

General terms and conditions of sale Camping de Keralouet

Article 1 - Scope of the general terms and conditions of sale

These general terms and conditions automatically govern all sales of holidays made on the <https://www.camping-finistere-keralouet.com/> website, by telephone, post or e-mail. They form an integral part of any contract concluded between the campsite and its customers. All customers acknowledge that they have read and understood these terms and conditions before booking a holiday, for themselves and any other person taking part in the holiday. In accordance with the law in force, these general terms and conditions are made available to all customers for information purposes prior to the conclusion of any contract for the sale of holidays.

Article 2 - Booking conditions

2.1 Pre-booking : Pre-bookings (options) can be made by post, e-mail or telephone. The deadline for validation is 5 days, after which the option will be cancelled without notice. **The reservation will only become effective after receipt of the deposit of 30% of the total cost of the stay. Payment of the deposit implies acceptance of the general terms and conditions of sale and the house rules.**

2.2 Booking : The Keralouet campsite is a small, friendly family campsite which wishes to preserve the peace and quiet of its occupants. The manager therefore favours bookings of a single pitch or accommodation per rental contract. **All group bookings (2 files)** must be approved by the manager, who is the only person authorised to approve bookings. **When booking, the first and last names of all participants must be given, as well as the date of birth for those under 18.**

2.3 Prices and payment : The price of stays is indicated in euros, including VAT. The customer's attention is drawn to the fact that tourist tax and any optional extras are not included in the price. **Under no circumstances may you sublet or assign your booking without the prior consent of the management, nor may you rent your caravan or tent to a third party.** The following methods of payment are accepted for the deposit: cash, cheque, credit card or bank transfer and e-connect holiday vouchers; for the balance: cash, cheque, credit card or bank transfer, e-connect holiday vouchers and

ANCV holiday vouchers. **In the event of any delay not notified in writing, the rental/pitch will become available from 8.00 a.m. the following day after the arrival date stated on the booking contract. After this time, and in the absence of a written message, the booking will be cancelled and all payments will be retained by the campsite management. Full payment for services is still due.**

For campsite pitch bookings : All rentals are by name only and may not be transferred. Minors must be accompanied by their parents or legal guardians. The rental only becomes effective with our agreement and after receipt of the total amount of the stay and the booking fee. **The balance of the stay must be paid no later than 14 days before arrival, failing which the booking will be cancelled without recourse or refund.** Consumables, such as toilet paper, are at your own expense. **No reductions will be made for late arrivals or early departures.**

For rental bookings : All rentals are by name only and may not be transferred. Minors must be accompanied by their parents or legal guardians. The rental only becomes effective with our agreement and after receipt of the total amount of the stay and the booking fee. **The balance of the stay must be paid no later than 30 days before arrival, failing which the booking will be cancelled without recourse or refund.** You must carry out an inventory of fixtures on arrival and inform us on the same day of any malfunctions or missing items. When you check out, you will be invoiced for any damage, broken or missing items and cleaning if the rental is not returned in the same condition as when you arrived, clean and tidy, bins emptied and appliances cleaned. A lump sum of €50 will be deducted from the security deposit if the accommodation is returned in a condition not similar to that found on arrival. Household utensils are provided in the rentals, **but consumables are your responsibility.** A Hoover is available at reception. We can clean at the end of your stay for a fee of €50. The accommodation is fully equipped for the maximum number of people. **Bed linen, towels and household linen are not provided. Under sheets are compulsory and can be hired on site.** We recommend that you bring extra blankets. **No reduction will be made for late arrivals or early departures.**

2.4 Booking changes : Customers may request a change to their stay (dates, type of accommodation) by writing to the campsite (by post or e-mail), subject to availability. No postponements will be accepted for the following season. If no change is made, the customer will have to stay under the original booking conditions or cancel the booking in accordance with the general terms and conditions of sale. Any request to increase the length of your stay will be subject to availability and the current rates. Any request to reduce the length of your stay will be considered as a partial cancellation and will be subject to the cancellation and interruption of stay conditions.

2.5 Cancellation : Any booking not paid for in accordance with the general terms and conditions of sale will be cancelled.

Cancellation by the camper for all pitches and accommodation : For cancellations received more than 60 days before the start of the holiday, 100% of the deposit will be refunded, less a €20 administration fee. For cancellations received more than 30 days before the start of your stay, you will be required to pay 30% of the total cost of your stay. For cancellations received 30 days or less before the start of the holiday, the full amount of the holiday will be due. In all cases, cancellations must be made by post (date of postmark) or by e-mail (date of receipt).

2.6 Withdrawal : The legal provisions relating to the right of withdrawal in the event of distance selling as set out in the Consumer Code do not apply to tourist services (article L.121-20-4 of the Consumer Code). Therefore, for any order for a stay with the campsite, the customer has no right of withdrawal.

2.7 Cancellation insurance : We advise you to take out cancellation/interruption insurance with an approved organisation such as the Fédération Française de Camping et Caravaning. This policy guarantees that you will be reimbursed in the event of cancellation of your holiday or early departure under certain conditions (illness, accident, etc.). We will be happy to send you the documents relating to this insurance with our partner FFCC.

2.8 Maximum capacity : For safety and insurance reasons, the number of occupants may not exceed the capacity specified for the type of

accommodation or pitch booked (1 to 6 maximum), including newborn babies. If we observe on your arrival or during your stay that the maximum capacity has been exceeded, we reserve the right to refuse you access to your reservation or to exclude you from the campsite, without refund or compensation.

Article 3 - Course of your stay

3.1 Arrivals and departures

In rental accommodation : Arrivals are from 3.00 pm and during reception opening hours. **Departures by appointment**, validated at least 72 hours before the end of the stay, last possible slot subject to availability 9.45am.

Campsite pitches : Arrivals from 2 p.m. and during reception opening hours, departures **before** 12 noon.

Any keys returned after 9.45 am or pitches returned after 12.00 pm will incur an additional night's charge. Any request to extend your stay must be made at least 48 hours before the planned departure date and will be validated according to availability.

3.2 Deposit

For rental accommodation : The sum of 320 euros per accommodation will be requested on the day of your arrival. It will be reimbursed to you on the day of your departure, during office opening hours, **after an inventory of fixtures and fittings, less any charges for damage and cleaning if you do not leave the accommodation in a perfectly clean condition.** **However, Camping de Keralouet reserves the right to keep the deposit for 8 days in the event of disputes or for a more detailed check of the general condition of the accommodation. If you leave outside office opening hours, the deposit will be returned to you by post within 8 days. The deposit does not constitute a limit of liability.**

Campsite pitches : You will be asked to pay 20 euros in exchange for your campsite access card. The deposit will be returned to you on the day of your departure against the campsite access card.

3.3 Pets : Pets are accepted (**1 maximum per rental**), and must be in order according to current legislation, subject to a daily fee to be paid when booking. Pets must not disturb the peace and safety of residents

General terms and conditions of sale Camping de Keralouet

and must respect basic rules of hygiene and the integrity of the facilities. They must be kept on a lead and are not allowed in communal areas: toilets, swimming pool area, children's play area.

Dogs must be walked outside the campsite on a daily basis for both small and large tasks, and any faeces must be picked up by their owners. Category I and II dogs, guard dogs and security dogs are not permitted, nor are large dogs (weighing 15kg or more). Customers are not allowed to leave their pets alone on the premises, even if they are locked up. They will also be tolerated in the rental accommodation, subject to approval by the management, but for hygiene reasons they must not sleep on the bedding, benches or cushions, and must never be left alone in the accommodation. **Visitors' pets are not allowed on the campsite premises. There is a limit to the number of pets allowed on the campsite, so it is essential that you inform us of the presence of your pet when you make your booking to avoid the campsite turning you away.**

3.4 **Visitors** : A visitor is defined as any person from outside the campsite who wishes to visit a guest of our establishment within the campsite's opening hours. The campsite guest must notify reception of the arrival of their guest by providing their identity, and after authorisation by the manager, pay the corresponding fee. On arrival, the visitor must go to reception and sign the visitors' register. The host must welcome his guest at the campsite entrance. The visitor's vehicle must be parked outside. **Visitors' pets are not allowed on the campsite premises. The Keralouet campsite authorises visitors up to a maximum of 4 peoples per accommodation/site, all ages combined, and reserves the right to refuse access altogether depending on the number of visitors and the number of occupants already present on the bare pitch or accommodation rental contract. Visitors are not allowed in the pool area.** In the event of a recurring visit*, the Keralouet campsite is authorised to charge the guest at the current rate. *(the notion of a recurring visit is left to the discretion of the campsite manager and cannot be challenged by the customer).

3.5 **Minors** : We would like to draw your attention to the fact that our campsite is not a Holiday and Leisure Centre within the meaning of decree no.

2002-883 dated 3 May 2002, and is not suitable for providing group or individual stays away from the family home for minors under the age of 18, unaccompanied by their legal guardians. In this respect, we inform you that minors must be under the supervision of their legal representatives. The Keralouet campsite reserves the right to refuse access to the accommodation(s) or pitch(s) booked in disregard of this rule to minors under the age of 18 who are not accompanied by their legal guardians when they arrive at the campsite reception desk, and to cancel their holiday immediately. Under the same conditions, the Keralouet campsite may, at any time before the start of the holiday, cancel the booking if it discovers that the accommodation or pitch is intended for minors under the age of 18 who are not accompanied by their legal guardians.

3.6 **Activities/Leisure** : The use of the leisure area (swimming pool and play area) is the responsibility of the users and their guardians (adults) in the case of minors. Access to the swimming pool, which is not supervised, is free only for campsite guests (excluding visitors). The pool rules are posted on the entrance gate. Users of this facility are deemed to be familiar with its terms. Swimming shorts are forbidden, men's and women's swimming costumes are compulsory, and you must pass through the foot bath and the shower. **Children under the age of 10 must be accompanied by a responsible parent to access the pool. Young children must wear a special nappy. Access to the small play area is reserved for children under 8, under parental supervision. Hard balls are not permitted on the campsite premises. The campsite does not have a city park.**

3.7 **House rules** : Please read the house rules and respect them. In the event of a resident disrupting the stay of other users or failing to comply with the provisions of these house rules, the manager or his representative may, orally or in writing if he deems it necessary, give the resident formal notice to cease the disturbance. In the event of serious or repeated breaches of these rules and regulations, and after the manager has served formal notice to comply, the contract may be terminated. In the event of a criminal offence, the manager may call in the police. The fact of taking possession of the accommodation or pitch implies that the customer is aware of these rules and that he/she must comply with them. Any

breach of these rules constitutes an offence for which the Management reserves the right to enforce compensation by any legal means.

3.8 **Interruption of stay** : Early departure or interruption of your stay will not entitle you to any refund.

Article 4 – Liability : We would like to draw your attention to the fact that camping accommodation is not the responsibility of hoteliers. Consequently, the Keralouet campsite or any other company, including SARL LESCOPING or SCI VIGWEN, cannot be held liable in the event of loss, theft or damage to personal belongings in the campsite, whether in the accommodation, pitches, car parks or communal areas (aquatic area, etc.). The statute of limitations for sums due in respect of services sold by the Keralouet campsite does not fall within the scope of the hotel statute of limitations (article 2272 of the French Civil Code). It is therefore the responsibility of holidaymakers to take out additional holiday insurance to cover any damage. It is compulsory for customers to be covered by civil liability insurance for personal injury or damage to property caused to third parties: the cover must also cover recourse by the owner, neighbours and third parties for damage to property resulting from fire, explosions, water damage and glass breakage. The Keralouet campsite declines all liability in the event of theft, loss or damage due to bad weather, fire, vandalism or incidents for which the holidaymaker is responsible within the campsite and its car parks. Each tenant is responsible for any disturbance or nuisance caused by persons staying with them or visiting them. Keralouet cannot be held responsible for any personal belongings left behind on the campsite.

Article 5 - Image-personal data : You authorise the Camping de Keralouet, as well as any person that the campsite may wish to substitute, to photograph, record or film you during your stay at the campsite and to use said images, sounds, videos and recordings in any medium (in particular on the Camping de Keralouet websites or pages - including Facebook - on the presentation and promotion of the Camping de Keralouet and in travel or tourist guides). This authorisation applies both to you and to persons staying with you. Its sole purpose is to promote and animate the establishment and may in

no way damage your reputation. This authorisation is granted free of charge, for all countries and for a period of 10 years. The information you provide when placing your order will not be passed on to any third party. This information will be considered confidential by Camping de Keralouet. It will only be used by the internal services of Camping de Keralouet, to process your order and to strengthen and personalise communication and the range of services reserved for customers of the campsite according to your centres of interest. In accordance with the French Data Protection Act of 6 January 1978, you have the right to access, rectify and object to any personal data concerning you. To do so, simply send us a request by post to the following address, stating your full name and address: Camping de Keralouet 11 rue Éric Tabarly 29740 PLOBANNALEC-LESCONIL.

Article 6 - Applicable law : These general terms and conditions are subject to French law and any dispute relating to their application falls within the jurisdiction of the Tribunal de Grande Instance or the Tribunal de Commerce of Quimper. In accordance with the provisions of article L 1612-1 of the French Consumer Code, any customer of the campsite has the right to have recourse, free of charge, to a consumer mediator with a view to the amicable resolution of a dispute with the campsite operator. The contact details of the consumer mediator that the customer can contact are as follows: MEDICYS - 73, boulevard de Clichy 75009 PARIS