Bois Fleuri
★★★★★ Camping et Parc résidentiel de loisirs

General rental conditions, page 1/3

1 – Personal Information

At the time of booking, we will ask for your identity (first name, last name, and date of birth). Your vehicle registration number must also be provided on the day of arrival or at the time of booking. If the rental is accepted, it is only valid for the person who made the reservation and cannot be transferred. Failure to comply with this clause may result in the management canceling the rental agreement.

2 – Legal Age of the Person Booking the Stay

Any rental request made by a minor or including minors not accompanied by their legal representative cannot be accepted.

3 – Booking Confirmation and Balance

A reservation option is valid for 5 days. During this period, the signed rental agreement must be returned along with a deposit corresponding to 25% of the rental amount. If we do not receive either the agreement or the deposit, the option will be automatically canceled without further notice. For any booking made less than one month before the arrival date, the total cost of the stay must be paid in full.

The balance of your stay must be paid one month before arrival. Payment can be made by credit card or bank transfer. Our bank details are as follows:

IBAN (International Banking Account Number):
FR76 1710 6011 6718 8981 4900 028
SWIFT (Bank Identification Code): AGRIFRPP871
BOIS FLEURI SAS
ROUTE DE SOREDE
66700 ARGELES SUR MER

4 – Rates

The rates shown are subject to change. The campsite reserves the right to modify them at any time. Stays are billed based on the rates in effect at the time of booking, subject to availability. It is recommended to check the rate by contacting the campsite directly.

5 – Offers and Promotions

Offers and promotions are not retroactive and cannot be combined.

6 – Accepted Payment Methods

Accepted payment methods include cash, credit card (except AMEX), holiday vouchers, and bank transfer. Bank checks are no longer accepted.

7 - **A deposit** will be required on arrival. There are several ways to pay your deposit:

BEFORE YOUR STAY:
- you will be asked to provide a pre-authorized debit of €1 on your credit card. This can be returned to your bank account on the day of your departure, if the inventory of fixtures at the end of your stay matches the inventory of fixtures at the beginning of your stay. In the event of a direct debit, your bank details will be used to cover any repair costs and/or the value of any missing or damaged equipment. (See article 15 of the CGL)

ON SITE:
An amount of €100 (blocked and unavailable) will be held on your credit card. This amount will be refunded to your bank account within 48 hours if the accommodation is in the same condition as at arrival.

In the case of early departure or leaving outside reception hours, Le Bois Fleuri will be the sole judge of the overall condition and cleanliness of the accommodation.

CLEANING DEPOSIT:
Accommodations must be left clean at the end of your stay (floors cleaned, dishes washed, trash emptied, cupboards clean, kitchen, showers, and toilets cleaned). If you notice any anomaly in the condition of your accommodation upon arrival, you must inform the campsite reception within 24 hours so that we can take the necessary steps to correct the situation as soon as possible. After this period, it will be difficult for us to act on your complaint.

If the accommodation is not left clean at the end of your stay, we reserve the right to charge cleaning fees, which will be deducted from your deposit after notifying you (€90 or €110 depending on the type of accommodation).

ACCOMMODATION DEPOSIT:
Accommodations must be returned in the condition in which you found them. In case of any damage (breakage, deterioration, or damage), we will inform you and retain the necessary amounts to restore the accommodation.

KEY DEPOSIT:
In case of loss of the key, an amount of €30 will be charged. Your deposit may also be used to cover any outstanding amounts at the time of your departure.

8 – Maximum Accommodation Capacity

It is strictly forbidden to accommodate more people than the maximum authorized capacity of the accommodation (a baby counts as one person).

9 – Rental of Accommodation

The rental is personal. It is forbidden to transfer or sublet the accommodation to a third party.

10 – Succession of Rentals

If multiple families are scheduled to stay consecutively, it is essential to submit a separate rental request for each family.

11 – Key Handover

We guarantee the handover of keys at 4:00 PM.

12 – Late Arrival

To ensure your arrival, we ask that you notify us in case of late arrival (outside reception hours).

13 – Arrival and Departure Dates

You will also be asked to specify the exact dates of your arrival and departure. Minimum stay: 2 nights in low season, minimum 7 nights in high season (Wednesday, Saturday, Sunday*).

*Only for certain types of accommodation.

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14 – Police Information Form

All participants of the stay must be listed on the POLICE INFORMATION FORM / INFORMATION SHEET, which must be sent or completed no later than the day of arrival.

15 – Mobile Networks & Wi-Fi

Each accommodation includes 4 simultaneous Wi-Fi connections.
Located at the foot of the Albères mountain range, our campsite enjoys an exceptional natural setting, which may occasionally affect the quality of mobile networks (4G, 5G) and Wi-Fi. Connection quality may also vary depending on weather conditions, the number of guests on-site, or network congestion with mobile service providers. We do everything we can to provide you with the best possible connection and thank you for your understanding.

16 – Departure Day

Your accommodation must be vacated by 10:00 AM at the latest. If you depart after 10:00 AM, an additional night will be charged at the rates in effect on that date.
A check-out inventory will be conducted for each departure. You must inform the reception on the day of arrival of any issues regarding your rental. Any damage found during the check-out inspection will be charged. A flat fee of €90 or €110 for Mobil-Home Suite Charme and Mobil-Home Duo Confort will be retained if the accommodation has not been cleaned before departure.
In case of early departure or leaving outside reception hours, deposits will be kept until an inventory is completed by the technical team. Le Bois Fleuri will be the sole judge of the cleaning quality.

17 – Early Departure

In case of early departure, no refund will be issued unless you have purchased a cancellation insurance and the reason for departure is covered by the terms and conditions.

18 – Special Requests

Any special requests regarding the stay must be made no later than at the time of booking and deposit payment. The management cannot guarantee the assignment of a specific accommodation number.

19 – Included in the Rate

The rental includes electricity, water, gas, and unlimited Wi-Fi for up to 4 devices simultaneously.

20 – Tourist Tax

An obligatory supplement is required upon arrival (if not paid beforehand), including the local tax and eco-contribution: €2.50 / adult / night.

21 – Cancellation Policy

(Excluding the "I Love Bois Fleuri" offer)

Booking fees and cancellation insurance fees are in no case refundable.

HIGH SEASON:

- **From the booking date up to 23 days before arrival (inclusive):** the amounts paid as a deposit (25%) are non-refundable. You may, however, reschedule your stay once for an equal or higher rate. Date changes are subject to availability.
- **Up to 22 days before arrival (inclusive):** in case of cancellation up to 22 days before arrival, 25% of the stay (deposit) will not be refunded.
- **From 21 to 15 days before arrival (inclusive):** in case of cancellation between 21 and 15 days before arrival, 50% of the stay will not be refunded.
- **From 14 to 7 days before arrival (inclusive):** in case of cancellation between 14 and 7 days before arrival, 75% of the stay will not be refunded.
- **From 6 days before the planned arrival date or in case of no-show:** no refund will be issued.

Any stay including at least one day during the high season is subject to the high season cancellation policy.

LOW SEASON:

- **No later than 8 days before arrival:** to benefit from a refund, cancellation must occur at least 8 days before arrival.
- **From 7 days before arrival (inclusive) until the arrival date, or in case of no-show:** if cancellation occurs less than 7 days before arrival, no refund will be issued.

Consider taking out cancellation insurance

Camping Le Bois Fleuri offers you the possibility to subscribe to a cancellation and interruption insurance as part of your rental contract. Our partner, Gritchen Affinity, commits to refunding all or part of the stay to our guests.
All cancellation requests must be made by email or by registered mail. The date of sending and/or the postmark shall serve as proof of cancellation.

22 – Complaints

We encourage you to submit in writing any complaints regarding your accommodation or the services provided before your departure from the campsite.

23 – Fees

Fees are payable at the reception. Their amount is displayed at the entrance of the campsite and at the reception office. They are due based on the number of nights spent in the accommodation.
Guests intending to leave before the reception opening hours must pay their fees the day before.
If any amount is due upon your departure, your deposit may be used to cover the payment.

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24 – Right of Withdrawal

In accordance with Article L221-28 of the French Consumer Code, the right of withdrawal cannot be exercised for accommodation service contracts, other than residential accommodation, which must be provided on a specific date or during a specific period.

25 – Consumer Dispute Mediation

In the event of a dispute between the professional and the consumer, the parties shall endeavour to reach an amicable settlement.
If no amicable agreement can be reached, the consumer may refer the matter, free of charge, to the consumer mediator to which the professional is affiliated, namely AVENIR CONSO, within one year from the date of the written complaint submitted to the professional.
The consumer mediator may be contacted:

- either by completing the dedicated form available on the AVENIR CONSO website: https://www.avenir-conso.com/
- or by post addressed to: AVENIR CONSO, 197 Boulevard Saint-Germain – 75007 PARIS, France.

26 – Hyperlinks

To provide additional information to our textual content, we have included a number of links on our website to third-party sites to facilitate access.

We are in no way responsible for these websites or their content, availability, or advertisements. The user alone is responsible for deciding whether or not to click on these links and for using the information provided.
Conversely, third-party websites may include hyperlinks pointing to our website. The existence of such links is only permitted with the express and prior authorization of the group.

27 – Images / Photography

By accepting these General Rental Conditions, you expressly authorize SAS LE BOIS FLEURI, free of charge, to photograph or film you during your stay and to use, on any medium, the resulting photos, videos or audio recordings for a period of 10 years. This authorization also applies to all participants in your stay. Its purpose is to promote Camping Le Bois Fleuri nationally and internationally on our websites, brochures, social media, commercial presentations and in tourist guides.

If you do not wish your image, or that of the participants in your stay, to be used for these purposes, you simply need to inform the reception desk upon arrival or at any time during your stay. Your request will be taken into account without any impact on the conditions of your stay.

Date of last update: 03/04/2026