

General rental conditions, page 1/3

1 - The **names and dates of birth** of all persons occupying the accommodation must be given. **The license plate number** must also be provided on the day of arrival or at the time of booking. **If the rental is accepted**, it will be for **the people registered**. Under no circumstances may they be replaced by third parties. Failure to comply with this clause will result in cancellation of the contract and loss of your deposit and booking fee.

2 - **Any rental request made by a minor** or including minors not accompanied by their legal representative **will not be accepted**.

3 - **Your option is valid for 5 days**. You must send us the rental contract and **a deposit of 25% of the rental price within this period**. If we do not receive the contract and the deposit, your option is automatically cancelled, without any reminder letter. If your reservation is made less than one month before your arrival, you must pay the full amount of your reservation.

The balance of your stay must be paid one month before your arrival. You can pay by credit card or bank transfer. Our bank details are as follows:

IBAN (International Banking Account Number):

FR 76 1710 6011 6718 8981 4900 028

SWIFT (Bank Identification Code): AGRIFRPP871

BOIS FLEURI SAS

ROUTE DE SOREDE

66700 ARGELES SUR MER

4 - **Prices are subject to change**. The campsite reserves the right to change rates at any time. Stays will be invoiced on the basis of the rates in force on the day of booking, subject to availability. We advise you to check the applicable rate by contacting the campsite directly.

5- **Offers and promotions are non-retroactive and cannot be combined**.

6 - **We accept** cash, credit cards (except AMEX), vacation vouchers and bank transfers. Bank cheques are no longer accepted.

7 - **A deposit** will be required on arrival. There are several ways to pay your deposit:

• **BEFORE YOUR STAY :**

- you will be asked to provide a pre-authorized debit of €1 on your credit card. This can be returned to your bank account on the day of your departure, if the inventory of fixtures at the end of your stay matches the inventory of fixtures at the beginning of your stay. In the event of a direct debit, your bank details will be used to cover any repair costs and/or the value of any missing or damaged equipment. (See article 15 of the CGL)

- **ON THE SPOT :**

- **an amount of 100€ (blocked and not available) on your bank card**. This amount will be credited to your bank account within **48 hours** if your inventory of fixtures complies with the inventory of fixtures on arrival.

In the event of express departure or departure outside reception opening hours, Le Bois Fleuri will be the sole judge of the general condition of the accommodation and the quality of cleaning.

CLEANING DEPOSIT : Accommodation must be left clean on departure (floors cleaned, dishes washed, garbage cans emptied, cupboards clean, kitchens and shower/toilet rooms cleaned). If you notice any discrepancies in the condition of your accommodation on arrival, please notify the campsite reception within 24 hours, who will do everything possible to rectify the situation as quickly as possible. Otherwise, it will be very difficult for us to respond positively to your complaint.

If the accommodation is not left clean at the end of your stay, we reserve the right to charge you for the cost of restoring it and to deduct it from your deposit after notifying you (80€ or 100€ depending on the type of accommodation).

ACCOMMODATION DEPOSIT: Accommodation must of course be returned in the condition in which you found it. In the event of damage (breakage, missing items, deterioration), we will inform you and charge the amount necessary to restore the accommodation.

ACCOMMODATION KEY DEPOSIT: lost key: €30. Your deposit may be used to pay any outstanding amounts due on your departure.

8 - It is strictly forbidden to accommodate more people than the maximum capacity of your accommodation. (1 baby is counted as 1 person).

9 - The rental is personal. It is forbidden to assign or sublet to a third party.

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10 - If more than one family is involved, it is essential to submit a rental application for each family.

11 - **We guarantee to hand over the keys at 4pm. Management reserves the right to change this time without prior notice if the accommodation is not ready at the specified time.**

12 - Notify us of any late arrival in order to keep your rental.

13 - Please specify your exact arrival and departure dates. Min. 2 nights in low season, min. 7 nights in high season (Wednesday, Saturday, Sunday*).

*only for certain types of accommodation

14 - All guests **MUST** return their **POLICY FORM / INFORMATION SHEET**. If this has not been done before their arrival, they will have until 3 days after their arrival to send it to us.

15 - Day of departure: your accommodation must be vacated by 10am at the latest. If you leave after 10 a.m., you will be charged for 1 extra night at the rates in force on that date. An inventory of fixtures is carried out on departure. The tenant must inform reception on the day of arrival of any problems concerning the rental. Any damage on the day of departure must be paid for by the occupant. A lump sum of 80€ or 100€ will be retained if the rental has not been cleaned before departure. In the event of express departure or departure outside reception opening hours, deposits will be retained pending an inventory of fixtures by the technical team. Le Bois Fleuri will be the sole judge of the quality of the cleaning.

16 - In the event of early departure, no refund will be made unless you have taken out cancellation insurance and the reason for departure is included in the conditions of use.

17 - Any special requests concerning the stay must be made at the latest when booking and paying the deposit. However, the management cannot guarantee the allocation of a specific accommodation number.

18 - Included in the rental price: electricity, water, gas, unlimited wifi for 4 devices at the same time and a vehicle.

19 - A compulsory supplement is payable on arrival, including: local tax and eco-participation: €2.50/adult/day.

20 - CANCELLATION POLICY **(I Love Bois Fleuri offer not included)**

HIGH SEASON

Up to and including 22 days before date of arrival: to qualify for a 75% refund, cancellation must be made up to and including 22 days before date of arrival. For stays in high season, the 25% deposit will not be reimbursed under any circumstances.

You may, however, reschedule your stay (once) for an equal or higher rate. Date changes are subject to availability and must be made up to and including 22 days before the original arrival date.

21 to 15 days prior to arrival: to receive a 50% refund, cancellation must be made between 21 and 15 days prior to arrival.

From 7 to 14 days inclusive prior to arrival: to benefit from a 25% refund, cancellation must be made before 7 nights prior to arrival.

From 6 days up to and including the date of arrival, or in the event of non-arrival on the scheduled date: if cancellation occurs 6 days or more before the scheduled date of arrival, no refund will be issued.

LOW SEASON

Up to and including 7 days prior to arrival date: to be entitled to a full refund, cancellation must be made within 7 days of arrival.

From 6 days inclusive up to the date of arrival, or in the event of non-arrival on the scheduled date: if cancellation occurs 6 days or more before the scheduled date of arrival, no refund will be issued.

The €20 booking fee is non-refundable.

Remember to take out cancellation insurance

Le Bois Fleuri campsite offers you the option of taking out Cancellation and Interruption insurance as part of your rental contract. Our partner Gritchen Affinity will reimburse all or part of your stay.

In the event of cancellation, please notify the campsite of your withdrawal by post or e-mail as soon as an event preventing your departure occurs. If the claim is covered by the general conditions (available at www.campez-couvert.com or from the campsite), notify the insurer within 48 hours.

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and provide all necessary information and supporting documents.

All cancellation requests must be made by email or by post with acknowledgement of receipt. The day of dispatch and/or the postmark will be taken as proof of cancellation.

21 - Any complaints about your accommodation or the services provided must be sent in writing to Le Bois Fleuri during your stay. After your departure, no complaints will be taken into consideration.

22 - Fees are payable at the reception desk. Fees are posted at the entrance to the campsite and at the reception desk. They are due according to the number of nights spent in the accommodation.

Travelers intending to leave before the reception desk opens must pay their fees the day before.

If there is a balance due on your departure, your deposit can be used to pay it.

23 - In accordance with the provisions of L221-28 of the French Consumer Code, the right of withdrawal cannot be exercised for contracts for the provision of accommodation services, other than residential accommodation, which must be provided on a specific date or for a specific period.

24 - Mediation of consumer disputes

In the event of a dispute between the professional and the consumer, they will endeavor to find an amicable solution. If no amicable agreement can be reached, the consumer may refer the matter free of charge to the consumer mediator to which the professional belongs, i.e. the Association of European Mediators (AME CONSO), within one year of the written complaint sent to the professional.

Referral to the Consumer Mediator must be made :

- either by filling in the appropriate form on the AME CONSO website:

www.mediationconso-ame.com ;

- or by post to AME CONSO, 197 Boulevard Saint-Germain - 75007 PARIS.

25 - Hyperlinks

In order to provide additional information to its textual content, Camping Le Bois Fleuri has inserted a number of links to third-party sites on its website to facilitate access.

Camping Le Bois Fleuri is in no way responsible for these sites and their content, unavailability or advertising. The user alone is responsible for clicking or not on these links and for using the information contained therein.

On the other hand, third-party sites may provide hypertext links to the Camping Le Bois Fleuri website. Such links may only be made with the express prior authorization of the group.

26 - Image

By accepting the present General Rental Conditions, the customer expressly authorizes SAS LE BOIS FLEURI, free of charge, to photograph or film him during his stay and to use the photos, videos or sounds in any medium, for a period of 10 years. This authorization also applies to all persons staying with the customer. It is intended for the national and international promotion of Camping Le Bois Fleuri on its websites, brochures, Facebook, Instagram, commercial presentations or in tourist guides.

27 - Season 2025 changes

Please note that there will be some changes for the 2025 season:

- Chalets Belair Standard will no longer be equipped with toasters.

- Chalets Genêt Confort Plus will no longer be equipped with sheets and a Senseo coffee maker.

- Chalets Family will no longer be equipped with bed linen.

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