

Cancellation Conditions of Sale for Flower Campings

The purpose of these General Terms and Conditions of Sale (GTC) is to define the rights and obligations of the parties in the context of renting camping pitches and/or rental accommodations within the Flower network of campsites.

By booking a pitch and/or accommodation within a Flower network campsite, you acknowledge having read and accepted these GTC.

Upon confirmation of your order, you also acknowledge having read and accepted the Specific Conditions applicable to each campsite.

When confirming your reservation, you also acknowledge having read and accepted the Special Conditions specific to each campsite.

5/ Modification of stay

Unless otherwise specified in the Specific Conditions of each campsite, the following provisions apply in case of a modification of stay.

You may request to change the dates and/or arrangements (type of accommodation) of your stay at our campsite, provided that your request reaches us by email at least 21 days before the initial arrival date.

However, you must book a new stay at our campsite during the same season in which the initial stay was planned, subject to availability and current rates. Your initial stay can only be modified once. If you cannot honor the stay substituted for the initial stay, it will be considered canceled; the amounts paid will not be refunded.

If the price of the substituted stay is higher than that of the initial stay, you must pay the difference. Otherwise, the substituted stay will be considered canceled, and our cancellation conditions described below will apply. If the price of the substituted stay is lower than the price of the initial stay, we will retain the price difference as compensation for the damage resulting from the modification of the stay.

Furthermore, any modification of the file or reservation regarding the number and/or age of participants must be notified in writing to the campsite and prior to arrival at the campsite.

6/ Cancellation of stay

Unless a specific provision is outlined in the Special Conditions of each campsite, the following provisions are applicable in the event of cancellation.

Unless otherwise specified in the Specific Conditions of each campsite, the following provisions apply in the event of cancellation.

Cancellation by you

All cancellations must be notified to us by any written means on a durable medium (by email, registered letter with acknowledgment of receipt, etc.).

- If your email/letter is submitted more than 30 days before your arrival: the amount of the deposit paid, the booking fees paid, and, if applicable, the sums paid for cancellation insurance remain with the campsite. If the balance has already been paid, it will be refunded (if applicable by the cancellation insurance if it has been taken out, except in the case where the balance was paid more than 30 days before the arrival date).
- If your letter is submitted between the 30th and the 15th day preceding your arrival, the amount of the deposit and the booking fees paid, and, if applicable, the sums paid for cancellation insurance remain with the campsite. The balance of the stay price will be subject to a credit to be used for a future stay at the campsite, which must be booked within one year from the date of the initial stay.
- If your letter is submitted less than 15 days before your arrival date, the total amount paid to the campsite remains with them.

To obtain potential compensation, we advise you to take out cancellation or interruption insurance when booking.

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

Cancellation by the campsite

If we are forced to cancel a reservation we have confirmed to you, we will notify you as soon as possible by email; the amounts paid will be fully refunded to you within a period specified in the Specific Conditions of each campsite and by bank transfer.

Cancellation insurance

Our prices do not include travel insurance. This remains optional and may be offered to you in the specific conditions.

Our prices do not include travel insurance. This remains optional and may be offered to you in the Special Conditions.

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 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 on our websites and provide photographs for illustrative purposes. For more details, please do not hesitate to contact us or the campsite directly. The surfaces of the accommodations are approximate and provided for information purposes.

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