

GENERAL TERMS AND CONDITIONS

- Booking a stay with us implies acceptance of the campsite regulations. The campsite regulations are displayed at the campsite reception and are available on our website.
- The reservation becomes effective upon receipt of the deposit and booking contract duly completed and signed, or upon your agreeing to the general conditions of sale when booking online.
- Booking of camping pitches or rented accommodation is made strictly on a personal basis. Under no circumstances may you sub-let or transfer your reservation without the prior consent of the campsite.
- Minors must be accompanied by their parents or legal guardians.

Camping pitches

The basic package includes the pitch for a tent + car or caravan + car or camper van and access to the toilet blocks and campsite facilities. To this must be added the number of people present, up to 5 people per pitch. A dispensation may be granted on request for large families for an additional charge of 11€ per person per night (+ tourist tax for people over 18).

Rental

- The rental accommodation is fully equipped. The basic package caters for 2 to 8 people, depending on the type of accommodation.
- The campsite reserves the right to refuse access to groups or families whose number exceeds the capacity of the rental accommodation.

GROUP BOOKINGS

- All bookings made for more than 2 accommodation units by one person or made by different people who know each other and who are travelling together for the same reasons and for the same holiday dates are deemed to be group bookings.
- The tranquility of our customers is a priority on the campsite. All customers will therefore be asked to respect the calm after 10pm and silence from 11pm
- For all group booking requests, you must contact the campsite by telephone or email. The campsite reserves the right to examine booking requests before accepting or declining them.

PRICE RATES AND TOURIST TAX

- Prices shown are effective for the 2021 season. They correspond to one night and are quoted in euros, including VAT.
- The tourist tax amounts to 0.50€ per night and per person over 18.

CONDITIONS OF PAYMENT

- For bookings made more than 30 days before the start of the holiday, a deposit of 30% of the total price of the facilities booked must be paid at the time of booking. The balance must be paid no later than 30 days before the start of the holiday. If the balance is not received from the customer at least 30 days before the start of their holiday, the campsite reserves the right to cancel the booking and to readvertise the accommodation for rental.
- For bookings made less than 30 days before the holiday start date, payment must be made in full at the time of booking (30% deposit + balance of stay).

CANCELLATION AND ALTERATIONS

1. Booking alterations

Customers may request for stays to be altered (dates, types of accommodation) by writing to the campsite (by post or email) subject to availability and options. If no alterations are made, customers must spend their holidays as they were agreed when initially booked, or cancel them in line with the conditions pertaining to the cancellation insurance.

- Requests to extend the duration of stays will be dealt with subject to availability and in line with applicable prices.
- Requests to reduce the duration of stays are deemed to be partial cancellations and will be subject to the terms and conditions which apply to cancellation and interruption of stays.

2. Unused facilities

In the event of stays which are interrupted or cut short for one of the following reasons:

- Border closures
- Administrative closure of the campsite
- Customer placed in quarantine on arrival or when he/she returns to home country
- Travel restricted to a number of kilometers meaning he/she cannot come to the campsite
- One of the members of the party has been in close contact with a person who has tested positive for Covid-19
- One of the members of the party is a healthcare provider whose annual leave has been cancelled.

A credit voucher for an amount corresponding to unused nights, valid for two years, will be issued by the campsite. If the customer rejects this credit voucher, he/she will receive a refund, on request, of the corresponding amount, minus the cost of the cancellation insurance if such a subscription has been taken out. The refund may be issued after 2 summer seasons if the credit voucher has not been used.

Apart from the reasons stated above, all interrupted or shortened stays (late arrival, early departure) due to the customer will not be subject to refunds or credit vouchers.

3. Cancellation by the campsite

In the event of cancellation by the campsite, except in the case of force majeure, payments made for the booking will be refunded in full.

4. Cancellation due to camper

a. If campers cancel their bookings without taking out cancellation insurance

For one of the reasons mentioned above (preventing the holiday) :

A credit voucher for an amount corresponding to the total amounts already paid, valid for two years, will be issued by the campsite. If the customer rejects this credit voucher, he/she will receive a refund, on request, of the corresponding amount. The refund may be issued after 2 summer seasons if the credit voucher has not been used.

For all other reasons:

- Example 1: Cancellation up to 30 (thirty) days before start of stay.
The deposit of 30% of the price of the stay will be kept by the campsite by way of cancellation costs. Amounts paid, minus the deposit, will be refunded.
If the payment has been made in part or in totality using a credit voucher of a value greater than that of the deposit: the deposit of 30% of the amount of the stay will be kept by the campsite by way of cancellation costs. A new non-refundable credit voucher valid for 2 years useable at the campsite at which the stay was cancelled will be issued for the amount of the initial credit voucher after deduction of the 30% deposit. The remaining amounts paid other than by credit voucher will be refunded.
- Example 2: Cancellation less than 30 (thirty) days before your arrival
The deposit of 30% of the price of the stay will be kept by the campsite by way of cancellation costs. A credit voucher for the amounts paid, minus the deposit, will be issued by the campsite. This voucher is non-refundable, non-transferable, useable only at the campsite at which the stay was cancelled and is valid for two summer seasons.

b. If campers cancel their bookings having taken out cancellation insurance

Amounts paid are covered by the guarantee in line with the terms & conditions of cancellation. Find the General Terms and Conditions of Insurance on the campsite's website. If the reason is not covered by the cancellation insurance or if the case is rejected by it, the general conditions of sale of paragraph 4 a. apply and the cost of cancellation insurance will be deducted from the amounts paid in the event of cancellation.

The campsite offers you optional Cancellation and Interruption insurance in your rental contract. Our partner Gritchen Affinity will refund all or part of the stay only to customers that have purchased Campeze Couvert insurance. In case of cancellation, please notify the campsite of your cancellation as soon as an event occurs that prevents your departure, by letter or by email. If the claim is covered in the general conditions (available at www.campez-couvert.com or from the campsite), please notify the insurer within 48 hours and provide all the necessary information and supporting documents.

YOUR STAY

1. Arrival

- Camping pitches : Check-in from 2pm and check-out before midday.
- Rented accommodation : on the day of your arrival you may check-in at the time indicated on your booking confirmation. On being handed your key, you will be required to pay a deposit of 290€ (200€ for the accommodation + 90€ cleaning fee).

2. During your stay

It is up to campers to ensure they have insurance cover: campers are responsible for looking after their personal belongings (bicycles, shoes etc.). The campsite shall in no event be held liable in case of an incident involving campers' civil liability. All customers must comply with the provisions of the campsite regulations. Each named tenant is responsible for disturbances caused by persons staying with or visiting them.

3. Departure

- Rental accommodation: on the day of departure specified in your contract, the rental accommodation must be vacated by the time stipulated in your contract. The accommodation shall be left perfectly clean and the inventory may be checked. Any breakage or damage shall be payable by you along with any repairs to the premises, if that should prove necessary. At the end of your stay, the deposit shall be refunded to you after deduction of compensation retained, on production of the supporting invoices, against possible damage ascertained during the departure inventory. The withholding of the deposit does not exclude additional compensation in the event of the expenses being greater than the amount of the deposit.
- Rental accommodation: in the event of the accommodation not having been cleaned before your departure, a fixed cleaning charge of at least €90 inclusive of VAT shall be invoiced to you.
- For any delayed departure, you may be charged for an additional day at the price applicable for that night.

PETS

Pets are permitted on camping pitches and in certain rentals (except dangerous breeds listed on France's 1st and 2nd categories) with payment required when booking is made. When admitted, they must be held on a lead at all times, must not be left alone in the accommodation and must not climb onto beds, bench seating or sofas. Dog waste must be systematically picked up and disposed of. They are not permitted on the poolside. Dogs' and cats' vaccination certificates must be up-to-date.

WRISTBANDS

The campsite wristband must be worn at all times and is compulsory for anyone staying at the campsite. Each wristband must be returned on the day of departure before the departure time stipulated on the booking confirmation. In case of non-return of all the wristbands, an additional night will be charged.

VEHICLES

One vehicle only per accommodation is permitted. An additional vehicle may be added on request for certain rentals for an additional charge of 5€ (inclusive of VAT) per night.
(Maximum 2 vehicles).

WATERPARK

Trunks are compulsory in the pool. Swimming/beach shorts are strictly prohibited. Only lycra swimsuits which do not cover the shoulders or middle of thighs are authorised. UV protective clothing for children is authorised.

Children are under the supervision of their parents or guardians. The swimming pools are open to the general public at certain times of the day. The opening times of the waterslides and outdoor pool vary according to the season. These are specified on the website.

SUMMER CAMPS

Groups of children must comply with the specific group regulations which were sent by email at the time of booking.

Groups of children and day centres must be accompanied by a qualified swimming instructor and have the lifeguard's authorisation to access the swimming pool.

Without a qualified swimming instructor, access will not be authorised to groups and day centres. No exemption will be granted.

ENVIRONMENT

An eco-participation will be invoiced at the price of 0.80€ per week (7 nights) per rental accommodation or camping pitch (2 weeks 1.60€, 3 weeks : 2.40€, 4 weeks : 3.20€...). In return, recycling bags will be provided for the duration of the stay (1 recycling bag, 1 bag for household waste, 1 pot for cigarette ends, 1 bucket for compost). Recycling, as defined by the campsite, is compulsory for anyone staying on the campsite. Information on our eco-friendly approach is available on the website.

LIVING IN A COMMUNITY

Peace and quiet is a priority on the campsite. All customers will therefore be asked to respect the calm after 10pm and silence from 11pm. As specified in the campsite regulations, failure to comply with this obligation may lead to the interruption of the stay the following day. Intoxicated customers causing disturbance to their neighbours will not be tolerated.

VISITORS

Visitors to campers must pay the applicable fee to access the campsite facilities and will be under the customer's responsibility (use of facilities and services). The visit must be a one-off and may not be repeated on a daily basis. Each visitor must register at the reception office and claim his/her compulsory wristband (4.90€ / person). Visitors and the general public must pay an entrance fee to access the pool : 6.90€/day and per person which includes access to the indoor and outdoor pools. The price per person to access the Aquasplash as well as the swimming pools is 11€. Visitors' vehicles are not permitted inside the campsite grounds.

IMAGE REPRODUCTION RIGHTS

You authorise the campsite, as well as any person chosen by the campsite, to take photographs of you, to record you or to film you during your stay and to use the resulting images, sounds, videos and recordings using any media (especially on the website and web pages, including Facebook and Instagram, on information and promotion media and on travel and tourism guides). This authorisation applies to you as well as to the people staying with you. The sole purpose of this is to promote and to provide information about the campsite and may in no event damage your reputation. This authorisation is provided free of charge for all countries and for a period of 10 years.

DISPUTES

Complaints regarding non-compliance of services with regard to contractual commitments may be sent to the manager of the campsite by post or email.

MEDIATION

If you are not satisfied with the response you receive, you may refer to the Medicy's mediation centre after a period of one month following the time you sent these letters/emails. Please make your submission online at www.medicy.fr, or by post to: Medicy's - 73 Boulevard de Clichy – F-75009 PARIS

DATA PROCESSING AND LIBERTIES

The information you provide us with at the time of your booking will not be transmitted to any third party. This information will be treated as confidential. It shall be used solely by the campsite for processing your booking and to reinforce and personalise communication and the services offered to clients concerning your centres of interest. In accordance with the data-processing and liberties law of 6 January 1978, you have the right to access, amend and change personal data relating to you. To do this, simply write to us at the following address, stating your full name and address. Further information on data protection is available on our website https://www.camping-location-bretagne.com/voy_content/uploads/2020/02/politique-de-protection-de-vos-donnees-personnelles.pdf