



Flower Camping LE PRE DES SABLES **Terms & Conditions of Business 2026**

These Terms and Conditions of Business set out the rights and obligations of the parties to rental agreements for touring pitches and/or rental accommodation at our campsite from the flower network.

By booking a pitch and/or rental accommodation at our campsite from the flower network you are acknowledging that you have read and agreed to these Terms and Conditions of Business.

1/ Services – Rates

Our business is the offering of touring pitches and rental accommodation for rent.

➤ Touring pitches

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

The price of your stay is calculated on the basis of our standard package, which includes rental of the pitch, the right to pitch a tent, caravan or motorhome on it, the right for two people to camp on it, one vehicle in addition to your tent or caravan, access to our leisure and toilet/washing facilities, our activities and an electrical hook-up. The use of electrical connections and hookups is governed by the campsite's internal regulations

Comfort package: Package 2 people + 1 installation + electricity

Hiker package: Package 1 person on foot or by bike + 1 installation + electricity

Freecamp package: Comfort package including a pitch with shower and private WC + kitchen area

Additional costs (additional person, additional vehicle, pets, etc.) are not included in the aforementioned packages and will be added to the latter.

Charges for additional extras (additional person, additional vehicle, pets, etc.) are not included in the packages listed above and will be added to them where appropriate.

➤ Rental accommodation

Our prices include the rental cost depending on the number of people (as per capacity of unit), the cost of water, gas and electricity, (excluding recharging of the engine battery of an electric or hybrid vehicle) parking, access to our leisure and toilet/washing facilities and our activities.

Once you have made your booking OR on arrival you will be asked to pay a breakages deposit of 300 EUR, which will be refunded to you at the end of your stay or by post within no more than eight days after your departure. However, we reserve the right to retain all or part of the breakages deposit in the event of damage to or undue wear and tear on the accommodation and/or its contents and/or campsite equipment.

We also reserve the right to deduct the sum of 80 EUR by way of a cleaning charge if your accommodation has not been cleaned at the time of your departure.

➤ General provisions

All prices quoted include VAT but exclude French tourist tax.

Whichever option you chose (touring pitch or rental accommodation), additional charges will be made for additional vehicles and tents and for pets, visitors...

Please note that despite our best efforts the content of brochures and websites may include printing errors and omissions and that our prices are subject to change in line with economic and business conditions. The contract price payable by you is the price indicated in 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.

The tourist tax collected on behalf of the municipalities is not included in the rates. Its amount is determined per person and per night. It may be, depending on the municipalities, collected on site.

2/ Terms of booking

➤ General provisions

Our campsites offer family-oriented holidays, and the accommodations are specifically designed for this purpose. By booking a stay at the campsite, you agree to use the accommodations, pitches, and/or campsite facilities peacefully and to avoid causing any disturbance to other guests and/or staff.

For safety reasons, bookings for team-building weekends or group stays (more than 9 people) are not permitted, except with the express, prior, and written consent of the campsite management. Booking a pitch or accommodation is strictly personal. You may not, under any circumstances, sublet or transfer your booking without the express prior consent of the campsite management.

➤ Booking

You can make a booking on our website at <https://www.campinglepredessables.fr/home.html> on the Flower website at www.flowercampings.com or by telephone.

At the time of booking, you will be required to:

- pay a deposit of 30% of the cost of your stay including the cost (incl. VAT) of any services you have pre-booked and French tourist tax where applicable,
- an admin fee of 0 EUR
- your holiday cancellation insurance premium (if you have chosen this option).

Reservations made through the Flower Campings website and the campsite's website constitute booking requests. Following your booking request, you will receive an initial email from our partner, Secureholiday. This email simply confirms receipt of your request and indicates that it is being processed. The campsite reserves the right to accept or decline any pending request based on availability.

A second email from our partner, Secureholiday, will then be sent to you to confirm or decline the reservation. During this period, the displayed prices and availability are not guaranteed (see the "General Terms and Conditions" section above regarding pricing). If your requested reservation is unavailable, the campsite may send you an alternative offer via our partner, Secureholiday. This alternative will automatically cancel your initial booking request. For any further information, please contact the campsite directly.

Your booking is not contractually valid until you have received a written booking confirmation by email recapping the details of your stay.

The balance of the cost of your stay, including the cost (incl. VAT) of any services you have pre-booked and French tourist tax where applicable, must be paid no later than 30 days before the start of your stay. 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.

All bookings made less than 30 days before your arrival date must be paid for in full at the time of booking unless more favourable terms are available. You will be informed of any such terms at the time of booking.

➤ Placing an option

You can only request an option by phone, email, or mail directly to the campsite. No option requests can be made via the Flower Campings website or the campsite's website.

Our campsite accepts reservation option requests subject to the following conditions:

- The validity period of an option is set at seven (7) calendar days (or any other period specified in the special conditions).
- Upon expiry of this period, the option is automatically considered void, without prior notice, and the corresponding stay may be made available for sale again by the campsite without prior notice or reminder.
- Options are only valid if the reservation is made at least forty (40) days before the scheduled arrival date.
- No options will be accepted for stays planned in July and August, when they concern these same periods.

➤ No Cooling-off period

The cooling-off period 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 8 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.

➤ 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 unless you have requested and we have authorised an exception to this rule by email prior to your arrival.

3/ Terms of payment

➤ Accepted payment methods

You can pay for your booking or your stay using any of the following payment methods:

credit card, money order, transfer

Notwithstanding the above, bookings made less than 30 days before your scheduled arrival date must be paid for by bank debit or credit card.

➤ Passing trade

Customers renting a touring pitch without booking will be required to pay for at least the first night of their stay on arrival. You will also be asked to inform reception of how long you wish to stay. You will then be required to pay the balance of the cost of your stay during reception opening times no later than the day before your departure. If you pay in advance but subsequently decide to leave before the end of the period for which you have paid no refund will be made.

4/ Your stay

➤ Handover of keys

In low season: rental: arrival 2 pm / departure 10 am; bare pitch: arrival 2 p.m. / departure 12 p.m.

In high season: rental: arrival 3.30pm / departure 10am; bare pitch: arrival 1:30 p.m. / departure noon

Your preferences for a specific pitch or accommodation on the campsite can only be met based on availability upon your arrival.

Check-in inspections are self-guided, with a map provided to help you easily find your way to your accommodation/pitch.

However, check-out inspections for rental accommodations and Freecamp pitches are carried out by our staff and are mandatory. Registration must be completed at reception during your stay.

Please note that if you have expressed a preference for a particular pitch or rental unit we will do our best to accommodate your wishes but cannot guarantee to satisfy them.

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.

You are expected to leave your pitch or rental unit in the condition in which you found it. In particular, you are required to carry out the necessary cleaning before your departure.

If you fail to do this, we reserve the right to deduct cleaning costs from your security deposit as set out in section 1 of these Terms and Conditions.

The reception desk's opening hours are listed on the campsite's website or can be obtained upon request (telephone, email). Any late arrival must be reported as soon as possible between the day of your booking and the day before your arrival, so that the campsite can make the necessary arrangements. If you wish to arrive in the morning, you must book the previous night. Any delay in arrival time must be reported to ensure your booking is maintained.

➤ Late arrival/early departure

If you arrive later or depart earlier than the dates indicated in your booking confirmation, you will nevertheless be charged the full price of your stay. No refunds will be made for nights on which your pitch/rental unit is booked but not occupied.

➤ 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.

Your pet is not allowed near the swimming pool.

➤ Campsite rules

You will be expected to abide by our Campsite Rules throughout your stay. You will find a copy of these rules posted at reception. Please let us know if you would like us to send you a copy by email.

➤ 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

The services and facilities we offer (swimming pool, restaurant, activities, entertainment, etc.) may not be available year-round, particularly due to weather conditions or force majeure, or may not operate in all seasons. They may therefore be temporarily unavailable during all or part of your stay. The campsite will make every effort to inform you of any work or improvements undertaken during your stay. The entertainment schedule may also be modified without prior notice if the minimum number of participants is not reached. No compensation will be due in the event of changes or cancellations to entertainment.

In any case, no compensation will be due from the campsite for maintenance and/or emergency work carried out on the campsite during your stay.

Work or improvements undertaken by local authorities or private individuals in the vicinity of the establishments shall in no way engage the liability of Flower and/or the campsite.

➤ Termination of booking due to unreasonable conduct on your part

The booking contract will be automatically terminated in the event of any of the following:

- Repeated non-compliance, meaning a further violation after a formal notice to comply, sent by email to you and/or your guests, has been issued.

In this case, you must vacate your accommodation or pitch within 24 hours of the termination of your contract, which will be notified to you by email. No refund or compensation will be issued.

- Failure to arrive at the campsite within 12 hours of the start of your stay, without providing any justification or confirmation of your arrival.

We will release your accommodation after the aforementioned 12-hour period if we have been unable to contact you using the contact information provided when you booked your stay. We will retain all sums paid by you; no refund will be issued.

5/ 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.

6/ Cancellation

➤ Cancellation by you

All cancellations must be notified to us in writing on a durable medium (email, registered letter with acknowledgment of receipt, etc.).

- If your email/letter is received more than 30 days before your arrival, the deposit paid, the booking fees paid, and, if applicable, the amounts paid for cancellation insurance will be retained by the campsite. If the balance has already been paid, it will be refunded (if applicable, by the cancellation insurance purchased, except in cases where the balance was paid more than 30 days before the arrival date).

- If your letter is presented between 30 and 15 days before your arrival, the deposit and booking fees paid at the time of booking, and, if applicable, the sums paid for cancellation insurance at the time of booking, will be retained by the campsite. The remaining balance will be credited towards a future stay at the campsite, which must be booked within one year of the original stay date.

- If your letter is presented less than 15 days before your arrival date, all sums paid to the campsite will be retained.

To obtain possible compensation, we advise you to purchase cancellation or interruption insurance at the time of booking.

In any case, the Refunds granted in case of cancellation do not include amounts paid for tourist tax and the amount of cancellation insurance.

➤ Cancellation by the campsite

If we are forced to cancel a booking that we have already confirmed we will inform you by email as quickly as possible. Any money you have already paid will be refunded to you in full no later than 30 days following notification cancellation.

➤ Cancellation Insurance

Our prices do not include travel cancellation insurance. This remains optional and may be offered to you under special conditions.

7/ 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
- Location: 14 RUE ST JEAN 75017 PARIS
- Website: <https://cm2C.net>
- Tel: 0609204886

8/ Personal data

The processing of personal data that we implement for the purposes of the reservation is governed by the Flower personal data protection charter, available on our website.

We inform you that you have a specific right to object to telephone canvassing by registering on the BLOCTEL list (<https://www.bloctel.gouv.fr>)

9/ Final Provisions

A printing or content error is always possible. We make every effort to provide photos and illustrations that give you an overview of the services and accommodations/pitches offered. These photos and illustrations are intended to give you an idea of the category of services. Given the diversity of our accommodations and pitches, we present a general description of our accommodations and pitches, along with photographs for illustrative purposes, on our websites. For more details, please do not hesitate to contact us or the campsite directly. The surface areas of the accommodations are approximate and provided for informational purposes only.

We reserve the right to modify or supplement all or part of these General Terms and Conditions of Sale at any time. In this case, the new version of the General Terms and Conditions of Sale will be available on the website with its effective date.