paths and access roads is strictly prohibited. Only one vehicle per pitch is allowed. If space permits, a second vehicle may be accepted on the pitch for an additional fee. Vehicles must be parked on the pitch or car park allocated on arrival. It is forbidden to park your vehicle on a neighbouring pitch, even if it seems unoccupied. On arrival, a sticker will be given to you at the reception desk. You must stick it on your windscreen in a visible place. The access gates are closed between 11.30 p.m. and 7 a.m., all traffic is forbidden during this period. The use of sound equipment must not be heard beyond the perimeter of each pitch. From midnight to 8am, everyone must respect their neighbours' right to rest.

14 - AQUATIC AREA RULES

THE SWIMMING POOLS ARE STRICTLY RESERVED FOR CAMPSITE GUESTS WHOSE IDENTITY HAS BEEN GIVEN AT THE RECEPTION. Food and drinks are strictly forbidden in the aquatic area. The wearing of pants, shorts and burkini is forbidden for hygiene reasons.

15 - BARBECUES AND ELECTRIC PLANCHAS

By prefectural decree (n°752-2002), individual fires and barbecues using charcoal and wood are strictly forbidden. A secure collective barbecue is available. Due to a risk of electrical overload, the use of an electric grill and the recharging of vehicles on the site are also prohibited.

16 - IMAGE RIGHTS AND PERSONAL FREEDOMS

The campsite reserves the right to use any photographic material in which you may appear for future publications. In accordance with articles 39 and following of law 78-17 of 6 January 1978, amended in 2004, relating to information technology, files and freedoms, any person may obtain communication and, if necessary, rectification or deletion of information concerning him or her.

Furthermore, the Management informs you that surveillance cameras have been placed on the campsite for your safety and ours. YOUR RESERVATION IMPLIES THE ACCEPTANCE OF THE RULES. THE MANAGEMENT RESERVES THE RIGHT TO EXPEL, WITHOUT NOTICE OR REIMBURSEMENT, ANY PERSON WHO FAILS TO RESPECT THE RULES AND REGULATIONS OR WHO HAS GIVEN FALSE INFORMATION CONCERNING THE OCCUPANTS OF THE ACCOMMODATION.