

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 3 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 – Keralouet Campsite , a friendly, family-run establishment, intentionally limits bookings to ensure the peace and quiet of its guests. A booking can only be for one pitch or accommodation per contract. Group bookings (from two separate contracts) are subject to the manager's express approval. The full names and dates of birth of all participants (including minors) must be provided at the time of booking.

2.3 Prices and Payment Terms Prices are shown in euros, including VAT. Tourist tax and optional extras (additional services) are not included. **Deposit payment methods:** Cash, bank card or bank transfer. **Balance payment methods:** Same as for the deposit. **Balance payment deadlines:** **Pitches** : 14 days before arrival. **Rental Accommodation:** 30 days before arrival. **Payment conditions:** Minimum card payment of €10. **Failure to pay within the specified deadlines:** The booking will be considered cancelled by the customer. No refund will be granted, and all amounts already paid will be retained by the campsite. **Late arrival or early departure:** No discounts or refunds will be granted. All bookings are non-transferable and may not be assigned or sublet without prior authorisation from the campsite 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 upon departure requires additional cleaning, a cleaning fee will be charged and may be deducted from your security deposit: €50 – Additional cleaning: accommodation returned insufficiently clean and requiring extra cleaning; €90 – Major cleaning: accommodation returned in a state requiring extensive or unusually long cleaning. These fees are applied according to the condition of the accommodation upon departure and the extent of cleaning required. Any damage and missing items or equipment will be charged 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 She must be notified by post (postmark as proof) or by email (date of receipt 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 No 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, the customer does not benefit from the statutory 14-day withdrawal period. Any cancellation remains subject to the conditions set out in Article 2.5.

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 available slot, subject to availability: 9:45 AM). **Pitches** : Arrival from 2:00 PM, departure before 12:00 PM. **Any delay beyond the agreed departure time will incur a charge of €20 for each 30-minute period started. If the delay exceeds one hour, an additional night's stay may be charged.** Any request for an extension must be made at least 48 hours before the departure date and is subject to availability. In the event of a delayed arrival not notified in writing, the accommodation or pitch may be made available again from 8:00 AM on the day following the scheduled arrival date.

3.2 Security Deposits • Rental Accommodation: A security deposit of €320 is required upon arrival for each accommodation. It will be refunded on the day of departure following an inventory check, less any deductions for damage or additional cleaning if the accommodation is not left clean and tidy. The campsite reserves the right to retain the security 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 security deposit does not limit the guest's liability for any damage caused.

3.3 Pets All animals must be declared at the time of booking; they are accepted in limited numbers and under certain conditions. • Only one pet per booking 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 over 12 kg are not allowed on the campsite premises, whether on pitches or in rental accommodations. • 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, regardless of age. • Visitors may not access the swimming pool and must park outside. • Visitor access is subject to an entrance fee of €2.50 per person. Repeated or regular visits may be charged according to the current rates. • 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 18 years of age must be accompanied by their legal guardians. The campsite reserves the right to refuse entry 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. • Swimsuits or short swim trunks are mandatory. Long shorts are not permitted. • Showers and footbaths are mandatory. • Children under 10 years old must be accompanied to access the swimming pool; younger children must wear a swim diaper. • The small play area (slide) is reserved for children under 8 years old, under parental supervision. • Ball games are prohibited. The campsite does not have a park, playground, 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 Charging of electric vehicles For safety reasons, charging any electric or plug-in hybrid motor vehicle is strictly prohibited on the electrical outlets of the pitches, accommodations and their terraces, regardless of the vehicle category: car, utility vehicle, van, camper van, motorcycle, scooter, motorized two-wheeler or any other motorized recreational vehicle. This prohibition does not apply to the charging of electric bicycles. Charging of these vehicles must be carried out using the sockets specifically designated for this purpose and provided by the campsite, subject to availability and according to the applicable rates. Any unauthorized connection will be immediately disconnected. Failure to comply with this prohibition may result in a formal warning and, in the event of repeated offenses or behavior likely to compromise the safety of persons or facilities, the termination of the stay, without prejudice to any compensation or legal action that may result from any damages incurred.

3.9 Mobile or portable air conditioners The installation and use of mobile or portable air conditioners are strictly prohibited throughout the campsite, both in rental accommodation and in guests' own equipment (tents, caravans, motorhomes, vans and other equipment set up on pitches). This prohibition applies regardless of the appliance's power source, for reasons of safety, energy consumption and noise pollution. Any appliance used in breach of this rule must be switched off immediately at the request of campsite management.

3.10 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.

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

Article 4 – Responsibility The campsite is not considered a hotel 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 same rules as for hotels (Article 2272 of the Civil Code). • Customers must take out supplementary 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 or nuisances caused by people staying with them or visiting them.

Article 5 – Image and personal data • Image rights: Keralouet Campsite may take photographs or videos as part of its communication strategy. Any use of an identifiable person's image for communication or promotional purposes is subject, where necessary, to their prior authorization or that of their legal guardian for minors. **Personal data:** The personal data collected during the booking process is used by Camping de Keralouet for managing reservations, stays, customer relations, and, where applicable, to fulfill its legal obligations. In accordance with the General Data Protection Regulation (GDPR) and the amended French Data Protection Act, customers have the right to access, rectify, erase, restrict processing of, and object to the processing of their personal data, under the conditions stipulated by applicable regulations. Any request relating to the exercise of these rights can be sent to Camping de Keralouet, 11 rue Éric Tabarly, 29740 Plobannaec-Lesconil, France.

Article 6 – Applicable Law and Mediation These terms and conditions are governed by French law. In the event of a dispute, and after a prior written complaint to Camping de Keralouet has not been resolved amicably, the consumer may resort free of charge to the consumer mediator responsible for the campsite, in accordance with the provisions of the Consumer Code. **Tourism and Travel Mediation (MTV)** BP 80 303 – 75823 Paris Cedex 17 Site internet : www.mtv.travel The client also retains the option of bringing the matter before the competent court in accordance with applicable legal rules.