

TERMS OF RENTAL CAMPING LE MAT

Renting a pitch or accommodation indicates full acceptance of the sales terms by the contracting parties. As such, the customer declares to be aware of these terms before confirmation of his rental.

PITCH RENTAL : we offer you a pitch at your disposal. Price is per night of occupation. Pitches are available from 02:30 pm the day of arrival and must be vacated before 12:00 pm the day of departure. It includes installation of a tent, motorhome or caravan, 1 or 2 people and a vehicle. This package gives free access to health facilities, swimming pool (please check opening hours), children playground and our "3.000 sqm Green Space" activities field : petanque, badminton, football etc.

ELECTRIC VEHICLES : The electrical installations of our mobile homes and pitches are not suitable for recharging electric vehicles. It is therefore strictly forbidden to connect an electric or hybrid vehicle to the electrical installations of the mobile home or pitch. In the event of infringement of this provision, the customer will be held responsible for any damage (short-circuit, fire, etc.), material or immaterial, caused by the connection, to the campsite and/or third parties.

SUPPLEMENTS: supplementary guests (adults or children) or items occupying the pitch (a second vehicle, animal(s), electricity, a second tent, are subject to a daily fee.

MOBILE HOME RENTAL: The rental fee includes the rental of accommodation, guests (depending on MH capacity), utilities (water, gas, electricity, excluding recharging the battery of an electric or hybrid vehicle), vehicle parking, access to services of reception, swimming pool, children playground and our "3.000 m2 Green Space" activities field : petanque, badminton etc.. Our MH are fully equipped, only linen and towels are not provided, but we are able to rent you the bed sheets, if necessary. It is strictly forbidden to smoke in the mobile homes, otherwise the deposit will be fully retained. The installation of a tent on the lawn of the mobile home is strictly prohibited. The MH are available from 03:00 pm the day of arrival and must be vacated by 10:00 am the day of departure.

RATES AND TAXES: rates of our brochure are in Euros, including VAT at the rate in effect at the time of ordering. Any rate changed at the billing date will be reflected in the price of goods or corresponding services, the clients recognize and accept this. The amount of the tourist tax varies according to the Municipality.

Our prices may change according to economic and commercial conditions. The contractual price, due by you, is the one indicated on your booking confirmation. Flower Campings applies a dynamic pricing policy. This means that our rates may go up or down over time.

Partner benefits advantages and special offers cannot be applied retrospectively to confirmed bookings whether paid for in part or in full.

As a result, different customers may pay different prices for the same holiday. Under no circumstances will customers paying a higher price be refunded the difference between the price they have paid and the special offer price.

CLIENTS - MINORS : Minor children remain under the full responsibility of their parents and/or accompanying guardians for the duration of their stay. The campsite will only be able to book a stay for a minor if the child is under the responsibility of an accompanying adult or their legal representative. The minors unaccompanied by their parents / accompanying guardians are not accepted on the campsite.

BOOKING CONDITIONS: you can make a reservation at www.flowercampings.com, by telephone, mail or directly on the web site www.campinglemat.com. Upon receipt of your booking (only the contract with the "Terms of Rental" accurately completed and signed will be considered valid) and your deposit, we will send you, depending on available space, a booking confirmation. The contract becomes final only after the sending of the confirmation by the campsite management. The reservation is personal, it is prohibited to sublease or assign to a third party. The cost of sojourn will be paid under the following conditions:

Pitch and Caravaning: a booking deposit of 30% of the total amount is requested +10,00 € application fee + cancellation insurance if purchased. The balance will be paid on arrival with the tourist taxes, before taking possession of the pitch.

Mobile Homes Rental: a booking deposit of 30% of the total amount is requested +10,00 € application fee + cancellation insurance if purchased.

WARNING: Past 15 days from booking, if we will not receive your 30% deposit, we consider your booking as cancelled. The balance and the tourist tax must be paid at least 30 days before the arriving date at the campsite. If the balance is not paid within this period, the stay will be deemed to have been cancelled and our cancellation conditions as set out below will apply. For reservations performed less than 30 days before the date of arrival, full payment is requested when booking the sojourn.

ACCEPTED PAYMENT METHODS

You can pay for your stay in euros using the following payment methods:
bank transfer, credit card, cheque or cash.

However, bookings made less than 15 days prior to your arrival date must be paid for by credit card.

CLIENTS WITHOUT A RESERVATION

For stay on pitches without reservation (passage) you must, on arrival, pay the price of at least the first night. You are also responsible for informing reception of the desired or extended length of stay. The balance is to be paid no later than the day before departure; therefore, you must take into account the opening hours of the reception.

No refunds will be offered in the event of early departure of your part.

COOLING-OFF PERIOD : The cooling-off period stipulated in section L. 221-28 12° of the French Consumer Code (Code de la Consommation) does not apply to the provision of accommodation, transport, hospitality and leisure services supplied on a fixed date or at fixed intervals.

MAXIMUM CAPACITY : In the interests of safety and to comply with the terms of our insurance policy, the number of occupants per rental unit or touring pitch must not exceed the maximum capacity stipulated for that unit or pitch (1 to a maximum of x people depending on unit or pitch capacity) including new-born babies. If it becomes apparent on your arrival that your party exceeds the maximum capacity of the accommodation or camping pitch you have booked, we reserve the right to refuse you access to the accommodation or camping pitch booked. In such a case, we will not to refund the cost of your stay.

DEPOSIT: For rented accommodation a deposit of € 300,00 is required on arrival to avoid any degradation in mobile home. The final cleaning will be done by the Customer. If cleaning is badly done, a deposit of 80,00€ will be taken. The inventory is performed by the Customers upon their arrival, the guarantee depot will be returned within 8 days after departure, next to further damage inspection by the cleaning staff in the absence of damage, and returned in the same state of cleanliness. Without deposit will not be possible to enter the premises. In case of damages the deposit will be charged, if repair costs will exceed the deposit, the difference will be charged to the customer.

Any dissatisfaction concerning the state of cleanliness, anomaly or damage should be reported within 24 hours (an inventory sheet will be provided for this purpose at your arrival). Any breakage or damage shall be reported and replaced or refunded before departure. The accommodation must be left in the same condition in which it was handed over to you.

PREFERENCES: the preferences made during the reservation will be met to the extent of our availability without liability of the campsite.

CANCELLATION INSURANCE: Our price do not include travel insurance. This remains optional and may be offered to you. The Customer may purchase the cancellation insurance, according to the conditions marked in the insurance sales contract.

LATE ARRIVAL, DEPARTURE ANTICIPATES: Pitches and rental accommodations : IF FOR ANY REASON THE DURATION OF STAY IS DELAYED OR SHORTENED THE TOTAL AMOUNT OF THE STAY IS PAYABLE TO THE CAMPSITE (see reimbursement possibilities within the cancellation insurance). You will not be entitled to any reimbursement for the part of the stay not completed.

Arrivals before schedule exposes the client to not be able to occupy the site chosen, unless prior agreement with the management of the campsite. Any late arrival must be notified in writing. If we will not receive communications within 24 hours from scheduled date of arrival. We will dispose of your accommodation at the end of the 24-hour period referred to above if we have not been able to contact you on the contact details provided when you booked your stay.

We will retain any sums you have paid to us; no refund will be made. We reserve the right to dispose of the pitch/rental and to rent it.

CHANGES TO YOUR STAY : You may ask to change the dates and/or the terms (type of accommodation) of your stay at our campsite as long as your request reaches us by email at least 21 days before your scheduled arrival date. However, this is on condition that you book another stay at our campsite in the same season as your initial booking subject to availability and the rates applicable at the time. You may only make changes to your initial stay once. If you are unable to take advantage of the booking made to replace your initially scheduled stay, it will be deemed to have been cancelled and no refund will be made. If the cost of the replacement booking is higher than that of your initially scheduled stay, you must pay us the difference no later than 30 days before your new arrival date. If you fail to do so, the replacement booking will be deemed to have been cancelled and our cancellation conditions as set out below will apply. If the cost of the replacement booking is lower than that of your initially scheduled stay, we will retain this difference as compensation for the prejudice suffered as a result of the changes.

CANCELLATION OF STAY :

Due to the campsite: If we are forced to cancel a booking that we have already confirmed, we will inform you by email as soon as possible and any sums that you have paid to us will be refunded in full.

Due to the Campers :

You must notify us of any cancellation by email or registered letter with acknowledgement of receipt.

- If your email/letter is presented more than 30 days before your scheduled arrival date, any deposit, admin charge and, where applicable, cancellation insurance premium that you have paid will be retained by the campsite.
- If your email/letter is presented between the 30th and the 15th day before your scheduled arrival date, any deposit, admin charge and, where applicable, cancellation insurance premium that you paid at the time of booking will be retained by the campsite. You will be issued with a credit note to the value of the balance of the cost of your stay, which you will be able to use in respect of a future stay at the campsite provided that it is booked within one year from the date of the stay. If you booked your stay less than 30 days before your scheduled arrival date and your email/letter of cancellation is presented 15 days or more before this date, any deposit, admin charge and, where applicable, cancellation insurance premium (as referred to in 2. Terms of booking above) paid will be retained by the campsite. You will be issued with a credit note to the value of any other amounts paid, which you will be able to use in respect of a future stay at the campsite provided that it is booked in the same season as the cancelled stay was booked or the following season.
- If your email/letter is presented fewer than 15 days before your scheduled arrival date, all and any sums paid will be retained by the campsite.

To obtain possible compensation, we invite you to subscribe the cancellation/interruption of stay insurance when booking. This will allow you to obtain partial or total refund of your stay, depending on the conditions of the insurance contract.

The campsite offers you optional Cancellation and Interruption insurance in your rental contract. Our partner Gritchen Affinity will refund all or part of the stay only to customers that have purchased Campez Couvert insurance.

In case of cancellation, please notify the campsite of your cancellation as soon as an event occurs that prevents your departure, by letter or by email. If the claim is covered in the general conditions (available at www.campez-couvert.com or from the campsite), please notify the insurer within 48 hours and provide all the necessary information and supporting documents.

Notwithstanding the above, if you cancel your stay because you live in an area in which lockdown rules forbidding residents to leave the area in order to avoid the spread of COVID-19 are in force on your scheduled arrival date, any deposit, admin charge and, where applicable, cancellation insurance premium that you have paid will be retained by the campsite. You will be issued with a credit note to the value of any additional amount paid, which you will be able to use in respect of a future stay at the campsite provided that it is booked within one year of the date of your stay.

This applies even if your cancellation email/letter is presented less than 15 days before your scheduled arrival date.

- if your cancellation is the result of force majeure, i.e. an unforeseeable, irresistible (insurmountable) and external event (beyond your control), all the sums you have paid will be returned to you.

DAMAGES: equipments and facilities of the campsite must be used in accordance with their ordinary destination. Any degradation of the premises, loss or destruction of movable elements that adorn the accommodations or common buildings it is under the full responsibility of the author. The customer named tenant of rented accommodation or pitch is personally responsible for all damages, losses or ruptures made to the rented accommodation as well as all the camping facilities, committed by persons staying with or visit him. It must be ensured in civil liability (for rentals the deposit does not constitute a limitation of liability).

BARBECUE: Admitted

VEHICLE: a single vehicle per site is admitted. The second car is extra charge, available on site and with the agreement of management.

VISITORS: Once having been authorized by the manager or his representative, visitors can be admitted to the campsite by paying the daily fixed fees and will be under the responsibility of the hosting campers. Being admitted to the campsite implies acceptance of the provisions of the regulation and the commitment to respect them. Visitors' vehicles are not allowed inside the campsite

PETS: Pets are accepted .

We are happy to accept dogs and cats on site except for category 1 "attack dogs" and category 2 "guard and defense dogs", as defined by law n°99-5 of 6 January 1999 - are allowed on our campsite. We require that dogs are kept on a leash within the campsite. Please respect the hygiene and environment of the campsite. The health record of each animal, including, if applicable, the passport showing proof of vaccinations, and in particular the anti-rabies vaccination, must be presented on arrival at the campsite.

Dogs and cats cannot stay alone in the mobile home in the absence of their masters, who is civilly liable. Any breach of these rules will be sanctioned by a breach of contract. Other animals are not allowed.

RULES, DISTURBANCES AND NUISANCE: throughout you stay, you must respect the internal rules of the campsite, a copy of which is displayed at the reception. We are able to send you a copy by email on request.

The booking contract will be terminated automatically in case of the event of repeated non-compliance , that is to say, continued non compliance after a formal notice sent by email to you and/or your companions of our rules of procedure

In this case you must leave your accommodation or pitch within 24 hours of the termination of your contract, which will be notified to you by email. There will be no refund of the price.

The Customers of the campsite are required to comply with the campsite regulations available at reception, especially regarding the nocturnal calm. Disturbances and nuisance: Each Customer is responsible for disturbances and nuisance caused by persons staying with him. When a resident or disorder causes harm to other residents, or reaches the integrity of the facilities can be put an immediate end to his stay, without prejudice claims for compensation as camping Le Mat and third parties might claim against him.

NON-AVAILABILITY OF SERVICES: Some of the services and facilities we offer (e.g. swimming pool, restaurant, activities, entertainment, etc.) may not be available all year round, in particular due to weather conditions or other cases of *force majeure*, and may not operate in all seasons. They may therefore be temporarily unavailable during all or part of your stay. We will do everything we can to let you know about any works or alterations that will be carried out during your stay.

COMPLAINTS – DISPUTES: Any complaint you may have in relation to your stay should be set out in writing and sent to us by registered letter with acknowledgement of receipt within 20 days of the end of your stay. In case of dispute and where no amical settlement has been reached one month after receipt of the letter of complaint specified above, you may take your case to a consumer ombudsman service. You must do this within one year from the date on which you sent your letter of complaint.

If you have no particular preference, you may take your case to the following ombudsman service:

- Ombudsman: CM2C
- Location: 14, rue Saint-Jean 75017 Paris
- Website: <http://www.cm2c.net>
- email: cm2c@cm2c.net

PERSONAL DATA: The processing of personal data that we use for the purposes of the reservations, governed by the Flower Personal Data Protection Charter, available on the website Flower Camping.