

## FRANCE/ HAUTS-DE-FRANCE/ BAIE DE SOMME/LE CROTOY BOOKING CONTRACT / RESERVERINGSCONTRACT

After having read the terms and conditions for reservation and the price list, I wish to book a stay at "Flower Camping Les Aubépines" and I send back the contract with a down payment./ Na kennis van de reserveringsvoorwaarden en de tarieven genomen te hebben, wil ik vooreen verblijf voor de "Flower Camping Les Aubépines" reserveren en stuur ik het contract terug dat van een voorschot wordt vergezeld.

I undersigned / Ik, ondergetekende : ☐ Ms / Mevrouw ☐ Mr / Dhr  
Name / Naam ..... First name / Voornaam .....  
Address / Adres ..... Country / Land .....  
City / Plaats ..... Post code / Postcode ..  
Tel. .... E-mail .....  
How did you know the campsite ? / Hoe heeft u van ons gehoord ? .....

Name / Naam	First name / Voornaam	Birth date / Geboortedatum
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		

### Booking for a pitch / Reserveren van een Plaats

From / Van : ..... 2pm / 14 u to / tot ..... 12am / 12 u

- ☐ Nature Package / Natuur Pakket  
☐ Comfort Package / Comfort Pakket 3A  
☐ Privilege Package / Privilege Pakket 6A  
☐ Premium Package / Premium Pakket 10A  
☐ Motorhome stop / Motorhome stopover
- ☐ Supplement 6A ☐ Supplement 10A.  
☐ Supplement 10A  
☐ End of stay cleaning option : 40€

- ☐ Number of adults / Aantal volwassenen .....  
☐ Number of children (-3 years) / Aantal kinderen (-3 jaar) .....  
☐ Number of children (3-6 years) / Aantal kinderen (3-6 jaar) .....  
☐ Half board (adult-child +10 ans) / Halfpension (volwassene-kinderen +10 jaar) ..... x 28€/day/dag = ..... €  
☐ Half board (child -10 ans) / Halfpension (kinderen -10 jaar) ..... x 14€/day/dag = ..... €  
☐ Number of breakfast basket / Aantal van ontbijt: ..... x 7,50€/day/dag = ..... €  
☐ Number of pets / Aantal dieren ..... x ..... € = ..... €  
☐ Administrative fees / Administratieve kosten 6 €

- ☐ Tent ☐ Caravan ☐ Motorhome / Camper  
Dimensions of the equipment / Afmetingen van de apparatuur : ..... m  
☐ Number of tents / Aantal tent ..... ☐ Number of vehicles / Aantal voertuigen .....

### Booking for a mobile home / Reserveren van een Stacaravan

From / Van : ..... 4pm / 16 u to / tot ..... 10am / 10 u

Accommodation / accommodatie : .....  
☐ Number of persons / Aantal personen: .....

- ☐ Bed linen rental / Verhuur van bedlinnen ..... x 12 € = ..... €  
☐ Bed made on arrival / Opgemaakt bed bij aankomst ..... x 10 € = ..... €  
☐ Towels rental / Handdoekenverhuur ..... x 8 € = ..... €

- ☐ Half board (adult-child +10 ans) / Halfpension (volwassene-kinderen +10 jaar) ..... x 28€/day/dag = ..... €  
☐ Half board (child -10 ans) / Halfpension (kinderen -10 jaar) ..... x 14€/day/dag = ..... €  
☐ Number of breakfast basket / Aantal van ontbijt: ..... x 7,50€/day/dag = ..... €  
☐ Number of pets / Aantal dieren ..... x ..... 6€/day/dag = ..... €  
☐ End-of-stay cleaning / Eindschoonmaak (75€ or 100€ for confort mobil-home with 2 bathrooms)  
☐ Free loan / Lening: ☐ Cot / Kinderbed ☐ Highchair / Kinderstoeltje ☐ Babybath / Babybadje  
☐ Administrative / Administratieve kosten 15 €

### Booking for a Premium Home / Reserveren van een Premium Huisje

From / Van : ..... 3pm / 15 u to / tot ..... 10am / 10 u

Accommodation / accommodatie : .....  
☐ Number of persons / Aantal personen: .....

- ☐ Bed linen rental free  
☐ Bed made on arrival / Opgemaakt bed bij aankomst ..... x 10 € = ..... €  
☐ Towels rental free

- ☐ Half board (adult-child +10 ans) / Halfpension (volwassene-kinderen +10 jaar) ..... x 28€/day/dag = ..... €  
☐ Half board (child -10 ans) / Halfpension (kinderen -10 jaar) ..... x 14€/day/dag = ..... €  
☐ Number of breakfast basket / Aantal van ontbijt: ..... x 7,50€/day/dag = ..... €  
☐ Number of pets / Aantal dieren ..... x ..... 6,00€/day/dag = ..... €  
☐ End-of-stay cleaning / Eindschoonmaak (100 € and 125€ for 4 bedrooms Lodge les Voiles)  
☐ Free loan / Lening: ☐ Cot / Kinderbed ☐ Highchair / Kinderstoeltje ☐ Babybath / Babybadje  
☐ Administrative / Administratieve kosten 15 €

### Options / Opties

- ☐ I subscribe the cancellation insurance / Ik ga akkoord annuleringsverzekering: ☐ YES/ JA = 15€ for pitches and 40€ for accommodations ☐ NO / GEEN  
☐ Late check out 18h subject to availability / Late check-out 17u op basis van beschikbaarheid = 35 €  
☐ Preferential location / Preferentiële locatie = 35 €- Number / Aantal ..... or, close by / of, naast .....

### Payments / Betaling

The total cost of my stay amounts to / Het bedrag van mijn tijd om te ..... €  
To confirm the booking, I make a down payment of / Op mijn reservering te bevestigen, betaal ik een voorschot van ..... €

☐ By bank transfert / Overdracht door (FR76 1870 6000 0000 0007 2054 972 - SWIFT: AGRIFRPP887)

☐ By debit card / Met een credit card: N° ..... Date exp/Exp Datum: ..... Crypto: .....

(3 last numbers at the back of your card / Laatste 3 cijfers op de achterkant van de kaart)

Made in / Gemaakt in ..... Date / Datum ..... / ..... / .....  
Signature preceded by the words «read and approved» / Handtekening vragegaan door de vermelding "gelezen en geedgekewd"

Made in / Gemaakt in Le Crottoy, date / datum ..... / ..... / .....  
SARL CAMPING LES AUBÉPINES

\* The rates prices are guaranteed 1 month from the date of issue of this document. / De weergegeven prijzen zijn gegarandeerd voor 1 maand na de datum van publicatie van dit document.

## GENERAL TERMS AND CONDITIONS OF BOOKING

The purpose of these T & Cs is to define the rights and obligations of the parties in connection with the rental of camping pitches and / or rental accommodation within our campsite.

By reserving a pitch and / or accommodation on our campsite, you acknowledge having read and accepted these GTC.

### 1 / Services - Prices

We offer rental pitches and rental accommodation.

#### ➤ Bare pitches

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

The price of your stay is calculated from a basic package which includes the rental of the pitch, the possibility for 2 people to stay there, that of installing 1 tent, 1 caravan or 1 camper, 1 vehicle in addition to the tent or caravan and access to reception facilities, entertainment and sanitary facilities, connection to the electrical network.

Nature Package: 1 site of approximately 90m<sup>2</sup> for 1 or 2 people, 1 motorhome or 1 car with a tent or a caravan.

Comfort Package: Nature Package + 3, 6 or 10A electrical connection.

Privilege Package: Comfort Package with plot of approximately 110m<sup>2</sup> + sewage disposal + picnic table and barbecue.

Premium Package: Privilege Package with plot of approximately 150m<sup>2</sup> + private sanitary facilities with sink, sink, fridge, shower, wc + covered picnic table. A deposit of 200 € will be requested on your arrival for this package. Which will be destroyed at the end of your stay and at the latest within 15 days of your departure. However, we reserve the right to keep part or all of it in the event of damage to the accommodation and / or its content and / or equipment on the campsite.

We also reserve the right to deduct the sum of the amount of the end-of-stay cleaning option for cleaning costs if this has not been done upon departure.

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

#### ➤ Rental accommodation

Our prices include the rental of accommodation according to the number of people (depending on the capacity of the accommodation), water, gas and electricity charges, parking for a vehicle, access to reception, entertainment and sanitary facilities.

A deposit of 200 € will be requested following your reservation OR upon your arrival, which will be returned to you at the end of your stay and at the latest within a week by post from your departure. However, we reserve the right to keep part or all of it in the event of damage to the accommodation and / or its content and / or equipment on the campsite.

We also reserve the right to deduct the sum of € 75 for standard and comfort mobile homes, € 100 for premium mobile homes and € 125 for the 4-bedroom Lodge for cleaning costs if it was not performed upon departure.

#### ➤ Common provisions

The prices indicated are expressed including VAT and do not include the tourist tax.

Whatever the formula adopted (bare pitch or rental accommodation), additional costs will be charged for additional vehicles, additional tents, animals, visitors ...

No brochure and website can be immune to possible omissions or printing errors. Our prices are also likely to change depending on economic and commercial conditions. The contractual price, due by you, is that affixed on your booking confirmation.

### 2 / Booking conditions

#### ➤ Reservation methods

You can make a reservation on our website [www.camping-lesaubepines.com](http://www.camping-lesaubepines.com), the website [www.flowercampings.com](http://www.flowercampings.com) or by phone.

All reservation requests must be accompanied by:

- the payment of a deposit of 30% including the costs of the stay, including the price including VAT of the services reserved, and, if applicable, the tourist tax,
- € 15 for rentals and € 6 for locations with administrative fees,
- and the contribution for cancellation insurance (if subscribed).

The reservation made only has contractual value upon receipt by you of a written reservation confirmation, by email, summarizing all the information relating to your stay.

The balance of the price of the stay, including the price of the reserved services including VAT and, if applicable, the tourist tax, must be paid no later than 30 days before the start of the stay. In the event that the balance is not paid within the aforementioned period, the stay is considered canceled and our cancellation conditions described below apply.

Any reservation made within a period of less than 30 days before the date of arrival must be paid in full when booking, unless more favorable conditions of which you may be informed.

You can choose your pitch or rental by selecting a specific number or by opting for side-by-side pitches for € 35 per stay and per pitch (depending on availability) by adding the preferential pitch option.

#### ➤ Right of withdrawal

According to article L. 221-28 12 ° of the Consumer Code, the right of withdrawal does not apply to accommodation, transport, catering and leisure services provided on a date or at a determined periodicity.

#### ➤ Maximum capacity

For security and insurance reasons, the number of occupants may not exceed the capacity provided for by the type of accommodation or location reserved (1 to 8 people maximum, depending on the capacity of the accommodation or the location), including newborns. If we observe on your arrival that the maximum capacity of the accommodation or the reserved location is exceeded, we reserve the right to refuse you access to the accommodation or the reserved location, without refund of the price of stay on our part.

#### ➤ Clientele - Minors

For safety reasons, minors unaccompanied by their parents or grandparents throughout their stay are not accepted in our campsite, unless authorized by us prior to arrival, by email, on request from you.

### 3 / Payment terms

#### ➤ Method of payment accepted

You can pay for your reservation or stay using the following payment methods:

Bank check, holiday voucher, connect holiday voucher, cash, bank card, bank transfer, sofort, ideal, bancontact, giropay, unionpay.

However, by way of derogation, reservations made less than 30 days before the start date of the stay must be paid exclusively by credit card.

The amount paid in holiday vouchers cannot be reimbursed in accordance with article L.112-14 I. of the Monetary and Financial Code. In this case, a non-refundable voucher with a validity period of 2 years, usable in the campsite where the stay was canceled will be established for the amount of the sums paid in Holiday vouchers, possibly after deduction of the deposit or guarantee. cancellation, according to the cancellation or interruption conditions

#### ➤ Passing clientele

For stays in a pitch without reservation (passage), you must pay at least the first night on your arrival. You are also responsible for informing reception of the desired or extended length of stay. The balance must be paid the day before departure at the latest; you must therefore take into account the opening hours of the reception. In the event of advance payment and early departure, no refund will be made.

### 4 / Stay

#### ➤ Handing over of keys

2:00 p.m. for pitches,

4:00 p.m. for standard and comfort rentals,

3:00 p.m. for premium rentals.

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

Your accommodation must be restored to its original condition when you leave; in particular, the cleaning must have been done by you.

#### ➤ Late arrival and early departure

In the event of late arrival or early departure compared to the dates mentioned on your booking confirmation, the entire stay will remain due. You will not be able to claim any reimbursement for the part of the stay not made. If you have informed the campsite of your late arrival, we will agree on a schedule, otherwise, within 12 hours the campsite has the pitch, the rental.

#### ➤ Animals

Dogs and cats, except category 1 and 2 dogs, are allowed in our campsite at an additional cost. We require that dogs be kept on a leash within the campsite. Make sure to respect the hygiene and the environment of the campsite. The health record must be presented on your arrival at the campsite. Rabies vaccines and tattoo certificate are mandatory. Maximum 2 animals.

#### ➤ Internal regulations

Throughout your stay, you must respect the campsite rules, a copy of which is displayed at reception. We are happy to send you a copy by email upon request.

#### ➤ Image

During your stay, we may be required to take photographs and / or make videos within the campsite for animation and / or communication purposes on which you and the people accompanying you are likely to appear. By regularizing your reservation, you are presumed to authorize us to use the photos and / or on which you appear for the aforementioned purposes. You also rely on this authorization by the people accompanying you. Any specific refusal must be notified to us by email or registered letter with acknowledgment of receipt.

#### ➤ Unavailability of certain services

One or more of the services we offer (swimming pool, restaurant, activities, entertainment, etc.) may be temporarily unavailable during all or part of your stay. Our responsibility can not be engaged in this respect; no refund of the price, partial or total, will also be made as a result.

#### ➤ Rescission of the reservation contract in the event of fault on your part

The reservation contract will be automatically terminated in the event of one or other of the following events:

- In the event of reiterated non-compliance, that is to say again noted after a formal notice to bring you into compliance notified by email, by you and / or your companions of our internal regulations.

In this case, you will have to leave your accommodation or your location within 24 hours of the termination of your contract, which will be notified to you by email. No price refund will be made on our part,

- In the event of a no-show at the campsite within 12 hours of the start of your stay and without proof and / or news of your arrival.

We will have your accommodation at the end of the aforementioned 12-hour period. If applicable, we will keep all the sums you have paid us; no refund will be made.

### 5 / Modification of stay

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

However, you will have to book a new stay at our campsite during the same season as the one during which the initial stay was planned, according to availability and current rates. Your initial stay cannot be changed more than once. If you cannot honor the stay substituted for the initial stay, it will be considered canceled; the sums paid will not be refunded to you.

If the price of the substituted stay is higher than that of the initial stay, you will have to pay the difference no later than 30 days before the new date of arrival. Otherwise, the substituted stay is 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 keep the price difference, in compensation for the damage resulting from the modification of the stay.

### 6 / Cancellation of stay

#### ➤ Cancellation by you

Any cancellation must be notified to us by email or registered letter with acknowledgment of receipt; it will take effect on the date of its first presentation by the postal services:

- If your email / letter is presented more than 30 days before your arrival, the amount of the deposit paid, the administrative fees paid, and, if applicable, the sums paid for cancellation insurance remain with the campsite.

- If your letter is presented between the 30th and 15th day preceding your arrival, the amount of the deposit and the administration fees paid during

the reservation, and, if applicable, the amounts paid for cancellation insurance during the reservation. of the reservation remain acquired at the campsite; the balance of the price of the stay will be the object of a credit to be used for a future stay within the campsite, which must be reserved during the same season as the canceled stay or during the following season. If you have booked your stay less than 30 days before the date of your arrival, and your cancellation letter is presented 15 days or more before this date, the sums corresponding to the amount of the deposit, administrative fees and the contribution related to the cancellation insurance possibly taken out referred to in article 2 of these GTCS will be kept by the campsite; the surplus will be the object of a credit to be used for a future stay within the campsite, which must be reserved during the same season as the canceled stay or during the following season.

- If your letter is presented less than 15 days before the date of your arrival, all the sums paid to the campsite remain acquired.

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

Notwithstanding the foregoing, if your cancellation results from your residing in an area where a containment measure prohibiting people who reside there from moving to prevent the spread of Covid 19 is in effect on the date of start of your stay, the amount of the deposit paid, the administrative fees paid, and, if applicable, the sums paid for cancellation insurance remain with the campsite; the surplus will be the object of a credit to be used for a future stay within the campsite, which must be reserved during the same season as the canceled stay or during the following season. This, even if your cancellation letter is presented to us less than 15 days before the start date of your stay.

#### ➤ Cancellation by the campsite

If we are led to cancel a reservation that we have confirmed to you, we will notify you as soon as possible, by email; the sums paid will be fully refunded.

By way of derogation, if our cancellation results from an administrative closure imposed in particular to fight against the spread of Covid 19, the sums paid will remain acquired and will be the subject of a credit to be credited for a future stay at the campsite, which must be booked during the same season as the canceled stay or during the following season.

In the event of cancellation of the stay, the amount paid in holiday vouchers cannot be reimbursed in accordance with article L.112-14 I. of the Monetary and Financial Code. In this case, a non-refundable voucher with a validity period of 2 years, usable in the campsite where the stay was canceled will be established for the amount of the sums paid in Holiday vouchers.

### 7 / Complaints - Disputes

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

In the event of a dispute and in the absence of an amicable solution found within one month of receipt of the aforementioned letter of complaint, you may have recourse to a consumer mediator free of charge, provided that you contact him within one year of sending your letter of complaint.

By default, we offer you recourse to the following consumer mediator:

- Mediator's body: CM2C
- Address of the mediator: 14, rue Saint-Jean, 75017 Paris,
- Mediator's website: [www.cm2c.net](http://www.cm2c.net),
- Contact of the mediator: 06 09 20 48 86

### 8 / Personal data

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

When the reservation is made via our website or the site [www.flowercampings.com](http://www.flowercampings.com), the methods of processing the data collected prior to the reservation or concomitantly with the latter are the subject of the confidentiality policy or the general conditions. of sale that you accept before the booking confirmation.

The personal data collected during a reservation made by telephone or during your stay are as follows:

- Name and first name of the person who made the reservation,
- Phone number that made the reservation,
- Email address of the person who made the reservation
- Date of birth of the person who made the reservation and accompanying persons

These data are collected and processed on the following bases:

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

No one other than us and the company Flower (Simplified Joint Stock Company with capital of € 92,500, registered with the Toulouse RCS under number 492 355 508, having its registered office located at Les Espaces de Balma 4-5, 16 avenue Charles de Gaulle, 31130 BALMA) do not have access to the data collected.

The data collected is processed for the following purposes:

- The execution of a reservation contract concluded between us;
- The management of your possible complaints,
- Maintaining our customer file,
- Carrying out commercial prospecting actions by us and / or the Flower company,
- The management of our accounts.

The data collected will be kept for 5 years following the end of the stay for other data, except in the event of an open dispute at the end of this period, in which case the data would be kept until the end of the dispute.

In accordance with the Data Protection Act n ° 78-17 of January 6, 1978, it is specified that each person has the following rights on their data: right of access, right of rectification, right to erasure (right to forgetting), right of opposition, right to restriction of processing, right to portability. Each person can also define directives relating to the retention, erasure and communication of their personal data after their death.

Each person may, for reasons relating to their particular situation, oppose the processing of data concerning them.

To exercise this type of rights, letters must be sent by RAR to the following address: Flower Campings, Les Espaces de Balma 4-5, 16 avenue Charles de Gaulle, 31130 BALMA, or to the following email address: [contact@flowercampings.com](mailto:contact@flowercampings.com).

Anyone who is the victim of a breach of one of the aforementioned rights can lodge a complaint with the CNIL (<https://www.cnil.fr/>).

### 9 / Insurance

Each customer must have civil liability insurance and undertakes to respect this rental contract and the internal regulations of the campsite and the swimming pool. The campsite declines all responsibility in the event of theft on your pitch, car park and common areas.

# Cancellation insurance

## What we cover:

- Death, accident or serious illness (including Coronavirus), hospitalisation of the insured person, a relative or a close family friend.
- Complications of the pregnancy for the insured person.
- State of pregnancy contraindicating the trip due to the nature of the trip.
- Redundancy / contractual termination.
- Contraindications or consequences of vaccinations.
- Depression, psychological, emotional or mental illness.
- Serious vehicle damage.
- Getting a job.
- Cancellation or change to paid leave.
- Professional transfer.
- Serious damage caused by fire, explosion or water damage
- Tourist visa refusal.
- Summons: in preparation of adopting a child, as either awitness or jury member or for an organ transplant.
- Natural disasters (according to the Law No. 86-600 of 13 July 1986, as amended).
- Cancellation of one of the persons accompanying the insured person (maximum 9 people).
- Separation (civil partnership or marriage).
- Theft from business or private premises

## Schedule of sums covered - covid extension

Cover	Sums
CANCELLATION FEES	In line with cancellation fee scale €5000 max. per case
Cancellation for illness notified in the month before departure in the event of epidemic or pandemic	€15 excess per case
Cancellation for boarding denial after temperature taken	€30 excess per case
Covid extension support	Sums
Hotel costs following 14-day quarantine requirement (D)	(D) Hotel costs €80 per night / 14 nights max.
Hotel costs following cancellation of flight due to epidemic or pandemic (E)	(E) Hotel costs €80 per night / 14 nights max.
Covid extension support	Sums
Home help (a)	(a) 15 hours over 4 weeks
Shopping delivery (b)	(b) 15 days max. and 1 delivery per week

## Table of sums covered - without Covid extension

Cover	Amounts
CANCELLATION CHARGES	Pursuant to the conditions of the cancellation expenses scale
	Maximum of €5,000 per person and €30,000 per event
EXCESS	Unless otherwise stated, €15 per rental
MODIFICATION FEE	50€ per rental and 10€ per pitch per event
LATE ARRIVAL	Reimbursement of unused land services on a <i>pro rata temporis</i> basis of the rental with a maximum €4,000 per rental or camping space and one full tank per event of €25,000 Excess: 1 day
TRIP INTERRUPTION EXPENSES	Reimbursement of unused land services on a <i>pro rata temporis</i> basis including any cost of cleaning the vehicle in the event of early return Excess: 1 day

## Description of cancellation cover - Covid extension

By way of derogation, cover is extended within the conditions below:

### DESCRIPTION OF COVID EXTENSION COVER

#### CANCELLATION

You have acquired cover for the reasons and circumstances listed below excluding all others, subject to the limits shown in the Cover schedule:

**Serious illness (including serious illness following an epidemic or pandemic declared within 30 days preceding departure), serious injury to the body, or death (registered between the date on which you took out the insurance and the date of departure), including after-effects, complications or aggravation of an illness or accident, registered before signing up for your journey of:**

- you, your spouse or common law partner, your ascendants or descendants (of any degrees), your guardian or any other person who usually lives in your home,
- your brothers and sisters, including children of the spouse or common law partner of one of your direct ascendants, brothers-in-law, sisters-in-law, sons-in-law, daughters-in-law, fathers-in-law, mothers-in-law,
- your professional replacement named when you signed up,
- the person named when you took out this policy, who has responsibility, during your trip, for looking after or accompanying your children under the age of 18, or the disabled person living in your home, if this features hospitalisation of more than 48 hours, or death.

#### HOTEL COSTS FOLLOWING QUARANTINE

If you have to extend your stay having been quarantined, we will arrange and pay your hotel costs (room and breakfast) as well as those of your recipient family members or insured companion, up to the sum shown in the Cover schedule.

#### **PAYMENT OF A LOCAL TELEPHONE PACKAGE**

**For travel outside your country of domicile which is covered, if you are placed in quarantine, we will pay for the costs of providing a local telephone package, subject to the sums shown in the Cover schedule.**

In the event of major trauma following an event associated with a context of epidemic or pandemic, we can, at your request, put you in telephone contact with a psychologist, subject to the limit provided for in the Cover schedule. These conversations are fully confidential.

This listening process is not to be confused with the psychotherapeutic work carried out on a private basis. In no event can this service be substituted by psychotherapy due to the physical absence of the caller.

#### **EMERGENCY KIT**

If you no longer have enough personal items available for your use due to your quarantine or hospitalisation following an epidemic or pandemic, we will pay, on presentation of proof, for basic items costing up to the sum shown in the Cover schedule.

#### **HOME HELP**

Following your repatriation by us following an illness associated with a pandemic or an epidemic, you may be unable to carry out the usual household tasks yourself, so we will look for, assign and pay for a home help, subject to the limits shown in the Cover schedule.

#### **SHOPPING DELIVERY**

Following your repatriation by us following an illness associated with a pandemic or an epidemic, you may be unable to move outside your home, so we will organise and pay for, subject to the limits shown in the Cover schedule, and subject to availability in the area, the costs for delivery of your shopping.

### *Cancellation conditions - without Covid extension*

Effective date	Cover expires
Cancellation: the day of subscription to the present contract	Cancellation: the day of arrival at the place you are staying – the place the group has to report to (outward journey)

#### **WHAT DO WE COVER?**

We reimburse down payments or all sums retained by the travel or trip organiser (minus an excess stated in the table of the amounts of cover) and invoiced pursuant to the said organiser's general terms of sale (to the exclusion of administrative costs, visa expenses, the insurance premium and all taxes and duties), when you are obliged to cancel your trip before you leave (on the outward journey).

#### **UNDER WHAT CIRCUMSTANCES DO WE INTERVENE?**

Cover provides for insured reserving parties to be reimbursed any sums they have effectively paid that are not reimbursable by the service provider under these general terms of sale up to the limit of the sums provided for in the "Table of sums covered" where insured reserving parties are compelled to cancel their stay solely for one of the reasons listed below, making it impossible for them to take part in the reserved stay:

#### **Serious illness, serious accident or death**

**including relapse, worsening of a chronic or pre-existing condition as well as the results or after-effects of an accident that occurred before the contract was taken out** of yourself, your legal or *de facto* spouse, your ascendants or descendants to the 2<sup>nd</sup> degree, fathers- and mothers-in-law, sisters, brothers, brothers- and sisters-in-law, sons- and daughters-in-law, your legal guardian or any person who usually lives under your roof, of the person accompanying you during your stay and identified by name and insured under this contract.

#### **Serious illness, serious accident or death**

**including relapse, worsening of a chronic or pre-existing condition as well as the results or after-effects of an accident that occurred before the contract was taken out** of the person replacing you at work and identified by name when the contract was taken out, to the person responsible during your stay for looking after your underage children, any disabled person under your legal guardianship and who lives under the same roof as you.

#### **Death**

Of your uncle, aunt, nephews and nieces.

#### **Complications of pregnancy occurring before the 7th month of pregnancy**

Of one of the people participating in the trip and insured under this contract, which results in the absolute stopping of any work or other activity.

#### **Contraindication for or after-effects of vaccinations**

Of one of the people participating in the trip and insured under this contract.

#### **Redundancy or termination of employment contract**

Of yourself or your legal or *de facto* spouse who is insured by this contract, provided that the procedure had not started before the contract was signed.

#### **Summons before a court, in the following cases only:**

- Witness or jury member
- Appointment as an expert witness

Provided you are summoned on a date that coincides with the duration of the trip.

#### **Summons with a view to adopting a child**

Provided you are summoned on a date that coincides with the duration of the trip.

#### **Summons to re-sit an exam**

Following failure that was not known when the reservation was made or the contract was signed (higher education only), provided the exam in question is held during the trip.

#### **Summons for an organ transplant**

Of yourself or your legal or *de facto* spouse or one of your ascendants or descendants in the 1<sup>st</sup> degree.

#### **Serious damage caused by fire, explosion or water**

or caused by the forces of nature at your business or private premises and implying the absolute necessity of your being present to take protective measures.

#### **Theft or burglary on business or private premises**

provided that the scale or importance of the theft requires your presence and that the theft takes place within the 48 hours before departure.

#### Serious damage to your vehicle

within the 48 hours before departure and insofar as the vehicle cannot be used to take you to the place you are staying.

#### Impediment to you reaching the place you are staying

by road, rail, air or sea on the day the stay starts

- roadblocks ordered by the State or a local authority,
- public transport strike preventing you from arriving within the 24 hours following the planned start of your stay,
- flooding or natural event obstructing traffic (certified by the competent authority),
- traffic accident during the journey needed to get to your planned holiday destination, the damage caused resulting in immobilisation of the vehicle (proved by report by an appraiser).

#### Getting a job

as an employee for a period of more than 6 months and starting during the planned dates of your stay (you must have been registered as unemployed and provided this is not the extension or renewal of your employment contract or an assignment given you by a temporary employment agency).

#### Your separation (civil union or marriage)

In the event of divorce or separation (civil union) provided the case was submitted to the courts before the trip was booked (official document required as proof).

**Excess 25% of the value of the claim.**

#### Theft of your identity card, driving licence or passport

within 5 working days prior to your departure, making it impossible for you to complete the border crossing formalities required by the competent authorities.

**Excess 25% of the value of the claim.**

#### Cancellation or modification to the paid holiday dates of yourself or your de facto or legal spouse imposed by your employer

who had officially agreed to them in writing before you booked your stay. The document issued by the employer is required. **This cover is not available to heads of companies, self-employed people, craftspeople or part-time entertainment workers.**

**You remain liable for an excess of 25%.**

**Job transfer requiring a move** imposed by management, not having resulted from a request by you and provided the transfer was not known about when the Policy was taken out. This cover is provided for employees and excludes private practice professionals, managers, company legal representatives, the self employed, craftsmen and tradesmen, and casual workers in the entertainment industry.

**You are liable for payment of a 25% excess.**

#### Visa refusal by the authorities of the country

subject to no application having been previously refused by those authorities for the same country. Documentary proof issued by the embassy is required

#### Natural disasters (as defined by French Act No. 86-600 of 13 July 1986 as amended)

occurring in the place you are staying and resulting in prohibition on staying at the site (town, neighbourhood, etc.) by the local or prefectural authorities during all or part of the period shown on the reservation contract and occurring after the present contract was taken out.

#### Site access prohibited

(Town, neighbourhood, etc.) within a radius of five kilometres around the place you are staying, issued by the local or prefectural authorities following pollution of the sea or an epidemic.

**Illness requiring psychological or psychotherapeutic treatment including nervous breakdowns** of yourself, your *de facto* or legal spouse or your direct descendants and requiring a minimum **hospitalisation of 3 days** at the time the trip is cancelled.

#### Cancellation by one of the people travelling with you

(Maximum 9 people) who registered at the same time as you and insured under the same contract where the cancellation is due to one of causes listed above.

If the person wishes to travel alone, additional expenses are taken into account. Our reimbursement may not exceed the amount owed in the event of cancellation on the date of the event.

### CANCELLATION FEES FOR BOOKING MADE LESS THAN 15 DAYS BEFORE DEPARTURE

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**In the event of the cover being taken out at the last minute (less than 15 days before departure), we will only cover cancellation fees resulting from the following events, and no other:**

Cover provides for reimbursement of cancellation fees or modification of a stay up to the value of the sums given in the Table of Sums Covered above for which you remain liable and which are invoiced by the Service Provider in application of the General Conditions of Sale, minus transport taxes (such as aviation taxes), insurance premiums and handling charges if you cannot travel for one of the following reasons:

#### Serious illness, serious accident or death

**including relapse, worsening of a chronic or pre-existing condition as well as the results or after-effects of an accident that occurred before the contract was taken out** of yourself, your legal or *de facto* spouse, your ascendants or descendants to the 2<sup>nd</sup> degree, fathers- and mothers-in-law, sisters, brothers, brothers- and sisters-in-law, sons- and daughters-in-law, your legal guardian or any person who usually lives under your roof, of the person accompanying you during your stay and identified by name and insured under this contract.

#### Serious illness, serious accident or death

**including relapse, worsening of a chronic or pre-existing condition as well as the results or after-effects of an accident that occurred before the contract was taken out** of the person replacing you at work and identified by name when the contract was taken out, to the person responsible during your stay for looking after your underage children, any disabled person under your legal guardianship and who lives under the same roof as you.

#### EXTENSION OF MODIFICATION FEES

In the event of modification of the dates of your stay due to a reason listed above, we will reimburse you for the costs occasioned by the postponement of the dates of your insured stay provided for contractually in the Conditions of Sale.

Under no circumstances may the compensation paid be greater than the value of the cancellation fees due on the date on which the event at the origin of the modification occurred.

**Cancellation and modification cover cannot be combined**

## Late arrival

Effective date	Cover expires
Late arrival: the day of subscription to this contract	Late arrival: day of departure

### WHAT DO WE COVER?

We cover you for reimbursement on a *pro rata temporis* basis of the unused period following late entry into possession **by more than 24 hours** of the accommodation rented or hotel room as a consequence of one of the events listed in the cancellation cover.

This cover cannot be combined with cancellation cover.

### WHAT ARE YOUR OBLIGATIONS IN THE EVENT OF A CLAIMABLE LOSS?

You should:

- Send the insurer any documents needed to complete the claim and thereby evidence the validity and amount of the claim.

You will always be asked to provide the original of the organiser's detailed invoices showing the land and transport services.

If the medical details necessary for the claim to be examined are not disclosed to our medical examiner, the claim cannot be processed and settled.

## Interrupted stay expenses

Effective date	Cover expires
Stay cut short: on the scheduled day of departure – at the place to report to indicated by the organiser	Stay cut short: on the scheduled day of return (at the place from which the group disperses)

### WHAT DO WE COVER?

The insurance premium is never refundable.

### WITHIN WHAT TIME LIMIT SHOULD YOU DECLARE THE LOSS?

**1- Medical reasons:** you should declare your loss **as soon as a competent medical authority establishes that the seriousness of your state of health would contraindicate your trip**

If your cancellation is subsequent to such a contraindication to travel, our reimbursement will be limited to the cancellation expenses applicable at the date of the contraindication (calculated on the basis of the travel organiser's scale with which you acquainted yourself on enrolling on the trip)

*For any other reason for cancellation:* you should declare your loss as soon as you become aware of the event that might lead to application of the cover. If your trip cancellation falls after that date, our reimbursement will be limited to the cancellation expenses applying on the date of the event (calculated on the basis of the travel organiser's scale of charges, of which you were apprised when you signed up).

**2-** In addition, if the claimable loss has not been declared to us directly by the travel agent or by the organiser, you should inform us within 5 business days following the event leading to application of the cover. For that purpose, you should send us the declaration of loss (claim form) enclosed with the insurance contract that has been given to you.

when the contract is taken out, to the person responsible during your stay for looking after your underage children or any disabled person of whom you are the legal guardian and who lives under the same roof as you and of whom you are the legal guardian.

**Serious damage caused by fire, explosion or water** or caused by the forces of nature at your business or private premises and implying the absolute necessity of your being present to take protective measures.

**Theft or burglary on business or private premises** provided that the scale or importance of the theft requires your presence.

#### WHAT WE EXCLUDE

*In addition to the exclusions provided for in the General Provisions, interruptions consequent upon the following are not covered:*

- *cosmetic treatment, cure, voluntary termination of pregnancy, in vitro fertilisation and its consequences;*
- *a depressive, mental, or psychological illness without hospitalisation or hospitalisation for less than three days;*
- *epidemics.*

### *Leaving personal items in rental accommodation*

EFFECTIVE FROM	COVER ENDS
Items left behind: the day of departure from place of stay	Items left behind: 10 days after insured person returns home

#### WHAT DO WE COVER?

We will refund you, on presentation of the original copy of the invoice for sending the Item left behind, and up to the cost shown in the Cover Schedule, the cost of sending the Item left behind from the rental accommodation to your home.

Cover applies to a single Item per rental accommodation, and it is specified that this Item must meet the following requirements:

- **Maximum weight:** under 10 kg
- **Maximum dimensions:** total length, width and height of the package must not exceed 150 cm.

In no event will the campsite be liable for:

- **delays due to transport organisations called upon to deliver Items left behind.**

#### WHAT DO WE COVER?

If you have to interrupt the stay covered by this contract, we undertake to reimburse the unused "outdoor hotel services" together with any cost of cleaning the accommodation which you cannot ask the service provider to reimburse, replace or offset in the event of your being obliged to leave and hand over the camping space to the hotelier as a result of:

**Serious illness or accident or death** of yourself, your legal or *de facto* spouse, your ascendants or descendants to the 2<sup>nd</sup> degree, fathers- and mothers-in-law, sisters, brothers, brothers- and sisters-in-law, sons- and daughters-in-law, your legal guardian or any person who usually lives under your roof, of the person accompanying you during your stay and identified by name and insured under this contract.

**Serious illness or accident or death** of the person replacing you at work and identified by name

- breakage, loss, damage or theft of Items during conveyance;
- consequences resulting from the type of Item left behind;
- refusal by customs authorities in France or overseas to authorise dispatch of Item left behind.

#### **WHAT IS EXCLUDED**

*In addition to the general exclusions shown in the paragraph entitled "WHICH GENERAL EXCLUSIONS APPLY TO THE CONTRACT?" in the "FRAMEWORK OF CONTRACT" chapter, the following are excluded:*

- Any item applicable to national, European and international regulations regarding dangerous products, including those specified in the regulations of the International Civil Aviation Organisation (ICAO);
- Any items containing explosives, ammunition, gas, solid and liquid flammable materials, oxidising substances, toxic and/or infectious substances, corrosive or radioactive products, lithium batteries;
- Any items which, by their nature, packaging or storage, may be a source of danger for staff, third parties, the environment, the safety of transport vehicles, or which may damage other items being carried, machines, vehicles or goods belonging to third parties;
- Items which are counterfeit and/or which contravene applicable laws and regulations;
- Drugs and any other illicit substances;
- Firearms;
- Items requiring carriage in regulated temperatures;
- Publications or audiovisual media prohibited by any applicable laws or regulations;
- Dead or living animals;
- Any content, the carriage of which by post may be detrimental to human dignity, integrity or respect for the human body, including funeral ashes and relics;
- Bank notes, marketable securities, payment cards and metal items of legal tender intended for circulation in France and precious metals;
- Precious stones, natural pearls, identity papers and any other items of value;
- Items for which carriage forms a commercial operation and those intended for sale;
- Motorised engines, automobile accessories, gardening equipment, items containing liquids, furniture;
- Household or computer equipment and accessories, hi-fi equipment, musical instruments.

#### **WHAT SUMS DO WE PROVIDE FOR?**

We provide for the total sums for sending items left behind, with a maximum shown in the Cover schedule.

#### **WHAT ARE YOUR OBLIGATIONS IN THE EVENT OF AN ACCIDENT?**

After you have contacted your host, have found and have had the item left behind sent on, you must send us your declaration, within 10 working days following dispatch, except in the event of unforeseeable events or force majeure, along with:

- your contract number
- a copy of the rental agreement,
- the original invoice for dispatch costs issued by the transport organisation tasked with delivering the item left behind.