

## GENERAL CONDITIONS CAMPING LES GOELANDS

**General provisions :** The reservation of a camping pitch or a rental is made on a strictly personal basis. Any rental can in no case be sublet or transferred without the prior consent of the campsite.

The reservation becomes effective only after our agreement and receipt of the signed rental contract accompanied by the payment of the deposit or the totality of the stay.

The campsite is a family-run business, so the number of people per pitch or per rental is limited to 6 people (including children/babies) and 1 vehicle per pitch. Any excess number will result in the cancellation of the contract.

The customers commit themselves to respect the internal rules of the campsite posted at the reception, in particular to abstain from making noise in the enclosure of the whole campsite from 11 p.m. to 7 a.m. under penalty of seeing themselves excluded from it, for the wellbeing and the respect of the other campers. No refund will be made.

Visitors must present themselves at the reception desk and obtain authorization from the management to enter the campsite and pay the current fee. They will then have access to the outside parking lot located at the entrance of the campsite.

No refund or compensation will be taken into account in the case of a temporary or seasonal closure of one or more services, a site, an equipment, ... related to a technical problem, climate, administrative or legislative, a strike or any other reason.

### **Terms of payment:**

A reservation is confirmed only after payment, as a deposit of 25% of the total amount of the rental plus the fixed reservation fee amounting to 15 € and non-recoverable. The balance of 75% must be paid at the latest 30 days before the planned date of arrival at the campsite, otherwise the reservation could be considered as cancelled and the deposit retained.

If your reservation is made in the month of your rental, you will pay the total amount of your rental at the time of reservation.

Changes to a reservation can be made, subject to availability and as long as the capacity of the rented accommodation/site allows it. Otherwise, the Management will be obliged to cancel the contract.

No reduction will be granted in the case of a change in the number of people (whether for the whole or part of the planned stay).

No refunds will be given for early departure or late arrival. If no information is received by the campsite, the pitch or the rental will be allocated to another client from 12 noon the following day. If a delay of more than 4 days in relation to the planned date of arrival has not been reported by the client, the lessor will have the right to try to re-let the accommodation or the pitch while retaining the right to take action against the client. The full payment of the services remains required.

### **Cancellation**

In order to obtain a possible compensation, we invite you to take out a cancellation/interruption insurance policy at the time of booking.

This insurance is optional (but recommended) for this rental contract. Our partner Gritchen Affinity is committed to reimburse all or part of the stay only to customers who have subscribed to the insurance Campez Couvert. In case of cancellation, please inform the campsite of your withdrawal as soon as an event preventing your departure occurs by mail or email. If the disaster is foreseen in the general conditions (available on the site [www.camez-couvert.com](http://www.camez-couvert.com)), to advise the insurer in the 48h and to supply all the necessary information and supporting documents.

In case of reservation without cancellation insurance, any cancellation must be notified 1 month before the arrival date (the postmark being proof). More than 1 month before the arrival date, the reservation fees will be kept and a credit note of the amount of the deposit will be issued and to be used under the same conditions and reservation to be made before the next 12 months of the credit note issuance.

Less than 1 month before the arrival date, whatever the reason for cancellation, no refund will be made.

In case of cancellation by Camping Les Goélands, except in case of force majeure, the stay will be fully refunded. This cancellation will not give rise to the payment of damages.

### **Mobil-Home and Chalet rental**

- Arrival hours from 3:00 pm to 7:00 pm. All tenants must present themselves at the reception desk upon arrival. In case of arrival after 19:00 or arrival on another day, please inform the campsite. Departure time before 10:00 am. In case of cleaning done by the campsite, the departure is fixed at 9:00 am at the latest. Please inform the reception of the campsite to fix your departure time.

- The cleaning of the house is the responsibility of the tenant. A deposit of 75 € / 100 € will be requested on arrival. This deposit does not constitute a limit of responsibility. An inventory of fixtures will be made on arrival and departure. It must be returned in a perfect state of cleanliness inside and in the immediate surroundings and be ready to be re-rented immediately. It is the same for the dishes, bedding (sheets or blankets given clean and returned clean), etc... If necessary, the deposit will be kept.

- The equipment and furniture of each rental are subject to an inventory with figures. The tenant is required to check it on arrival and to report any anomaly to the reception before noon the next day. Any complaint after this time will not be accepted. A deposit of 400 € will be requested on arrival. This deposit does not constitute a limit of responsibility. It will be returned, at the latest, 8 days after the end of the stay under deduction of the amount of the deteriorations and/or lacks noticed.

- The campsite "Les Goélands" reserves the right to adjust its prices in the case of a change in the rate of taxes or VAT.

- Concerning the gas: the change of the empty bottles is made by the management of the campsite.

### **Rental equipment :**

Mobil-Homes and Chalets : Separate WC, equipped kitchen with 4 gas burners (4 electric burners in Chalets), coffee maker, microwave (oven in Chalets, microwave-oven in Otello and Villa Cosy), refrigerator (freezer and hood according to model), 1 bedroom with 1 bed 140/190 (1 bed 160/190 in Caraïbes/Iroise/Otello/PMR/Villa Cosy/Chalet Fabre Prestige 6 persons), 1 or 2 bedroom(s) with 2 beds 80/190, covered terraces with garden furniture (deckchairs and plancha according to models). Pillows and blankets provided.

Sheets, pillowcases, towels, table linen and cleaning products are provided.

### **Pitch rental**

Arrival hours from 3pm to 7pm. All tenants must report to the campsite reception upon arrival.

In case of arrival after 7 pm, please inform the campsite. Departure time before 12:00 am.

### **Animals**

Animals are accepted only under supervision and kept on a leash. However, only animals that are not classified as "dangerous" (category 1 and 2) will be accepted to stay on the campsite. The up-to-date vaccination certificate must be presented to the campsite on arrival. It is formally forbidden to leave dogs and other animals on the campsite, even if they are locked up, in the absence of their owners who are civilly responsible for them. For rentals: obligation to vacuum the day of departure (available at the reception).

### **Right to the image**

You expressly authorize the campsite to use photos and videos of you or your children that may be taken during your stay for advertising purposes. If you do not agree, please inform us by mail.

### **Rules for swimming pools and children's play areas**

The aquatic area is strictly reserved for the customers of the campsite. Children under the age of 18 must be accompanied by an adult in the pool area. Swim shorts and bathing suits are strictly forbidden. Only bathing suits are allowed. Showering is mandatory. People who do not respect the instructions on the official hygiene and safety sign will be expelled from the pool and the campsite if they refuse to comply with the rules. The same applies to the children's play area. It is requested to respect the rules and safety instructions.

### **Minors**

Minors who are not accompanied by an ascending parent are not accepted for safety reasons.

### **Insurance**

The tenant must be insured in civil liability. The campsite declines all responsibility in case of theft, fire, bad weather etc.

### **Mediation**

In accordance with the provisions of article L 1612-1 of the consumer code, any client of the campsite has the right to have recourse free of charge to a consumer mediator for the amicable resolution of a dispute with the campsite operator. In case of complaint, the customer has a period of 15 days after the end of his stay to report it to Camping Les Goélands by registered mail with acknowledgment of receipt. The host has a period of 30 days after receipt of the complaint to respond. If the customer considers that he/she has not received a satisfactory response from the accommodation provider, the latter may refer the matter to a consumer ombudsman within a

maximum period of one year from the date of the written complaint sent to the accommodation provider. The contact details of the mediator who may be contacted by the customer are Center de la Médiation de la Consommation de Conciliateurs de Justice (CM2C), 14 rue Saint Jean, 75017 Paris. The mediator can be seized by mail, telephone or via its Internet site. In case of non resolution of the dispute, the competent jurisdiction for the resolution of the dispute is the court of Lorient.

#### Data protection

In accordance with the regulations on the protection of personal data and good practices recommended in this area, the information you have agreed to provide us with your order are necessary to process it.

It is kept by Camping les Goélands and is never transmitted to a third party.

This information is considered confidential. It is accessible and used only to process your reservation, to send information and offers, to reinforce and personalize the communication and the offer of services reserved for customers according to your centers of interest. They are kept for a maximum period of 2 years.

In accordance with the regulations in force, you can exercise the following rights:

- right of access,
- right of rectification,
- right to erasure,
- the right to oppose or limit the processing of data, unless this is impossible for the proper execution of the contract.
- right to portability,
- where processing is based on consent, the right to withdraw your consent at any time,
- the right to lodge a complaint with the CNIL.

To exercise these rights, you must send your request, specifying your identity and the purpose of your request to Mrs Dupré Evelyne, Camping les Goélands, Lieu-dit Kerbachique, 56340 Plouharnel