

CONTRAT DE RÉSERVATION / BOOKING FORM

02.51.22.30.49 | contact@campinglebeauchene.com | www.lebeauchene.com



Entre le soussigné et Flower Camping Beauchêne, il a été convenu et arrêté ce qui suit / Between the undersigned and Flower Camping Beauchêne, the following has been agreed upon:

Nom / Name :

Prénom / First Name :

Date de naissance / Date of birth :

Adresse / Address :

Code postal / Post Code :

Ville / Town :

Pays / Country :

Téléphone / Phone :

Portable / Mobile :

Email :

ACCOMPAGNÉ(E) DE / ACCOMPAGNIED BY

Nom Prénom Name & First Name	Date de naissance Date of birth
1	
2	
3	
4	
5	
6	
7	
8	
9	

Nombre total de personnes / Total number of persons :

Nombre de voiture supplémentaire / Number of car :

DATE D'ARRIVÉE / ARRIVAL

..... / /

Location : à partir de 16h | Emplacement : à partir de 15h

DATE DE DÉPART / DEPARTURE

..... / /

Location : avant 10h | Emplacement : avant 12h

EMPLACEMENTS / PITCHES

- Forfait Confort (10A) / Comfort Package (10A)
 Forfait Privilège (10A) / Privilege Package (10A)
 Forfait Ready to camp (6A) / Ready to camp Package (6A)
 Forfait Freecamp Original / Freecamp Original Package

 Nb : Dim : x Dim : x

Suppléments :

- Animal Location réfrigérateur 20€ / semaine / Rental fridge
 Voiture supplémentaire / Additional car
 Tente supplémentaire :

- Location lit bébé 10€ / semaine / Baby bed rental
 Location chaise bébé 10€ / semaine / Baby chair rental
 Location drap lit double 10€ / Bed linen rental
 Location drap lit simple 7€ / Bed linen rental

LOCATIONS / MOBIL-HOMES

- Funflower STANDARD 20m² - 2 ch - 4 pers
 Freeflower STANDARD 37m² - 2 ch - 5 pers
 Coco Sweet STANDARD 16m² - 2 ch - 4 pers
 Bungalow toilé Amazone STANDARD 20m² - 4 pers
 Cabane nature STANDARD 16m² - 2 ch - 4 pers
 Sweet Flower PREMIUM 43m² - 2 ch - TV - 4/6 pers
 Homeflower PREMIUM 31m² - 3 ch - TV - 6/8 pers
 Mobil-home 2sdb PREMIUM 33m² - 2 ch - TV - 4/6 pers
 Mobil-home CONFORT 38m² - 4 ch - TV - 8/10 pers
 Mobil-home STANDARD 30/32 m² - 3 ch - TV - 6/8 pers
 Mobil-home CONFORT 27m² - 2 ch - 5 pers
 Mobil-home CONFORT 24m² - 2 ch - TV - 4 pers
 Mobil-home STANDARD 16m² - 1 ch - TV - 2 pers
 Mobil-home STANDARD 30m² - 2 ch - TV - 4/6 pers
 Mobil-home STANDARD 30m² - 2 ch - 4/6 pers
 Mobil-home STANDARD 22 à 25m² - 2 ch - 4 pers
 Mobil-home STANDARD sans sanitaires 20m² - 2 ch - 4 pers
 Chambre CONFORT type hôtelier - 2 pers

MON RÈGLEMENT / MY ADVANCEAvance séjour (30%) : €
Advance stay (30%)Frais de dossier : OFFERTS
Application fees : FREEAssurance annulation :
Facultatif 4% du montant total du séjour
Optional 4 % of the total amount of the stay

Je joins donc un acompte de / I enclose an advance of : €

MODE DE PAIEMENT / PAYMENT METHOD

- Chèque bancaire à l'ordre de « Camping Beauchêne » Chèque vacances ANCV Carte bancaire (contactez-nous)
Bank cheque Credit card (contact us)

AGRÈMENT / AGREEMENT

Déclaration du client : J'ai plus de 18 ans et je déclare avoir pris connaissance et accepte les conditions de vente, le règlement intérieur et le tarif applicable pour l'année, je certifie que mon état civil est bien celui indiqué ci-dessus et que mon adresse est bien exacte.

Je m'engage à régler le solde de mon séjour 30 jours avant l'arrivée.

Customer's declaration: I am over 18 years old and I declare to have read and accept the conditions of sale, the rules of procedure and the rate applicable for the year, I certify that my civil status is the one indicated above and that my address is correct.

I agree to pay the balance of my stay 30 days before arrivals.

Je déclare avoir pris connaissance et accepte sans réserve les conditions générales de vente figurant au verso.

À, le / /

Signature, précédée de la mention « bon pour acceptation » :
Signature, preceded by the mention « good for acceptance » :

TERMS & CONDITIONS OF BUSINESS



1/ Terms of booking

1.1 The reservation

You can make a booking on our website at www.lebeauchene.com, by email or by telephone. Before sending a reservation, call to find out about availability.

1.2 Accepted payment method

As for the deposit as for the balance, you can honor your reservation or your stay by the following payment methods: credit card or bank check.

1.3 Terms of payment

Any firm reservation request from the buyer must be made in writing, involves the signing of a reservation contract and must be accompanied by :

- For a reservation more than 30 days before your arrival, a deposit of 30% of the amount of your stay is requested, to which is added the amount of cancellation insurance (if subscribed). The receipt of the deposit validates the reservation request.
- For a reservation less than 30 days before your arrival, the full amount of the stay to which is added the amount of cancellation insurance (if subscribed), is to be paid on booking.

The reservation is final as soon as it is the subject of a written confirmation from us.

The balance of the stay is to be paid no later than 30 days before the start of the stay. In the event that the balance is not paid within the time limits indicated, it is considered canceled and our cancellation conditions described below apply.

1.4 Reservation modification

You can ask to change the dates and/or details (type of accommodation) of your stay at our campsite as long as we receive your request by email at least 21 days before your arrival date.

In such a case, you must book another stay at our campsite in the same season as your original booking subject to availability and at the applicable rates. You may only change your initial booking once. If you are unable to honor your rearranged booking, your stay will be deemed cancelled and we will retain any money you have paid to us. If the price of the rearranged stay is greater than that of the initial booking, you must pay us the difference no later than 30 days before your rearranged arrival date. Failing this, the rearranged stay will be deemed cancelled and the terms of cancellation set out above will apply. If the price of the rearranged stay is lower than that of the initial booking, we will keep the difference in price as compensation for the loss suffered as a result of the change. No modification can be made on arrival, no refund will be made. In case of late arrival or early departure, compared to the dates mentioned on your booking voucher, the entire stay will remain due. You will not be able to claim any reimbursement for the part of the stay not made. In the event of a no-show on the campsite within 24 hours of the start of your stay and without proof and / or news of your arrival, we will have your accommodation. The reservation will be canceled automatically without you being able to claim any compensation.

1.5 Cancellation

Cancellation by you: 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 we receive your email/letter more than 30 days before your arrival date, we will retain your deposit, the admin charge and any holiday cancellation insurance premium you paid at the time of booking.
- If we receive your email/letter between the 30th and the 15th day before your arrival date, we will retain your deposit, the admin charge and any holiday cancellation insurance premium you paid at the time of booking. We will refund you the balance of the price of your stay in the form of a credit note that you can use for a future stay at our campsite and which you must book for the same season as the cancelled stay or the following season. If you booked your stay less than 30 days before your arrival date, and we receive your cancellation email/letter 15 days or more before this arrival date, we will retain your deposit, the admin charge and any holiday cancellation insurance premium you paid at the time of booking. We will refund you the balance in the form of a credit note that you can use for a future stay at our campsite and which you must book for the same season as the cancelled stay or the following season.
- If we receive your email/letter less than 15 days before your arrival date, we will retain any money you have paid us.

To get any compensation, we invite you to take out cancellation insurance when booking.

Cancellation by the campsite: If the campsite has to cancel its rental services for bare pitches and/or rental accommodation, any contracting party having received their confirmation of stay, will be notified by registered letter and then reimbursed in full up to the sums he has paid.

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.

2/ Your stay

2.1 Touring pitches

A touring pitch is a camping pitch designed to take a tent, caravan or motorhome.

Your stay is calculated from a basic package which includes the location, two peoples, your installation, your vehicle and access to reception, entertainment and sanitary facilities. Additional costs (additional person, additional vehicle, pets, etc.) are not included in the package and will be added to it. You must have an electrical adapter (not supplied) for a European plug in order to be able to connect to the electrical terminal at your location.

Comfort Package: 1 pitch with electricity (10A) for 2 peoples, 1 car with 1 tent, caravan or motorhome.

Privilege package: Comfort package + pond view

2.2 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 to its original condition upon departure. Your wishes for a specific location or habitat on the campsite can only be fulfilled according to our reception possibilities on your arrival. It is strictly forbidden to smoke in the rentals, any deviation will result in the payment of the deposit of 300€. If you have any complaints about the cleanliness or general state of your rental unit, you should inform us within 24 hours of your arrival so that we can take the necessary action. We will not be able to act on complaints received after this 24-hour period.

For hygiene reasons, sheets are not provided.

2.3 Arrivals and departures

Touring pitches: Arrivals are from 3:00 p.m. to 6:00 p.m. (in low season) and 7 p.m. (in July and August). Departures are before 12:00 p.m.

Rental accommodation: Arrivals are from 4:00 p.m. to 6:00 p.m. (in low season) and 7 p.m. (in July and August). Departures are before 10:00 a.m.

2.4 Deposit

For rental accommodation, a deposit of 300€ to cover the costs due to any damage and a deposit of 70€ for cleaning, will be requested upon arrival. They will be returned to you on the day of your departure depending on the inventory. The campsite reserves the right to keep a part or the total amount in the event of deterioration of the accommodation and its content and / or equipment on the campsite.

For bare pitches, a deposit of € 20 for the entry barrier access card will be required.

2.5 Additional activities

Any free or paid activity, mentioned in this document may, in certain circumstances beyond our control, be modified or canceled upon your arrival on the site. As such, our responsibility can not be engaged.

2.6 Supplements

The prices indicated include VAT but do not include French tourist tax (or *taxe de séjour*). The tax is billed simultaneously with your accommodation. It is payable on the day of your arrival at the campsite.

Whether you book a touring pitch or a rental unit, extra charges will be made for additional people, additional vehicles, additional tents, pets, visitors, etc.

In addition, our prices may vary in line with economic and market conditions. The agreed price payable by you is the price 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.

2.7 Under 18s

In the interests of safety, children under the age of 18 must be accompanied by their parents or grand-parents for the entire length of their stay.

2.8 Pets

We are happy to accept dogs and cats on site with the exception of category 1 dogs (also known as 'attack dogs') and category 2 dogs (also known as 'guard and defence dogs') within the meaning of French Law No. 99-5 of 6 January 1999. Dogs must be kept on a lead at all times when on site. Please respect the campsite by cleaning up after your pets. When you arrive on site, you will be asked to present your pet's health passport including evidence of any mandatory vaccinations, in particular an anti-rabies vaccination. You must also be able to show us your pet's microchip or tattoo certificate and a third-party liability insurance certificate. Animals should not be left alone on the pitch. Only one animal is accepted in rentals and per pitch.

2.9 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.

3/ Rules

You will be expected to abide by our Campsite Rules throughout your stay and will make his children respect them. You will find a copy of these rules on display at reception but we would be pleased to email you a copy of them if you wish.

The day: respect for places (the location is kept in perfect condition) ; respect for the neighborhood (beware of noise).

The night: absolute silence from 11 p.m., except in the entertainment room during show evenings (11:30 p.m.). The campsite is prohibited to all traffic between 11 p.m. and 8 a.m.

Visitors must imperatively present themselves at reception. Their vehicles must stay outside the campsite. The visitor does not have access to the swimming pool.

Electric barbecues are prohibited. Campfires are prohibited. Charcoal and gas barbecues are authorized and remain the responsibility of the tenants in the event of fire or accident.

Access to the swimming pool is free for campsite guests. Bathing shorts and boxers are prohibited (bathing briefs and boxers only allowed). Children under 10 unaccompanied by an adult are prohibited. Children are under the supervision and responsibility of parents. Compliance with posted recommendations is required.

4/ Responsibility

The establishment is not liable in the event of theft, loss or damage of any kind during or following the stay and in the event of breakdown or shutdown of technical equipment. In the event of non-compliance with the regulations causing inconvenience to others, the management reserves the right to terminate the contract without compensation.

Campers are responsible for the equipment made available to them in the rental accommodation. Any damage, breakage or theft will be at its expense. Intentional damage or damage due to improper use of the outdoor facilities provided will be the responsibility of the campers.

Electric vehicles: The electrical system in our mobile homes is not suitable for charging electric vehicles.

It is therefore strictly forbidden to connect an electric or hybrid vehicle to the mobile home's electrical system. In the event of an infringement of this provision, the customer will be held responsible for any material or immaterial damage (short-circuit, fire, etc.) to the campsite and/or third parties caused by connection of a vehicle.

5/ 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 amicable 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: CM2C – 14 rue Saint Jean 75017 PARIS – www.cm2c.net.

6/ 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, 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 you 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. 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/>.