

# CosyCamp Terms and Conditions

## 1/ Our services

### Bare location

This is a bare pitch for your tent, caravan or camper.

Your stay is calculated from a basic package that includes the location, the person or persons provided according to the package, your facility, your vehicle and access to reception facilities, entertainment and sanitary facilities. Additional costs (extra person, extra vehicle, pets...) are not included in the package and will be added to the package.

*Nature package:* 1 pitch for 2 people, 1 camper or 1 car with a tent or caravan.

*Comfort package:* Nature + electricity package

*Privilege package:* *Comfort package on a very large area around 200m<sup>2</sup>*

### Rental accommodation

Our prices include people (depending on the capacity of the accommodation), water, gas, electricity, a vehicle, access to reception facilities, entertainment and sanitary facilities. Your accommodation must be restored when you leave.

Your wishes for a specific location or habitat on the campsite can only be satisfied according to our possibilities of reception on your arrival.

### Arrivées - Départs

For bare pitches, departures will be before 10 am, and arrivals from 12 pm For rental accommodation, departures will be before 10 am, and arrivals from 4 pm

### Related activities

Any free or paid activity mentioned in this document may, under certain circumstances, be modified or cancelled upon your arrival on the site. In this respect, we cannot be held responsible.

### Supplements

Whatever the formula adopted, additional fees will be charged for additional vehicles, additional tents, animals, visitors...

Our taxes do not include tourist tax. The tax is charged simultaneously with your accommodation. It is payable at the same settlement dates. It is not modifiable or refundable upon your arrival on the site.

## 2/ Rules of stay

### Methods of payment accepted

For the deposit as for the balance, you can honor your reservation or your stay by the following methods of payment:

Credit card, bank check, holiday check, cash, wire transfer.

Foreign exchange and bank charges are borne by the customer.

### Terms of settlement

Any firm booking request from the buyer must be made in writing and accompanied by:

- payment of a deposit including 25% of the cost of the stay,

- 15 Euros of application fees

This reservation has a contractual value only upon receipt by the buyer, of a confirmation of registration issued by the campsite.

The balance of the stay must be paid at the latest 30 days before the start of the stay. In the event that the balance is not settled within the time specified, it is considered cancelled and our cancellation conditions described below apply.

### **3/ Last minute booking**

All bookings made less than 30 days before the departure date must be paid in full and by credit card only.

### **4/ Delayed arrival and early departure**

In case of delayed arrival or early departure, compared to the dates mentioned on your booking voucher, the entire stay will remain due. You will not be entitled to any refund for the part of the stay not made.

### **5/ No presentation on the campsite**

In case of no show on the campsite within 48 hours from the beginning of your stay and without proof and/or news of your arrival, we will dispose of your accommodation. We withhold fees in accordance with our cancellation conditions.

### **6/ Cancellation**

Because of the buyer:

Any cancellation must be notified by mail, which will take effect from the date of receipt of the mail.

For the cancellation of a bare site, regardless of the date of receipt, the full amount due to the reservation is withheld.

For the cancellation of a rental accommodation:

- more than 30 days before your arrival, the amount of the deposit remains acquired at the campsite
- less than 30 days before your arrival, the total amount of the rental, the booking fee and the insurance contribution are kept.

**To obtain any compensation, we invite you to take out cancellation or interruption of stay insurance when booking.**

Because of the camping:

If Camping Flower is obliged to cancel its rental services of bare pitch and/or rental accommodation on any site appearing on this brochure, any contractor having received his confirmation of stay, will be notified by registered letter and refunded in full up to the amount paid.

### **7/ Dépôt de garantie**

For rental accommodation, a deposit of 230 euros will be required on arrival, which will be returned to you at the end of your stay and at the latest within a week by post

of your departure.

The campsite reserves the right to keep a part or the total sum in case of deterioration of the accommodation and its contents and/or equipment on the campsite.

Camping also reserves the right to deduct the sum of 40 euros to offset the cleaning costs if it was not made at the time of departure.

### **8/ Minors**

Unaccompanied minors are accepted with parental permission.

### **9/ Animals**

Dogs and cats except category 1 and 2 are allowed. They are subject to a tariff of 3 Euros/night and per animal.

We require dogs to be kept on a leash at campsites. Be sure to respect the hygiene and environment of the host campsite. The health booklet must be presented when you arrive at the campsite. Rabies vaccines and tattoo certificates are mandatory.

### **10/ Claims**

Any complaint following a stay must be made in writing, and sent by registered letter with acknowledgement of receipt, within 20 days of your stay.