# GENERAL CONDITIONS AND RULES OF PROCEDURE

## 1 - CONDITIONS FOR BOOKING A PITCH

You are free to choose your arrival and departure dates, with pitches measuring at least 80m² in accordance with 2011 standards. Your booking is confirmed once Management accepts your request and receives the 30% deposit, including a €22 booking fee (subject to change), within 7 days. Otherwise, the booking is automatically cancelled. The pitch is available from 2:00 p.m. on arrival until 12:00 noon on departure. In low season, a €10 late departure option may be available until the end of the departure day, subject to availability. Additional guests may be accepted subject to availability and approval, at €10 excl. VAT per day per person. A maximum of 6 people, including babies, is allowed per pitch. Undeclared guests and unaccompanied minors will not be accepted.

## 2 - CONDITIONS FOR BOOKING A MOBILE HOME

During low season, arrival and departure dates are flexible, with a minimum stay of 2 nights. During high season, arrivals and departures must be on a Saturday or Sunday, with a minimum stay of 7 nights. A booking is confirmed once Management has accepted the request and received the 30% deposit, including €22 administration fees (subject to change), within 7 days. Otherwise, the provisional booking is cancelled. Accommodation is available from 4:00 p.m. on arrival until 10:00 a.m. on departure. In low season, a €20 late departure option may be available until the end of the departure day, subject to availability.Additional guests may be accepted subject to availability and approval, at €10 excl. VAT per day per person. Maximum occupancy must not be exceeded, and all guests must be declared at booking. Minors must be accompanied by a parent or legal guardian.

## 3 - CHANGE OF STAY

Any request to shorten the length of the stay will be considered a partial cancellation and will incur cancellation fees in accordance with the applicable scale of charges. Any modification relating to the stay must be approved by the campsite and will incur a €25 administration fee.

## 4 - PAYMENT OF THE STAY

The balance of the stay must be paid no later than 1 month before the arrival date for all bookings. After this deadline, your booking will be cancelled and the cancellation terms will apply. No booking may be transferred to a third party. Payments may be made in cash, with paper holiday vouchers or Connect holiday vouchers, by bank card (Visa, Mastercard, Eurocard), or by bank transfer.

## 5 - CONDITIONS FOR CANCELLATION OF A RESERVATION

In the event of cancellation by you, without having taken out cancellation insurance, you will be charged or 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 cost of your stay if you cancel less than 30 days before the scheduled arrival date, or if you fail to arrive on that date. In the absence of written notification from the customer stating that they have had to postpone their arrival date, the pitch or mobile home will become available 24 hours after the arrival date specified in the booking agreement, and full payment for the services will still be required. Telephone messages will not be taken into consideration.

## 6 - DELAYED OR SHORTENED STAY

No discount or refund will be granted in the event of a late arrival or early departure. If you arrive outside reception opening hours or after the date specified in the booking agreement, you must contact us in advance so that we can arrange a self-check-in procedure. In the event of an early departure, it is also important to notify reception in advance so that the departure formalities can be arranged accordingly.

## 7 - SECURITY - CANCELLATION GUARANTEE

We recommend taking out cancellation insurance, which will allow you to receive a refund in the event of circumstances preventing you from taking your planned holiday. Campers travelling with caravans or motorhomes are responsible for taking out insurance covering their caravan, motorhome, tent, equipment and civil liability. Management accepts no responsibility for theft, loss or damaged caused by severe weather conditions or accidents occurring within the campsite. Cancellation insurance may be purchased directly from Camping Les Flamants Roses.

## 8 - DEPOSITS

For mobile homes: a €350 security deposit covering the general condition of the accommodation, cleaning and the access badge is required upon arrival. This can be paid by bank card or in cash. Cheques will not be accepted under any circumstances. The security deposit will not be charged and will be automatically cancelled after your departure, provided there is no damage whatsoever and the accommodation is left in a perfectly clean condition. If you choose to leave a cash deposit upon arrival, an inspection of the accommodation must be carried out upon departure. PLEASE NOTE: in the event of a late arrival after reception has closed, the security deposit must be arranged by telephone in advance; otherwise, the keys cannot be handed over. For pitches: a €20 security deposit covering the access badge (+€100 if a refrigerator is rented) is required upon arrival. The same conditions regarding the payment and return of the security deposit apply as for mobile homes.

## 9 - ACCESS TO THE CAMPSITE

To enter the campsite, you must pass through automatic barriers operated by a magnetic card reader. The reader will be activated once your vehicle registration number has been registered at reception and will be programmed for the duration of your stay. In the event of an extension to your stay, you must inform reception so that your access can be extended. WRISTBAND: Throughout your stay, all guests over 3 years of age are required to wear the wristband on their wrist in order to access the campsite and the aquatic area.

## 10 - RESPECT FOR THE ENVIRONMENT

Containers are provided in the recycling area at the entrance to the campsite. We ask you to respect the environment by sorting your waste and by adopting responsible behaviour towards the surrounding nature. Please do not dispose of any polluted water at the foot of the vegetation or set up clotheslines between the trees. Your pitch must be returned in the same condition in which it was provided to you at the beginning of your stay. Please do not leave any paper, rubbish, cigarette butts, etc. behind. A €30 cleaning fee will be charged upon departure if the pitch is not left clean.

## 11 - ANIMALS

Only one pet per pitch or mobile home is permitted, either a dog or a cat. Dogs classified as potentially dangerous (Category 1 or 2, under the French decree of 27 April 1999) will not be accepted. Pets are accepted upon presentation of their vaccination record (French decree of 22 January 1985). They must be tattooed or microchipped (French decree of 30 June 1992), must not be aggressive, and must be kept on a leash at all times. Owners are responsible for cleaning up after their pets. Under no circumstances may pets be left unattended in cars, mobile homes, caravans or tents, or tied to a tree. The pet will also be given a wristband upon arrival, which must be securely attached to its harness or collar at all times.

## 12 - VISITORS

Once authorized by Management, visitors may be admitted to the campsite under the responsibility of the guests they are visiting. If visitors are permitted to enter the campsite, the guest hosting them must pay a fee of €10 per day and per visitor, regardless of the length of their visit, as long as the visitor has access to the campsite's facilities and services. Visitors' vehicles must be parked outside the campsite.

## 13 - TRAFFIC - NOISE

The speed limit within the campsite is 10 km/h, and parking on paths and access roads is strictly prohibited. One vehicle may be parked per pitch. If space permits, a second vehicle may be allowed on the pitch for an additional fee. Vehicles must be parked exclusively on the pitch or in the parking area assigned upon arrival. It is prohibited to park a vehicle on a neighbouring pitch, even if it appears to be unoccupied. Upon arrival, you will be given a sticker at reception, which must be clearly displayed on your windscreen at all times. The access barriers are closed between 11:30 p.m. and 7:00 a.m., and all vehicle traffic is prohibited during this period. The use of sound equipment must not be audible beyond the boundaries of each pitch. From midnight to 8:00 a.m., everyone is required to respect their neighbours' right to rest.

## 14 - AQUATIC AREA RULES

THE SWIMMING POOLS ARE STRICTLY RESERVED FOR CAMPSITE GUESTS WHOSE IDENTITIES HAVE BEEN REGISTERED AT RECEPTION. Food and drinks are strictly prohibited in the aquatic area. The wearing of trousers, shorts and burkinis is prohibited for hygiene reasons.

## 15 - BARBECUES AND ELECTRIC PLANCHAS

Under Prefectural Order No. 752-2002, individual charcoal and wood fires and barbecues are strictly prohibited. A secure communal barbecue is available for your use. Due to the risk of electrical overload, the use of electric griddles and the charging of vehicles on the pitch 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 et seq. of French Law No. 78-17 of 6 January 1978, as amended in 2004, relating to data processing, files and civil liberties, everyone has the right to obtain access to information concerning them and, where applicable, to request its correction or deletion. Furthermore, Management informs you that surveillance cameras have been installed throughout the campsite for your safety and ours.

**YOUR BOOKING IMPLIES ACCEPTANCE OF THESE RULES. MANAGEMENT RESERVES THE RIGHT TO EVICT, WITHOUT PRIOR NOTICE OR REFUND, ANYONE WHO FAILS TO COMPLY WITH THE CAMPSITE RULES OR WHO HAS PROVIDED FALSE INFORMATION REGARDING THE OCCUPANTS OF THE STAY.**