



Terms and conditions of sale

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The purpose of these General Terms and Conditions is to define the rights and obligations of the parties in the context of the rental of camping pitches and/or rental accommodation at our campsite.

By reserving a pitch and/or accommodation at our campsite, you acknowledge that you have read and accepted these terms and conditions.

1/ Services - Prices

We offer bare pitches and rental accommodation.

➤ Bare pitch

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

The price of your stay is calculated on the basis of a package that includes the rental of the pitch, the possibility for 2 people to stay there, the possibility to pitch 1 tent with 1 vehicle, OR 1 caravan with an additional vehicle OR 1 camper van; and access to the reception facilities, entertainment and sanitary facilities.

You must select one of the following packages:

Comfort Package: Pitch with electricity

Freecamp package: Privilege package including a pitch with private toilet and shower facilities. A security deposit of €100.00 will be required on arrival by credit card, which will be returned to you at the end of your stay and within a week of your departure at the latest. However, we reserve the right to keep part or all of this deposit in the event of damage to the accommodation and/or its contents and/or to equipment on the campsite.

Additional costs (extra person, extra tent, extra vehicle, pets, etc.) are not included in the above packages and will be added to them.

➤ Rental accommodation

Our prices include accommodation hire based on the number of people (depending on the capacity of the accommodation), water, gas and electricity charges (excluding battery recharging for electric or hybrid vehicles), parking for one vehicle, access to reception facilities, entertainment and sanitary facilities.

A security deposit of €200.00 will be required on arrival by credit card, which will be returned to you at the end of your stay, or within a week of your departure at the latest.

The accommodation can be cleaned by us for a fee of €60.00 for 2-bedroom accommodation and €80.00 for 3-bedroom accommodation.

Sheets are available for €20 per double bed and €18 per single bed.

➤ Common provisions

The prices shown are in € and include all taxes. They do not include tourist tax, which varies according to the commune.

Whichever option you choose (bare pitch or rental accommodation), additional charges will apply for extra people, extra vehicles, extra tents, pets, visitors, etc.

Camping la sténiolle applies dynamic pricing. As a result, prices may rise or fall. The contractual price, payable by you, is that shown on your booking confirmation.

Partner benefits and promotions cannot be applied to a confirmed booking, whether already paid for in full or in part; they are not retroactive under any circumstances.

2/ Booking conditions

➤ *Booking arrangements*

You can make a booking on our website steniole.com or www.flowercampings.com or by telephone.

All booking requests must be accompanied by :

- payment of a deposit of 40% or 50% of the total cost of the stay, including taxes, including the price of the services booked and, if applicable, tourist tax,
- payment of the €20.00 administration fee,
- payment, if applicable, of the cancellation insurance premium

A reservation is only valid once the deposit has been received.

The balance of the price of the stay, including the price of the services booked and, where applicable, tourist tax, must be paid no later than 30 days before the start of the stay for rentals, ready-to-camp and freecamp pitches. For pitches, the balance must be paid on arrival at the campsite. If the balance is not paid within the above-mentioned period, the holiday will be considered cancelled and our cancellation conditions described below will apply.

All bookings made less than 30 days before the date of arrival must be paid in full at the time of booking, unless you are informed of more favourable conditions.

➤ *No right of withdrawal*

In accordance with Article L.221-28 of the French Consumer Code, Camping la Sténiole informs its customers that the sale of accommodation services provided on a specific date or at a specific time is not subject to the provisions relating to the 14-day cooling-off period.

➤ *Maximum capacity*

For safety and insurance reasons, the number of occupants may not exceed the capacity provided for by the type of accommodation or pitch booked (1 to 6 people maximum, depending on the capacity of the accommodation or pitch), including newborn babies. Camping la sténiole reserves the right to refuse access to groups or families arriving with a number of participants greater than the capacity of the accommodation rented.

➤ *Clientele - Minors*

For safety reasons, minors who are not accompanied by their parents or grandparents for the entire duration of their stay are not accepted on our campsite, unless we have notified you of this prior to your arrival, by e-mail or at your request.

3/ Terms of payment

➤ *Accepted payment methods*

You can pay for your booking or stay in euros by the following methods: holiday cheque, bank cheque, postal or cash order, bank card or bank transfer.

However, by way of exception, bookings made less than 30 days before the start of the holiday must be paid for exclusively by credit card.

Payment in 3X, 4X by bank card with our partner FLOA.

Our financial partner FLOA offers payment solutions for your purchases of goods and/or services, in 3 or 4 instalments by bank card. These payment solutions are reserved for private individuals (over 18 years of age) residing in France, holding a Visa or MasterCard bank card with a validity date corresponding to the duration of the refund. FLOA, RCS Bordeaux 434 130 423, whose registered office is at Immeuble G7 - 71 Rue Lucien Faure, Bordeaux (33300), is subject to supervision by the Autorité de Contrôle Prudentiel et de Résolution (ACPR), 4 Place de Budapest, CS 92459, 75436 PARIS CEDEX 09, and is registered with the ORIAS under number 07 028 160 (www.orias.fr).

FLOA reserves the right to accept or refuse your request for finance; you have a statutory cooling-off period of 14 days.

We draw your attention to the fact that if you ask to pay for your order of goods and/or services by means of these payment solutions, your personal data will be transmitted to FLOA for the purposes of studying your request for financing, managing your credit contract and, where applicable, collection.

Translated with DeepL.com (free version)

Bank cheques over €50 will not be accepted on site. Only the deposit can be paid by cheque.

➤ *[Transient customers](#)*

If you are staying on a pitch without a reservation (passage), you must pay for your stay in full on arrival. You are also responsible for informing reception of the desired or extended length of stay. No refund will be made for early departure.

4/ Stay

➤ *[Arrival](#)*

Your wishes for a specific pitch or accommodation on the campsite can only be met if we are able to accommodate you on arrival, except for bookings with the option of choosing the pitch. In this case, the pitch must be chosen in advance, subject to availability, by the customer by e-mail to camping@steniole.com.

Any dissatisfaction concerning the state of cleanliness and/or the general condition of the rental property must be notified no later than 24 hours after arrival, so that remedial action can be taken. No complaint will be accepted more than 24 hours after arrival.

Arrival after 1.30pm for camping pitches and after 3pm for rental accommodation.

➤ *[Departure](#)*

Rental accommodation: on the day of departure indicated on your contract, the rental accommodation must be vacated before 10am. The accommodation will be left in a clean and tidy condition, and the inventory will be checked. You will be responsible for any broken or damaged items, and for restoring the premises if necessary. The deposit will be returned to you at the end of your stay, after deduction of any compensation deducted, on the basis of supporting invoices, for any damage noted in the departure inventory. Withholding the deposit does not preclude additional compensation if the costs exceed the amount of the deposit.

If the accommodation has not been cleaned before your departure, you will be asked to pay a cleaning fee of at least €60 including tax.

For any late departure, you may be charged for an extra day at the current nightly rate.

➤ *Late arrival and early departure*

In the event of late arrival or early departure in relation to the dates stated on your booking confirmation, the full amount of your stay will be due. You will not be entitled to any refund for the part of the stay not taken.

➤ *Animals*

Pets are accepted at La Sténiolle campsite (except 1st and 2nd category dogs) for a fee payable at the time of booking. Where pets are allowed, they must be kept on a lead at all times. Dogs are not allowed near swimming pools, in food shops or in buildings. Vaccination certificates for dogs and cats must be up to date.

➤ *Water spaces*

Campers are required to comply with the rules and regulations of the aquatic areas posted in these areas. In the event of non-compliance with these rules, the management reserves the right to prohibit access to these areas.

Buoys are strictly forbidden in the indoor pool.

➤ *Rules of procedure*

Throughout your stay, you must comply with the campsite rules and regulations, a copy of which is displayed at reception. We will be happy to send you a copy by e-mail on request.

➤ *Image*

During your stay, we may be required to take photographs and/or make videos within the campsite for the purposes of entertainment and/or communication, on any media, in which you and the persons accompanying you are likely to appear. By making a reservation, you are deemed to authorise us to use, for a period of 10 years, the photos and/or videos in which you appear for the above-mentioned purposes. You also guarantee that this authorisation will be given by the persons accompanying you. Any specific refusal must be notified to us in writing on a durable medium.

➤ *Unavailability of certain services*

The services and facilities we offer (swimming pool, restaurant, activities, entertainment, etc.) may not be available all year round, particularly for climatic reasons or in the event of force majeure. They may therefore be temporarily unavailable during all or part of your stay. The campsite will do its best to inform you of any work or improvements carried out during your stay.

➤ Cancellation of the reservation contract if you are at fault

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

- In the event of repeated non-compliance with our internal rules by you and/or those accompanying you, i.e. after an initial warning.

In this case, you must leave your accommodation or pitch within 2 hours of the cancellation of your contract, which will be notified to you by the manager. We will not refund any price.

- If you do not arrive at the campsite within 24 hours of the start of your stay and do not provide proof and/or news of your arrival.

We will dispose of your accommodation at the end of the aforementioned 24-hour period if we have been unable to contact you using the contact details provided when you booked your stay.

Where applicable, we will retain all sums paid by you; no refund will be made.

5/ Change of stay

You may request to change the dates and/or type of accommodation for your stay at our campsite, provided that your request is received by e-mail at least 21 days before the original date of arrival. However, you will have to book a new stay at our campsite during the same season as the one in which the initial stay was planned, subject to availability and current prices.

If the price of the substituted holiday is higher than that of the original holiday, you must pay the difference no later than 30 days before the new arrival date. If you fail to do so, the substituted holiday will be deemed to have been cancelled and our cancellation conditions described below will apply. If the price of the substituted holiday is lower than the price of the original holiday, we will retain the difference in price as compensation for the loss resulting from the change to the holiday.

6/ Cancellation of stay

➤ Cancellation by you

Any cancellation must be notified to us by any written means on a durable medium (by e-mail, registered post with acknowledgement of receipt, etc.).

- If your e-mail/courier is received more than 30 days before your arrival, the deposit paid, the booking fee paid and, if applicable, the amount paid for cancellation insurance will be retained by the campsite.

- If your letter is presented between the 30th and the 15th day before your arrival, the deposit and the booking fee paid at the time of booking, and, if applicable, the sums paid for cancellation insurance at the time of booking remain the property of the campsite; the balance of the price of the stay will be the subject of a credit note to be used against a future stay at the campsite, which must be booked during the same season as the cancelled stay or during the following season.

- If your letter is presented less than 15 days before your arrival date, the full amount of your stay is due to the campsite.

To obtain any compensation, we advise you to take out cancellation or interruption of stay insurance when you book.

Notwithstanding the foregoing,

- if your cancellation is the result of force majeure, i.e. an unforeseeable, irresistible (insurmountable) and external event (beyond your control), an exception may be made on presentation of proof.
- In the event of cancellation by the camper with a cancellation guarantee. The sums paid are covered by the guarantee in accordance with the general cancellation conditions. If the reason for cancellation is not covered by the cancellation insurance or if the file is refused by the insurance, the general terms and conditions of sale in paragraph 6 apply.

➤ *[Cancellation by the campsite](#)*

If we are forced to cancel a booking that we have confirmed to you, we will notify you by e-mail as soon as possible; the sums paid will be reimbursed in full no later than **30** days following notification of cancellation.

7/ Complaints - Disputes

Any complaint relating to a stay must be made in writing and sent to us by registered letter with acknowledgement of receipt, within 20 days of the end of the stay.

In the event of a dispute and if no amicable solution is found within one month of receipt of the aforementioned letter of complaint, you may have recourse free of charge to a consumer ombudsman, provided that you refer the matter to him within one year of sending your letter of complaint.

By default, we suggest you contact the following consumer ombudsman:

- Ombudsman's organisation: MÉDIATEUR DE LA CONSOMMATION,
- Address of the mediator: Toulouse,
- Ombudsman's website: www.Médiateur de la consommation.fr,
- Contact the ombudsman: contact@Médiateur de la consommation.fr

[Liability of camping la sténiolle](#)

The customer expressly acknowledges that camping la sténiolle cannot be held responsible for the communication by its partners or by any third party of false information which may be mentioned in the brochure or on the website of camping la sténiolle, particularly concerning the presentation photos, descriptions, activities, leisure activities, services and dates of operation. All photos and text used on the camping la sténiolle website are non-contractual.

They are for information purposes only.

8/ Personal data

When you make a reservation or during your stay, some of your personal data may be collected and processed by us.

When a booking is made via our website or via www.flowercampings.com, the methods for processing the data collected prior to or at the same time as the booking are set out in the privacy policy or general terms and conditions of sale that you accept before confirming your booking.

The following personal data is collected when you make a reservation by telephone or during your stay:

- Surname and first name of the person making the booking,

- Booking telephone number,
- Email address of the person making the reservation
- Date of birth of the person making the reservation and of accompanying persons

This data is collected and processed on the following basis:

- Your consent,
- The need to enable the performance of a reservation contract concluded between us.

No-one other than us and Flower (a simplified joint stock company with capital of €92,500, registered with the Toulouse Trade and Companies Register under no. 492 355 508, with its registered office at Les Espaces de Balma 4-5, 16 avenue Charles de Gaulle, 31130 BALMA) has access to the data collected.

The data collected is processed for the following purposes:

- The performance of a reservation contract concluded between us;
- Handling any complaints you may have;
- Maintaining our customer database;
- Commercial canvassing by us and/or Flower ;
- Managing our accounts.

The data collected is kept for as long as is necessary to execute the booking contract and will be kept for 5 years after the end date of the stay, except in the event of a dispute that has not been settled by the end of this period, in which case the data will be kept until the end of the dispute.

In accordance with the French Data Protection Act no. 78-17 of 6 January 1978, each person has the following rights with regard to his or her data: right of access, right of rectification, right to erasure (right to be forgotten), right of opposition, right to limitation of processing, right to portability. Individuals may also define directives relating to the storage, deletion and communication of their personal data after their death.

Each person may, for reasons relating to his or her particular situation, object to the processing of data concerning him or her.

To exercise this type of right, letters should be sent by recorded delivery to the following address: Flower Campings, Les Espaces de Balma 4-5, 16 avenue Charles de Gaulle, 31130 BALMA, or to the following e-mail address: contact@flowercampings.com.

Anyone who suffers a breach of any of the above rights may lodge a complaint with the CNIL (<https://www.cnil.fr/>).

You can also oppose telephone canvassing by registering on the telephone canvassing opposition list on the BLOCTEL website (<https://www.bloctel.gouv.fr/>).