

General Terms and Conditions of Sale – Keralouet Campsite

Article 1 – Scope of Application : These general terms and conditions of sale apply to all stays booked with Camping de Keralouet, whether via the website <https://www.camping-finistere-keralouet.com>, by telephone, mail, or email. They form an integral part of any contract concluded between the campsite and its customers. Each customer acknowledges having read and accepted these general terms and conditions before making any booking, both for themselves and for all participants in the stay. In accordance with current legislation, these terms and conditions are made available to the customer for informational purposes prior to the conclusion of the contract.

Article 2 – Booking and financial conditions

2.1 Pre-bookings : Pre-bookings ("options") can be made by phone, mail, or email. They are valid for a maximum of 5 days. Without confirmation and payment of a deposit within this period, they will be automatically cancelled. The booking becomes effective only upon receipt of a deposit equal to 30% of the total cost of the stay. Payment of the deposit implies full and unreserved acceptance of these terms and conditions and the campsite's internal regulations.

2.2 Final Reservations : The Keralouet campsite, a family-run and friendly establishment, voluntarily limits reservations in order to preserve the tranquility of its guests.

- A reservation can only cover one location or accommodation per contract.
- Reservations described as "group" (from 2 separate contracts) are subject to express validation by the manager.
- The names, surnames and dates of birth of the participants (including minors) must be provided when booking.

2.3 Prices and regulations : Prices are shown in euros, including VAT. Not included: tourist tax and any optional extras (additional services).

Payment methods : cash, bank card and bank transfer.

Balance : same payment methods.

The terms of payment of the balance : **Pitches** : 14 days before arrival. **Rental accommodation** : 30 days before arrival.

Payments on site : bank card from €10.

If payment is not received within the specified timeframe, the reservation will be cancelled without recourse, and any sums paid will be retained by the campsite. No reduction or refund will be granted for late arrivals or early departures. All rentals are non-transferable and cannot be assigned or sublet without prior authorization from management. Minors must be accompanied by their legal guardians.

Rental – inventory and security deposit : An inventory of fixtures is carried out by the tenant upon arrival. Any malfunctions or missing items must be reported on the same day. A final inventory of fixtures is mandatory. Any damage, missing items, or insufficient cleaning will be charged.

End-of-stay cleaning option : The customer can subscribe to a cleaning option, depending on the type of accommodation: €50: bungalow and 1 bedroom accommodation; €70: 2 bedroom accommodation; €90: 3 bedroom accommodation and Lodge. Subscribing to the cleaning option does not exempt the customer from leaving the accommodation tidy, emptying the bins, removing their personal belongings and respecting the return instructions communicated by the campsite.

Cleaning not done or insufficient : If you have not opted for the cleaning service, the accommodation must be left clean and tidy according to the instructions provided by the campsite. If the cleanliness level upon departure requires additional attention, cleaning fees will be charged and may be deducted from your security deposit.

€50 – Additional cleaning: accommodation returned insufficiently clean requiring additional intervention;

€90 – Major cleaning: accommodation returned in a state requiring extensive or abnormally long intervention.

These fees are applied based on the condition of the accommodation upon departure and the extent of cleaning required. Any damage and missing items or equipment will be billed separately. The security deposit does not constitute a limit of liability.

2.4 Reservation Modification : Any request for modification (dates, type of accommodation) must be submitted in writing (letter or email). Changes are subject to availability. No postponement to the following season is permitted. A reduction in the length of stay is considered a partial cancellation and is subject to the cancellation policy.

2.5 Cancellation : It must be notified by post (the postmark serving as proof) or by email (the date of receipt serving as proof).

- More than 60 days before arrival: refund of the deposit, less a €20 administration fee.
- Between 30 and 60 days before arrival: 30% of the total amount of the stay remains due.
- Less than 30 days before arrival: 100% of the total amount of the stay is due.

2.6 Absence of right of withdrawal : In accordance with Article L.221-28 of the French Consumer Code, the right of withdrawal applicable to distance selling does not apply to accommodation services provided on a specific date or during a specific period. Therefore, no cancellation without penalty can be invoked after booking.

2.7 Cancellation Insurance : It is strongly recommended to take out cancellation/interruption insurance with an approved organization (for example, the French Federation of Camping and Caravanning – FFCC). This insurance allows for reimbursement under certain conditions (illness, accident, etc.).

2.8 Maximum capacity : For safety and insurance reasons, occupancy cannot exceed the maximum capacity indicated for the accommodation or pitch (including newborns). Any excess may result in refusal of access or eviction, without refund.

Article 3 – Course of the stay

3.1 Arrivals and departures

- **Rental accommodation** : Arrival from 3:00 PM, departure by appointment confirmed at least 72 hours before the end of the stay (last slot subject to availability: 9:45 AM)
- **Pitches** : Check-in from 2:00 PM, check-out before 12:00 PM. Any key return after 9:45 AM or pitch handover after 12:00 PM will result in an additional night's charge. Any extension request must be made at least 48 hours before the departure date and is subject to availability.

3.2 Caution

- **Rental accommodation** : A security deposit of €320 is required upon arrival per accommodation. This will be refunded on the day of departure after an inventory check, less any deductions for damage or cleaning fees if the accommodation is not left clean and tidy. The campsite reserves the right to retain the deposit for up to 30 days in the event of a dispute.
- **Pitches** : A €20 deposit is required and will be refunded upon return of the access card. The deposit does not limit the tenant's liability for any potential damages.

3.3 Animals : All animals must be declared at the time of booking; they are accepted in limited numbers and under certain conditions. • Only one pet per reservation is allowed, provided it complies with the legislation and a daily fee is paid at the time of booking. • Pets must be kept on a leash and are not allowed in common areas (sanitary facilities, swimming pool, playground, reception, etc.). • Category I and II dogs, guard dogs, security dogs, or dogs weighing more than 12 kg are not allowed. • Visitors' pets are not accepted.

3.4 Visitors : Visitors must check in at reception and leave their contact details • Access is limited to a maximum of 4 people per accommodation or pitch, of any age • Visitors cannot access the pool and must park outside • Repeat visits may be charged to the host according to the current pricing • Visitor pets are not allowed.

3.5 Minors : The campsite is not a Holiday and Leisure Centre as defined by decree no. 2002-883 of May 3, 2002.

- Minors under the age of 18 must be accompanied by their legal representatives.
- The campsite reserves the right to refuse access or cancel the reservation if this rule is not respected.

3.6 Activities, leisure and features of the campsite : Keralouet Campsite is a quiet, family-run campsite with a personal touch. It does not offer organized or noisy activities, nor a large playground or multi-sports area. Peace and quiet are key features of Keralouet Campsite and must be respected throughout your stay.

Access to the swimming pool and the small play area is the responsibility of the parents or accompanying adults.

- The swimming pool is unsupervised; access is reserved for campsite guests. Shorts are not permitted, swimsuits are required, and showering and using the footbath are mandatory. • Children under 10 years old must be accompanied to access the pool; younger children must wear a swim diaper. • The small playground is reserved for children under 8 years old, under parental supervision. • Hard balls are prohibited. The campsite does not have a sports park, ball field, or multi-sports area.

3.7 Bicycle and accessory rental : Keralouet Campsite offers its guests, subject to availability, a bicycle and accessory rental service. The terms of use, liability, deposit, and return of the equipment are detailed in the campsite's internal regulations. Any damage, breakage, loss, or theft of the bicycle or accessories entrusted to the customer will be charged according to the cost of repair or replacement.

3.8 Internal Regulations : The client acknowledges having read and agrees to abide by the house rules. • Any breach that may disturb the stay of others may result in a formal notice, followed by termination of the contract in the event of a repeat offense. • Criminal offenses may be reported to the police.

3.9 Interruption of stay : An early departure or any interruption of stay does not entitle you to any refund.

Article 4 – Responsibility : Camping is not comparable to a hotelier under the Civil Code.

- Camping de Keralouet, SARL LESCOPING and SCI VIGWEN cannot be held liable for any loss, theft or damage to personal belongings, whether in accommodations, pitches, parking areas or common areas. • The statute of limitations for sums owed for services sold is not subject to the hotel statute of limitations (Article 2272 of the Civil Code). • Clients must take out additional holiday insurance and be covered by civil liability insurance for bodily injury and property damage caused to third parties, including fire, explosions, water damage and broken glass. • Each tenant is responsible for any disturbances and nuisances caused by the people staying with them or visiting them.

Article 5 – Image and personal data • Guests authorize Camping de Keralouet to photograph, film, or record them during their stay and to use these images on all media (website, Facebook, tourist guides, etc.) for a period of 10 years, free of charge and without prejudice to their reputation. • Personal data provided during booking remains confidential and will only be used for internal management and the personalization of services. • In accordance with the French Data Protection Act of January 6, 1978, guests have the right to access, rectify, and object to their personal data. Requests should be sent by mail to: Camping de Keralouet, 11 rue Éric Tabarly, 29740 Plobannalec-Lesconil, France.

Article 6 – Applicable Law – Mediation : These terms and conditions are governed by French law. Any dispute relating to their application shall be subject to the jurisdiction of the competent courts of Quimper (Tribunal de grande instance or Tribunal de commerce). In accordance with Article L.612-1 of the French Consumer Code, the customer has the right to use a consumer mediator free of charge in the event of a dispute that cannot be resolved amicably. The competent mediator for tourism and accommodation services, which include the campsite, may be: Médiation Tourisme et Voyage – accessible online via the European online dispute resolution platform or by mail to BP 80 303 – 75823 Paris Cedex 17.