

STAY CANCELLERT WARRANTY

Cancellation and interruption

WITHOUT
SINCERITY

GENERAL PROVISIONS

This warranty contract contains mutual rights and obligations, which are set out on the following pages.

COMMON PROVISIONS FOR ALL GUARANTEES

Definitions:

Danger: Unintentional, unpredictable, irreversible and external event.

Attack - Terrorist acts: An attack means any act of violence that constitutes a criminal or illegal attack, against persons and/or property, in the country where you reside, with the aim of seriously disturbing public order. This "attack" will have to be recorded by the French Foreign Minister.

Beneficiary: The persons who have subscribed to this guarantee hereinafter referred to as "you".

Natural disasters: The abnormal intensity of a natural agent that is not the result of human intervention.

Domicile: Domicile means your principal and habitual residence; your place of residence must be in Europe.

DROM POM COM: By DROM POM COM we mean the new names of the DOM TOM since the constitutional reform of March 17, 2003, changing the names of the DOM TOM and their definitions.

Transport undertaking: A transport undertaking is an undertaking duly approved by the public authorities for the carriage of passengers.

Europe: By "European" we mean the countries of the European Union, Switzerland, Norway or the Principality of Monaco.

Excess: Part of the compensation remains at your expense.

Metropolitan France: Metropolitan France means: continental France and Corsica, including the DROM POM COM (new names of the DOM TOM since the constitutional revision of 17 March 2003).

Strikes: Collective action consisting of a coordinated separation by the employees of a company, in the economic sector, a professional category aimed at supporting the demands.

Civil War: Guardia Civil means the opposition of different parties belonging to the same country, as well as any revolution, sedition, insurrection, coup, applying martial law or closing borders under the command of other local authorities.

Foreign war: Foreign war means the declared armed opposition to the world of another state, as well as any invasion or martial law.

Illness - Accident: An impairment of health noted by a medical authority, which requires medical care and the absolute cessation of all activities.

Family member : Family members are all persons who can prove that they are related to (de jure or de facto) the Beneficiary.

Pollution : Environmental degradation by the introduction into the air, water or soil of material that is not naturally present in the environment.

Habitual residence: Habitual residence means his tax residence. Your main residence must be in Europe.

Guaranteed service – claims management: SAS Camping Le Floride hereinafter referred to as "we", whose head office is located at:

Campsite Le Floride
Guaranteed Service
500 St. Laurent Road
EN-66420 Le Barcarès
comptabilite@floride.fr

Claim: An event that may result in the application of a warranty.

Subscriber: The policyholder, natural or legal person who subscribes to the cancellation guarantee.

Subrogation: The legal situation through which a person transfers the rights of another person.

Third party: Any person other than the Beneficiary who is responsible for the damage. Any Beneficiary who is the victim of physical, material or immaterial damage caused by another Beneficiary (the Beneficiaries are considered third parties to each other).

What is the geographical coverage of the warranty?

The warranties and/or services provided under this warranty apply worldwide.

How long is guaranteed?

The period of validity corresponds to the duration of the services sold by SAS Camping Le Floride.

The "ANNULERINGsgarantie" takes effect on the date of registration of this guarantee for the stay in question and expires on the day of your arrival at Campsite Le Floride (on the outward journey) for the stay in question.

The "INTERRUPTION" guarantee starts on the day of your arrival at Camping Le Floride for the stay in question and expires on the day of departure of Camping Le Floride for the stay in question.

Subscriptionsperiod:

For the cancellation guarantee to be valid, it must be subscribed to at the same time as the reservation of your stay and the premium must be paid in full by the subscriber.

What are the general exclusions that apply to all of our warranties?

Claims arising from the occurrence of the following events are always excluded from all contractual guarantees:

- Accidents caused or intentionally caused by the Subscriber or the Beneficiary of the guarantee.
- The consequences of the suicide consumed or attempted by the Beneficiary.
- The absorption of medicinal products, narcotic drugs, similar substances and medicinal products not prescribed by a competent medical authority and their consequences.
- The consequences of the beneficiary's alcoholic condition are characterised by the presence in the blood of a level of pure alcohol equal to or higher than that established by the French Law on Car Traffic.
- Nervous or mental illnesses, unless otherwise provided in this warranty.
- The consequences and/or events resulting from the Civil War or Foreign War, riots, popular movements, strikes, acts of piracy, acts of terrorism, any effect of a source of radioactivity, epidemics, pollution, climatic events, natural disasters.



- The administrative closure of the establishment.
- Are always excluded from the benefit of the guarantees provided by a Subscriber or Beneficiary appearing on official, government or police databases of proven or suspected terrorist persons, a Subscriber or Beneficiary member of a terrorist organization, drug trafficker, involved as a supplier in the illicit trade in nuclear, chemical or biological weapons.

Also excluded are accidents that occur in the following circumstances:

- When the Beneficiary practices a sport in a professional capacity, practices or participates in an amateur race that requires the use of a motorized land, air or water machine.
- When the Beneficiary uses a microlight, hang glider, parachute wing or paraglider as a pilot or passenger.
- When the Beneficiary participates in fights (except in cases of self-defense), crimes, bets of any kind.

How is your fee calculated?

The compensation corresponds to the amount you have already paid to SAS Camping Le Floride, less the amount of the cancellation guarantee and by booking fee, within the limit of 5000 € per file.

How quickly will you be compensated?

Your file will be processed within 2 months of receipt of your application. In the event of missing or incorrect supporting documents, the period of 2 months shall begin to run after receipt of the requested documents. Only the date of receipt by SAS Camping Le Floride of registered letter irona time of date of commencement of the deadline. In case of shipment of the parts by e-mail, SAS Camping Le Floride cannot be held responsible in case of extension of the processing times.

If we do not encounter any problems in processing your file, you will not be contacted by the guaranteed service.

Once your file is completed, processed and validated:

- For residents of French territory, a cheque will be sent by conventional mail within 1 month.
- For residents outside the French territory, a bank transfer will be made within 1 month.

Risk reporting – request for information:

This guarantee is made according to the declarations of the Beneficiary. He must therefore, throughout the guarantee, answer the questions raised by the guaranteed service which may lead him to assess the risks he bears.

Penalties in case of false statements:

Any reluctance or deliberate misrepresentation on the part of the Subscriber or the Beneficiary, with regard to the components of the risk, will be sanctioned by the nullity of the guarantee.

Complaint - mediation:

In case of dissatisfaction with the conclusion or implementation of this guarantee, the subscriber or beneficiary may contact the guaranteed service of SAS Camping Le Floride: Camping Le Floride - Guaranteed service - 500, route de St. Laurent - 66420 Le Barcarès or comptabilite@floride.fr.

After exhaustion of national remedies and if the disagreement persists after the reply of the guaranteed service, the person concerned can refer the matter to the "consumer law" mediator: MEDICYS - mediation center and amicable settlement of bailiffs - 73, boulevard de Clichy - 75009 Paris or www.medicys.fr.

Applicable law and languages:

This guarantee is governed by French territory. The Subscriber and the Beneficiary waive any procedure in another country.

Badger:

If, during the same period, the subscriber takes out one or more insurance policies covering risks identical to this guarantee, the subscriber must report this in the cancellation guarantee, on pain of cancellation of the guarantee.

Delivery of the conditions of the cancellation guarantee:

The Subscriber undertakes to provide each Beneficiary with these cancellation guarantees.

Multiple guarantees:

Under no circumstances may a Subscriber be covered by more than one membership of this guarantee, even if he has paid contributions multiple times. If this were the case, SAS Camping Le Floride is in any case limited to the guarantees corresponding to a membership.

Matches

Any request for additional information or clarification and any claims should be directed to:

Campsite Le Floride
Guaranteed Service
500 St. Laurent Road
EN-66420 Le Barcarès
comptabilite@floride.fr

All correspondence must be communicated in the forms prescribed by the applicable regulations.

Indian or beneficiary of the Subscriber to provide his e-mail/or telephone details, the guaranteed service reserves the right (unless the Beneficiary of the Subscriber exercises his right to object) to pass on information by e-mail and/or SMS.

Data processing and freedom (Law N7801 or 06/01/78)

The personal data collected by SAS Camping Le Floride is collected in order to enable the subscription and the management of guarantees in obligations by the general service.

Sas Camping Le Floride's personal data protection policy is available on its website at the following address: <https://floride.fr/politique-de-confidentialite/>

What are the limits that apply in case of force majeure?

We cannot be held responsible for the non-performance of services due to cases of force majeure or the following events: civil or foreign war, notorious political instability, popular movements, riots, terrorist acts, reprisals, restrictions on the free movement of persons and goods, strikes, explosions, natural disasters, disintegration of the nuclear nucleus, nor twists in the execution of the services result from the same causes.



WARRANTY DETAILS

*** CANCELLING THE STAY :**

Effective date	Expiry of guarantee
The day of booking of the stay in question and endorsing the guarantee	Winnow Hotels day of your arrival at Camping le Floride for the stay in question

From beneficiaries:

Are considered beneficiaries, the participants declared to the SAS Camping Le Floride during your reservation and thus of your subscription to the cancellation guarantee.

What do we guarantee? For what amount do we intervene?

We will refund the deposits and all amounts paid for the stay in question to SAS Camping Le Floride and invoiced according to the general terms and conditions of sale, excluding the amount of the cancellation guarantee and the reservation fee, within the limit of 5000 € per file, if you are obliged to cancel your stay before departure (on the way there).

The reimbursement per claim can under no circumstances exceed the price of the rent.

The amount of the cancellation guarantee will never be refunded.

In which cases do we intervene?

The guarantee is obtained in all cases of cancellation, if your departure is prevented by any event, which can be justified.

By random event we mean all unintended circumstances on your part or those of one of **Winnow Hotels** beneficiaries in notexcludedunder this contract, unforeseeable on the day of the subscription and due to the sudden action of an external cause:

- **Serious illness, serious accident or death** (except relapse, aggravation of a chronic orpre-existing illness, as well as the consequences, due to consequences of an accident that occurs before the registration of the guarantee) or yourself, your spouse de jure or de facto, your ascendants or descendants up to the 2nd degree, sisters and Brothers.
- **Complications due to the state of pregnancy occurring before the 26th week of pregnancy** of one of the persons participating in the stay and involving the **absolute** cessation or a professional or other activity .
- **The obligation** is entered into on conditionthat or no procedure has been initiated beforethe registration of the guarantee.
- **Summons before a court court**, exclusivelyash a juror /witness of Assizes or appointmentashan expert, provided that you are summoned on a date **Dying** coincides with the period of your stay.
- **Convocation for the adoption of a child** provided that you are summoned on a date **Dying** coincides with the period of your stay.
- **Summons for an organ transplant** Imagine yourself, your spouse de jure or de facto or one of your ascendants or offspring in the 1st degree.
- **Serious fire damage, explosions, water damage or caused by the natureof your business or private property** and the compelling involvement of your presence to take the necessary precautions.
- **Flight in company or private premises** provided that the importance of this flight requires your presence and takes place by flight within 24 hours before

- **Serious damage to your vehicle** within 24 hours prior tothe 1st day of stay and insofar as itcannot be used to come to Camping Le Floride.
- **Divorce or termination of PACS** on condition that the proceedingshave been brought before the court after the reservation of the suspension and on presentation of an official document.
- **Deletion or modification of the dates of your paid leave** imposed by your employer For legitimate reasons or exceptional circumstances and officially granted in writing by **the** latter before registration for the stay, said documentof the employer is required. This guarantee does not apply to chefs d'entreprise, liberal professions, craftsmen and intermittent artists. This guarantee does not also apply in the event of a change of employment.

WHAT WE EXCLUDE:

In addition to the exclusions in the section "WHAT ARE THE GENERAL EXCLUSIONS THAT APPLY TO ALL OUR WARRANTIES", we cannot intervene if **the cancellation is due to:**

- **Any circumstance that hinders only a simple approval of the Stay,**
- **Failure of any kind, including financial, of the carrier that makes impossible the performance of its contractual obligations, the liability of the provider or the carrier.**
- **Infringements by the service provider or carrier.**
- **Cancellations after the omission of vaccination.**
- **Diseases or accidents that have been the subject of an initial finding, relapse, aggravation or hospitalization. Any illness present before the date of reservation of the stay and therefore of registration on the cancellation guarantee cannot be taken into account.**
- **In the event of a medical event of which the diagnosis, symptoms or cause thereof are of a psychological, psychological or psychiatric nature and which has not given rise to hospitalization for more than 3 consecutive days.**
- **In case of prohibition or medical contraindication to make long trips.**
- **Cancellations due to failure to show a document essential to the stay.**
- **Earthquakes, volcanic eruptions, tidal waves, floods or natural cataclysms.**
- **The simple fact that the destination of your stay is discouraged by an institution, an organization or a state.**
- **Impediment to come to the placewhen staying (detention, blockade declared by the state or a local government, transport strike ...)**
- **Any voluntary interruption of the employment contract of one of the beneficiaries (dismissal, contractual termination, etc.).**
- **Any recruitment on the basis of a fixed-term or interim contract for the period of residence of one of the beneficiaries after the date of registration on the guarantee.**
- **Impossibility to take leave for business leaders, liberal professions, craftsmen and intermittent artists.**
- **Any access to training for the duration of the stay of one of the beneficiaries after the date of registration with the guarantee.**
- **Summons for a remedial exam.**

The exclusions in the section "WHAT ARE THE GENERAL EXCLUSIONS THAT APPLY TO ALL OUR WARRANTIES" will continue to apply to the Cancellation Guarantee.

How quickly should you declare the claim?

Medical reason: you must declare your claim as soon as it has been proven by a competent medical authority in by severity of your state of health. You are likely to prohibit your stay.

If your cancellation follows this travel ban, our refund will be 50% of the deposits and all amounts paid to SAS Camping Le Floride for the stay in question, excluding the amount of the cancellation guarantee and booking fee.

For any other reason for cancellation: You must declare your claim as soon as you become aware of the event that may lead to the warranty. If your cancellation of the stay is later than this date, our refund will be 50% of the deposits and all amounts paid to SAS Camping Le Floride for the stay in question, excluding the amount of the cancellation guarantee and the reservation fee.

What are your obligations in the event of a claim?

You must send us your cancellation request accompanied by:

- In the event of illness or accident, a medical attestation and/or an administrative bulletin of hospitalisation indicating the origin, nature, severity and foreseeable consequences of the illness or accident.
- In the event of death, a deed and the certificate of civil status or the family booklet proving the family relationship.
- In other cases, any evidence.

* INTERRUPTION OR STAY:

Effective date	Expiry of guarantee
Winnow Hotels day of your arrival at Camping le Floride for the stay in question	Winnow Hotels scheduled day of your departure from Camping Le Floride for the respective stay

From beneficiaries:

Are considered beneficiaries, the participants present and declared on the stay at the SAS Camping Le Floride Hotels.

What do we guarantee? For what amount do we intervene?

After a departure for accident or Medical reasons (not present at the time of booking) of one of the participants making the continuation of the stay impossible, we will refund the unconsumed **Nights** at the rate paid from the night after the date of the early return.

Similarly, if a member of your family who does not participate in the trip suffers from a serious illness, a serious bodily injury or a death, and as a result you have to interrupt your stay, we will refund the nights not consumed at the rate paid from the night after the date of early return.

We also intervene in case of theft, serious fire damage, explosion, water damage or caused by the forces of nature to your professional or private property and where you urgently turn on your presence to take the necessary precautions, we will reimburse you for the nights not consumed at the rate paid from the night after the date of early return.

What we exclude:

In addition to the exclusions provided for in the general terms and conditions, interruptions due to:

- An aesthetic treatment, a cure, a voluntary termination of pregnancy, an in vitro fertilization and its consequences.
- A mental or mental or depressive illness without hospitalization for less than three days.

What are your obligations in the event of a claim?

You must provide us with the following before your departure, or as soon as possible:

- In the event of illness or accident, a medical attestation and/or an administrative bulletin of hospitalisation indicating the origin, nature, severity and foreseeable consequences of the illness or accident.
- In case of death, a certificate and the civil status certificate.
- In other cases, any evidence.