

## 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 m2 Green Space" activities field : petanque, badminton, football etc..

**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) a vehicle, 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.

**MINORS :** minors unaccompanied by their parents are not accepted on the campsite.

**Payment of stay:** 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 Caravanning:** a booking deposit of 15% 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 15% 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 15% 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.

**RIGHT OF WITHDRAWAL:** is 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 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 50 € 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 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.

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

**CANCELLATION INSURANCE:** 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). 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 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. Notwithstanding the above, if we cancel your booking because the government has ordered the closure of the campsite, notably in order to prevent the spread of COVID-19, we will retain any sums you have paid us and issue you with a credit note, 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. **Due to the Campers :** You must notify us of any cancellation by email or registered letter with acknowledgement of receipt. This notice will take effect on the date of its first presentation by the postal service.

- 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 in the same season as the cancelled stay was booked or the following season. 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.

**SPECIAL CANCELLATION COVER:** with our special "lockdown refund" offer, you will receive a guaranteed refund for any booking made from 3rd March to 30th June 2021, if you are unable to travel to our campsite because of the French government's COVID measures (travel restrictions, national or regional lockdown, border closure etc...), excluding the travel insurance amount.

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.camez-couvert.com](http://www.camez-couvert.com) or from the campsite), please notify the insurer within 48 hours and provide all the necessary information and supporting documents.

**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:** animals (cats and dogs) are allowed on the campsite except dogs category 1 and 2 (maximum two pets per Mobile Home are allowed). Vaccination papers required. Dogs must be leashed in the campsite. Please respect the health and environment of 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.

**INTERNAL REGULATIONS, DISTURBANCES AND NUISANCES:** 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 to against him.

**IMAGE RIGHTS:** During your stay, you may find that we are taking photographs and/or videos at the campsite. These photographs and videos, which may feature you or other members of your party, may be used in our activities or for publicity purposes. When you complete your booking, we will assume that you are giving us your consent to use any such photographs or videos on which you may appear for the purposes stated above. We will also assume that you are giving this consent on behalf of the other members of your party. Any specific refusal of consent must be notified to us by email or registered letter with acknowledgement of receipt.

**NON-AVAILABILITY OF SERVICES:** You may find that one or more of the services we offer (swimming pool, restaurant, activities, entertainment, etc.) are temporarily unavailable for all or part of your stay. We accept no liability for such non-availability and will not refund any or all of the cost of your stay on such grounds.

**RESPONSIBILITY:** children are under their parents' the responsibility. Camping Le Mat can in no case be held responsible for promises made by its employees or third parties when it is obvious they are different in terms of this booklet or the conditions mentioned in the brochures responsible third parties, unless these promises have been confirmed in writing by ourselves. The responsibility of the campsite beyond its legal responsibility is not committed in the event ( expect ascertained fault) of theft, loss or damage of any kind during or following a stay; failure or decommissioning of technical equipment, breakdown or closure of installation of the campsite; ad hoc measures taken by management to limit the access to certain facilities, including swimming pool, necessitated by the respect of safety standards or works periodic maintenance.

The campsite expressly reserves the right to modify the design and realization of the campsite.

**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 - Centre de la médiation de la consommation de conciliateurs de justice
- Location: 14, rue Saint-Jean 75017 Paris
- Website: [www.cm2c.net](http://www.cm2c.net)
- Telephone: + 33 (0)6 09 20 48 86

**PERSONAL DATA:** We may collect and process personal data about you may when we take your booking and during your stay. If you make your booking on our website or the Flower Campings site at [www.flowercampings.com](http://www.flowercampings.com), any data collected prior to or during your booking will be processed in accordance with the privacy policy and/or the terms and conditions of business that you will be asked to agree to before your booking is confirmed.

The following personal data may be collected when they make a telephone booking or during your stay:

- the first and surname of the person making the booking,
- the telephone number from which the booking is made,
- the email address of the person making the booking,
- the date of birth of the person making the booking and the other members of his/her party.

This data will be collected and processed on the basis of:

- your consent,
- the need to allow the performance of a booking contract between us.

Access to the data will be restricted to us and to Flower SAS (a limited liability company incorporated in France with capital of EUR 92,500, company registration: RCS Toulouse 492 355 508, registered address: Les Espaces de Balma 4-5, 16 avenue Charles de Gaulle, 31130 BALMA).

The data collected will be processed for the following purposes:

- to allow the performance of a booking contract between us,
- to manage any complaints you may make,
- to keep our customer records,
- to allow us and/or Flower Campings to carry out sales prospecting,
- to manage our accounts.

Any other data collected will be kept for five years from the end of your stay except where a dispute remains unsettled at the end of this period, in which case the data will be kept until such time as the dispute is settled.

Please note that in accordance with French data protection law (Loi Informatique et Libertés n° 78-17 du 6 janvier 1978), all data subjects hold the following rights in respect of their data: right of access, right to rectification, right to erasure (right to be forgotten), right to object, right to restriction of processing and right to data portability. In addition, all data subjects may give instructions as to the storage, erasure and communication of their personal data after their death. All data subjects have the right to object to the processing of their personal data on grounds relating to their personal circumstances.

To exercise any of these rights, please send a registered letter with acknowledgement of receipt to this address: Flower Campings, Les Espaces de Balma 4-5, 16 avenue Charles de Gaulle, 31130 BALMA, France, or email: [contact@flowercampings.com](mailto:contact@flowercampings.com).

Any person who is victim of an infringement of one of the rights set out above may file a complaint with the French data protection authority (Commission nationale de l'informatique et des libertés, CNIL) at this address: <https://www.cnil.fr/>.