Reservations :

- Reservations are accepted only using the reservation form returned by letter, e-mail or through our website; all reservations are upon request, upon availability and after agreement of the camping.
- The reception will issue you a pitch / location trying to take into account your wishes and requirements, without however guaranteeing.
- You can extend your stay or change a pitch / location only upon request and after approval of the reception.
- Upon receipt of your deposit and reservation form (completed and signed), the camping will send a reservation confirmation and the profoma-invoice of the first payment

For a camping pitch :

- The requested deposit is € 120 (including € 20 reservation fee, non-deductible), as well as the cost of cancellation insurance (3% of the total accommodation costs) if syndicated.
- Deposit is to be paid when booking is made.
- The open balance is to be settled upon arrival, before taking possession of the pitch.
- The maximum number of peoples is 6 - if upon arrival your "group" exceeds the maximum number, the camping will have the right to refuse the reservation.
- Guest is to provide a power adapter European plug.
- The arrival-, departure time is noon.
- The camping can mediate in refrigerator rental (tabletop 120 Ltr) from an external party at € 6.50 per day, subject to availability.
  The refrigerator is delivered to your pitch on the day of arrival between 18/19pm (deposit € 100 cash or bij credit card) and will be picked up at appointment on the day of departure before 10am.

For a location / accommodation

- The requested deposit is 30% of total price of services ordered, plus € 25 reservation fee (non-deductible) as well as the costs of cancellation insurance (3% of the accommodation costs) if syndicated.
- First payment is to be paid when booking is made.
- The open balance is to be paid at least 30 days (1 month) before the reserved arrival date, without stimulus. If no payment within the prescribed period is received, the camping reserves the right to cancel the reservation, and the deposit previously paid will remain acquired by the camping.
- For any bank transfers from abroad, the bank costs (e.g. Switzerland) are for the account of the guest.
- Arrival time is from 4pm, departure time between 8 and 10am. During **July and August the formalities can be done** only **as of 1pm.** Guests will not have access to the campsite before 1 p.m. To facilitate maintenance work, cleaning of the mobile homes, etc., the camping can give out the **key** to the mobil home **only from 4pm**. The campsite gives out only 1 key per mobil home.

- A *refundable security deposit* for possible damages etc. of € 300 for the location / accommodation is to be paid upon arrival and before taking possession of location / accommodation. This deposit will be returned the day of departure, after verification by camping staff.
- Any defects / imperfections must be reported immediately upon arrival - also if there are remarks with regard to the cleanliness of the mobile home. If no report has been made upon arrival, the campsite will presume that everything is to guest's satisfactory and so any complaints (later during the stay or/and at departure) will not be processed.
- **Extra Tents, RVs, camper-vans are not allowed on a parcel of a location. Campers & camper vans must be parked on the parking outside the campsite.**
- All locations are equipped with duvets and pillows. The camping has no towel service.
  Only in the mobil homes KEY WEST, CALYS, NEW VALLEY, ORION, SIRIUS, LIVIA cotton bed linen is provided.
  For all other locations we offer the possibility to buy « synthetic » / throw-away bed linen (coversheet, sheet and pillowcases) at 5€ for a single bed and 8€ for a double bed.
- The mobile homes equipped with television only have French channels.
- The campsite asks guests to clean the location themselves at the end of the stay.
  - Cleaning fees
    For the mobile homes: CALYS, NEW VALLEY, ORION, SIRIUS, LIVIA 130 €.
    For the chalets and mobile homes: TITHOME, MOOREA, BALI, RIVIERA, ALIZE, JAVA, TIKI 90 €
    - If the cleaning is not done properly, not enough or "last minute" the full cleaning costs will be charged.
- The maximum number of people per location is noted - if upon arrival the booked group exceeds the maximum number, the camping will have to right to refuse the reservation.

Arrival after closing hours of the reception:

- May, June and September: You can arrive up to a maximum of 8.30 pm;
  You park your car in the parking outside the campsite, and with a valid ID, you can collect the key, map and access code etc at the bar (behind the swimming pool). The ID papers will be returned the next day when the formalities have been completed.
- July and August: You can arrive up to a maximum of 10 pm;
  You park your car in the parking outside the campsite, and with a valid ID, you can pick up the key & map at the guard (at the entrance). The papers will be returned to you the next day when the formalities are done.

Departure before opening hours reception :

If guests wish to leave before the reception opens, we will trust clients to do the cleaning - there will not be an "inventory check", this will be done without your presence. If the cleaning is not done correctly, the cleaning fee will be charged. It is the campsite staff who will make this decision, objectively and with with due care.

Changing a reservation:

Reservations can only be changed in consultation with the reception up to 6 weeks before the planned arrival date, if availability permits.

Late arrival, early departure:

- In the case of a late arrival or early departure in relation to the reserved dates (reservation form / dates booked by guest), there will be no refund. For all locations: if the cleaning is not done properly or not enough, the full cleaning costs will be charged.
- In the event of a late arrival for a **PITCH**, the campsite will ask a notification this. If no adjustment / change is received, the reserved camping pitch will be released and given to other guests the next day as of noon.

Cancellations:

1 - by the campsite:

As a precaution for the safety of guests, due to unforeseen circumstances such as force majeure (unavoidable occurrences such as force of nature etc.), the guest will be refunded the amount already paid.

2 - by the guest:

In the case of a cancellation before 30 days before the reserved arrival date / start of the stay, the deposit will not be refunded.
In the event of a cancellation within 30 days before the reserved arrival date / start of the stay, the total amount will still be due to the campsite.

FOR THESE REASONS, THE CAMPING RECOMMEND YOU CANCELLATION INSURANCE.

The campsite proposes a cancellation insurance through the campsite.
Costs of cancellation insurance are 3% of the total accommodation costs.

The following conditions apply:

- The costs of this insurance must be paid in total, at the same time as the reservation is made.
- In the event of an accident:
  To be able to claim reimbursement insurance, it is necessary to send the cancellation by registered mail, with the evidence included (doctor / medical certificate, testimonials, etc.) within 3 days after the accident.
- The insurance only reimburses the amount already received by the campsite (excluding the reservation fee & costs of the insurance).
- The insurance applies to both camping pitches and locations.

Attention; only the accidents that occur after making a reservation (reservation date) are taken into account with the aforementioned taken into account, any previous accidents with inconveniences resulting will not be taken into consideration.

The insurance can be claimed in the following cases:

- Death, serious accidents, illness (main booker or partner, children and first-degree family such as parents, children, brothers, sisters). Relocations for professional reasons or a change in the holiday period of the main booker or partner, imposed by the employer; proof must be submitted in writing.
- Resignation, economic reasons for the main booker or partner.
- Loss of home due to fire, flood, calamities or vandalism.
- The insurance can be used up to 24 hours before the planned arrival date.
- The insurance stops 24 hours before the start of the planned stay and is not valid during your stay at the campsite.
- The reservation fee and the total costs of the cancellation insurance are NOT included in the insurance.

NOTE: The cancellation insurance is personal, registered, non-transferable and therefore only applies to **one** reservation (one location or campsite).

Damage

- The campsite installations, equipment, structures, buildings etc. must only be used for the intended purpose.
- The main booked / person responsible for any damage, destruction caused, will be held responsible.
- The main booker can be held personally liable for any damage, destruction or damage.
- The main booker is at all times responsible for the behavior of his guests and fellow travelers and for any damage, destruction or damage that they cause.
- The main booker is liable for the rented property.

The main booker must have at least a Legal Liability Insurance.

Wifi / internet

Wi-Fi is accessible everywhere on the campsite. The connection is not always included in the price. With an access code (1 code), you can connect up to two devices but not simultaneously.

Pets

- Pets are allowed on the premises.
  Conditions:
  - Pet is registered when making the reservation.
  - The pet does not disturb peace, calm and safety, also with regard to fellow camping users.
  - The owner of the pet ensures that all hygiene rules are observed and that all installations, structures etc are respected.
  - Pets must be kept on a leash at all times and a valid 'passport' / health certificate from the vet must be provided.
  - Pets are not allowed in / around the swimming pool and not on the landscaped beach.
  - In all locations, pets are prohibited on the beds and/or on the duvets - If camping staff finds that the contrary has happened, cleaning costs will be charged (for duvets, mattresses, etc.).
  - Bags for the needs of pets are available at the reception.
  - **The pet cannot be left alone! Not at the campsite (pitch), nor in or around a location.**
  - The campsite reserves the right to deny access to the campsite to guests who do not comply with the above rules.

Swimming pools - no supervision

- Children must be and remain under the supervision of their parents.
- Access to swimming pool only with (tight) swimming trunks! **Bermudas and shorts are (legally) not allowed** in connection with hygiene rules (Decree 81 - 324 of 7 April 1981).
- It is not allowed to reserve sun beds with towels or other means if you are not staying at the swimming pool. The campsite reserves the right to remove "abandoned" towels etc. without the presence of a person after a certain time.
- The slides are not recommended for pregnant women and people with a heart defect, back problems.
- Use of slides can cause (extra) wear of swimwear, the camping is not liable.

River - no supervision

- The river has no opening or closing time, but as soon as it gets dark, we kindly ask you not to swim in the river for safety reasons.

Animation and Mini club

- The Mini Club is for children from 4 to 12 years old.
- The Mini Club is open daily from Saturday 4 July 2020 up to and including Friday 28 August 2020. The Mini Club is opened every day from 10 a.m. to noon & 3 p.m. to 5 p.m. except Saturdays.
- The evening entertainment is offered by the campsite on Saturday 4 July 2020 up to and including Friday 28 August 2020.
- Everything is open and working until September 11, 2021.
- During the low season (May, June and September) the beach will not be landscaped and the volleyball court will not be accessible.

Bracelets (juli & august)

- Wearing a bracelet in a clearly visible place is mandatory during the entire stay.
- The campsite reserves the right to deny access to the campsite to guests who refuse to wear a bracelet.

Safety

- It is strictly forbidden by law to barbecue (charcoal and electric) or to have an (open) fire at your campsite / plot / beach.
- 2 Charcoal BBQ places have been built and can be used by guests.
- Only gas BBQs (and “skottelbraai”) are allowed on your campsite / plot.
- Fireworks are strictly forbidden in the Ardèche.
- Guests who participate in the activities proposed by the campsite do so at their own risk and for their own responsibility - this also applies to the use of the swimming pool and water slides, the river, play equipment, sports grounds, fitness equipment and children's playground, etc.

House rules

- To get access to the campsite, permission from the reception is required.
  Violation of the house rules can lead to removal from the campsite (with police intervention if necessary).
- Guests from outside the campsite are to obtain a visitor pass (10 € per person per day).
  This pass also gives access to the water park, the beach, the installations, restaurant and bar.
  Guests are required to leave a (valid) ID at the reception, which will be returned upon departure.
- Wearing a (guest) bracelet is mandatory.

- Reception reserves the right to deny guests access.
- Immediate removal from the campsite in cases of (public) intoxication, possession or use of (soft) drugs, vandalism or theft. Any costs arising from this are for the account of the responsible and / or main booker.
- Traffic, noise;
  - Maximum speed is 15km.
  - Your car must be parked on its own camping pitch / plot, even if the adjacent pitch is not in use. It is forbidden to park in the 'alleys' / streets of the campsite, if the car cannot be parked on the camping site / plot (due to lack of space) the car must be parked in the parking lot outside the campsite;
    - RVs, camper-vans are not allowed on a parcel of a location - these must be parked in the parking outside the campsite.
- It is not allowed to drive the car at the campsite after 11 p.m.
- The barrier of the campsite is closed between 11 pm and 7 am.
- Every main booker is and remains responsible for any problems or inconvenience, damage, damage etc. caused by his fellow travelers.
- The campsite requires calmness and tranquility on site from midnight.
- Parents remain responsible at all times for their children or minors traveling with them, including for any (noise) nuisance or destruction caused by youngsters.
- If a guest causes nuisance (day or night) to other guests or affects the integrity of installations, the stay can be terminated immediately, without any form of refund and without being able to claim any claims such as compensation. The campsite reserves the right to recover all costs that must be made from the main booker.
- To guarantee the quality of everyone's stay, the campsite does not accept groups; no bachelor outings etc.
- Motorized vehicles run on the campsite during the day. Make your children aware of their own safety - just like on public roads.
  - this mainly concerns bicycles, scooters, hoover-boards and the like. The campsite is not liable for any accidents.

The responsibility of the campsite, beyond its legal responsibility, does not apply in the following cases;

- Theft, loss, damage or any other incident of any kind, during or after a stay.
- Nuisance as a result of natural phenomena (weather, mosquitoes, flies, lice etc.....)
- Disruptions, decommissioning, or closure of camping equipment or facilities.
- Temporary measures, taken by the management of the campsite, that restrict access to certain facilities (such as swimming pool, slides, sports grounds, etc.) that are necessary for compliance with safety standards or periodic maintenance.
- The campsite reserves the express right to adjust the purpose and realization temporarily.
- The requested deposit is not intended as a limitation of liability. The tenant / main booker must have at least a legal liability insurance.

Any dispute regarding the interpretation or implementation of this contract or the consequences thereof will at all times be brought before the Court of Aubenas (07) by authorized persons

Médiation des litiges de la consommation

Conformément aux dispositions du Code de la consommation concernant « le processus de médiation des litiges de la consommation », le client a le droit de recourir gratuitement au service de médiation proposé par Camping Plage Fleurie. Le médiateur "droit de la consommation" ainsi proposé est MEDICYS. Ce dispositif de médiation peut être joint par : - voie électronique : www.medicys.fr - ou par voie postale : MEDICYS - Centre de médiation et règlement amiable des huissiers de justice- 73, Boulevard de Clichy, 75009 - Paris

Informatique et liberté

Les informations que vous nous communiquez à l'occasion de votre commande ne seront transmises à aucun tiers. Ces informations seront considérées comme étant confidentielles. Elles seront utilisées uniquement par les services internes de Camping La Plage Fleurie, pour le traitement de votre commande et pour renforcer et personnaliser la communication et l'offre de services réservés aux clients de Camping La Plage Fleurie en fonction de vos centres d'intérêts. Conformément à la loi informatique et des libertés du 6 janvier 1978, vous disposez d'un droit d'accès, de rectification, et d'opposition aux données personnelles vous concernant. Pour cela il suffit de nous en faire la demande par courrier à l'adresse : Camping La Plage Fleurie – Les Mazes - 07150 Vallon Pont d'Arc.

Obligation d'information sur le dispositif Bloctel (ART L 223-2)

« Lorsqu'un professionnel est amené à recueillir auprès d'un consommateur des données téléphoniques, il l'informe de son droit à s'inscrire sur la liste d'opposition au démarchage téléphonique. Lorsque ce recueil d'information se fait à l'occasion de la conclusion d'un contrat, le contrat mentionne, de manière claire et compréhensible, l'existence de ce droit pour le consommateur. » Vous pouvez vous inscrire gratuitement sur la liste d'opposition au démarchage téléphonique dénommée BLOCTEL et gérée par la société OPPOSOTEL en vertu d'une délégation de service public.

Sécurité et confidentialité sur le réseau

Les messages que vous nous ferez parvenir par l'intermédiaire d'Internet peuvent être interceptés sur le réseau. Jusqu'à ce qu'ils nous parviennent, leur confidentialité ne peut être garantie. Assurez-vous de ne pas divulguer d'informations personnelles ou confidentielles inutiles, sensibles ou provenant de tiers. De plus, l'indication de la provenance des messages électroniques que nous recevons peut-être falsifiée. Par conséquent, si vous souhaitez nous communiquer de telles informations, utilisez impérativement la voie postale.