

## GENERAL TERMS AND CONDITIONS FOR CAMPING LES GOELANDS

**General provisions:** Reservations for camping pitches or rentals are strictly personal. Rentals may not be sublet or transferred under any circumstances without the prior consent of the campsite. The booking only becomes effective after our agreement and receipt of the signed rental contract accompanied by the deposit or full payment for the stay. The campsite is family-friendly, so the number of people per pitch or rental is limited to 6 (including children/babies) and 1 vehicle per pitch. Any additional people will result in the cancellation of the contract. Guests undertake to comply with the campsite rules displayed at the car park entrance and at reception. It is forbidden to make noise between 10 p.m. and 8 a.m. within the campsite and to play music on the rented pitch at any time of the day, under penalty of exclusion from the campsite, for the well-being and respect of other campers. No refunds will be given. The campsite reserves the right to request a noise deposit of €100 for a pitch on arrival or to deduct this amount from the €400 deposit for a rental.

**Visitors** must report to reception and obtain permission from the management to enter the campsite and pay the applicable fee. They will then have access to the outdoor car park located at the entrance to the campsite.

No refunds or compensation will be given in the event of the temporary or seasonal closure of one or more services, sites, facilities, etc. due to technical, climatic, administrative or legislative problems, strikes or any other reason.

### Payment terms:

A booking is only confirmed after payment of a deposit of 25% of the total rental amount plus a non-refundable booking fee of £15 per rental and £10 per pitch. The balance of 75% must be paid no later than 30 days before the scheduled arrival date at the campsite, otherwise the booking may be considered cancelled and the deposit retained. If your booking is made within one month of your rental period, you will be required to pay the full amount of your rental at the time of booking. Changes to a booking may be made, subject to availability and as long as the capacity of the accommodation/pitch rented allows. Otherwise, the Management will be obliged to terminate the contract. No reduction will be granted in the event of a change in the number of people or animals (whether for all or part of the planned stay). Early departure or late arrival will not give rise to any refund. If no information is received by the campsite in this regard, the pitch or rental will be allocated to another customer from 12 noon the following day. The lessor shall be entitled to attempt to re-let the accommodation or pitch while retaining the right to take action against the lessee. Full payment for the services remains required.

### Cancellation

To obtain possible compensation, we invite you to take out cancellation/interruption insurance when making your booking.

This insurance is optional (but recommended) under this rental agreement. Our partner Gritchen Affinity undertakes to reimburse all or part of the stay only to customers who have taken out Campez Couvert insurance. In the event of cancellation, notify the campsite of your withdrawal as soon as an event preventing your stay occurs, by post or email. If the incident is covered by the general terms and conditions (available on the website [www.campezcouvert.com](http://www.campezcouvert.com)), notify the insurer within 48 hours and provide all the necessary information and supporting documents. If you have made a booking without cancellation insurance, any cancellation must be notified 1 month before the date of arrival (as evidenced by the postmark). More than 1 month before the date of arrival, the booking fees will be retained and a credit note for the amount of the deposit will be issued, to be used under the same conditions and for a booking to be made within 12 months of the credit note being issued. Less than one month before the arrival date, regardless of the reason for cancellation, no refund will be made and no credit note will be issued. In the event of cancellation by Camping Les Goélands, except in cases of force majeure, the stay will be fully refunded. However, this cancellation shall not give rise to the payment of damages.

### Mobile Home and Chalet Rental

• Check-in times are from 3 p.m. to 7 p.m. All guests must report to the campsite reception upon arrival. If you plan to arrive after 7 p.m. or on a different day, please notify the campsite. Departure time is before 10:00 a.m. If the campsite is cleaning

the accommodation, departure must be no later than 9:00 a.m.  
• Guests are responsible for cleaning the accommodation. A deposit of €75/€100 will be requested on arrival. This deposit does not constitute a limit of liability. An inventory of the rental will be carried out after the customer's departure by the campsite staff. The rental must be returned in a perfectly clean condition inside and in the immediate surroundings and be ready to be re-rented immediately. The same applies to crockery, bedding (mattress covers or blankets provided clean and returned clean), etc. If necessary, the deposit will be retained. It will be returned within 48 hours at the latest (bank card imprint) and torn up (cheque) by the campsite after the customer's departure.

• The tenant is required to check the cleanliness of the rental and the functioning of the equipment (TV, kitchen equipment, etc.) on arrival and to

report any anomalies to reception before noon the following day. Any complaints made after this time will not be accepted. A deposit of €400 will be requested on arrival. This deposit does not constitute a limit of liability. It will be returned no later than 8 days after the end of the stay, less the amount of any damage and/or missing items noted.

• Les Goélands Campsite reserves the right to adjust its prices in the event of a change in tax rates or VAT rates.

• Regarding gas: empty bottles will be replaced by the campsite management.

**Mobile homes and chalets:** separate WC, kitchen equipped with 4 gas rings (4 electric rings in chalets), coffee maker, microwave (oven in chalets, microwave-oven combination in Otello, Villa Cosy and Villa Magistrale), refrigerator (freezer and extractor hood depending on model), 1 bedroom with 1 bed 140/190 (1 bed 160/190 in Caraïbes / Iroise/ Otello/ PMR/ Villa Cosy/ Villa Magistrale/ Chalet Fabre Prestige 6 people ), 1 or 2 bedrooms with 2 beds 80/190, covered terraces with garden furniture (deckchairs and plancha grill depending on model). Pillows and blankets provided. Please bring your own sheets, pillowcases, towels, table linen and cleaning products.

### Pitch rental

Arrival times are from 3pm to 7pm. All guests must report to the campsite reception on arrival. If arriving after 7 p.m., please notify the campsite. Departure times are before 12 noon.

### Animals

Animals are only accepted if supervised and kept on a leash. However, only animals not classified as 'dangerous' (categories 1 and 2) will be

accepted on the campsite. Tenants must be in possession of an up-to-date vaccination certificate. It is strictly forbidden to leave dogs and other animals on the campsite, even if locked up, in the absence of their owners, who are civilly liable for them. For rental properties:

vacuuming is compulsory on the day of departure.

### Image rights

You expressly authorize the campsite, without compensation, to use any photos or videos of you or your children taken during your stay on any medium for advertising purposes. If you do not agree to this, please notify us by post.

### Swimming pool and children's play area rules

The aquatic area is strictly reserved for campsite guests. Children under the age of 18 must be accompanied by an adult within the aquatic area.

Swimming shorts and swimsuits are strictly prohibited. Only swimsuits are permitted. Showering is compulsory. Anyone who fails to comply with the instructions on the

official health and safety sign will be expelled from the swimming pool and the campsite if they refuse to comply with the rules. The same applies to the children's play area. Please comply with the rules and safety instructions.

### Minors

Minors unaccompanied by a parent or guardian are not accepted for safety reasons.

### Insurance

Tenants must have civil liability insurance. The campsite declines all responsibility in the event of theft, fire, bad weather, etc.

### Mediation

In accordance with the provisions of Article L 1612-1 of the French Consumer Code, all campsite tenants have the right to free mediation. In accordance with the provisions of Article L 1612-1 of the French Consumer Code, all customers of the campsite have the right to seek the assistance of a consumer mediator free of charge in order to reach an amicable resolution to any dispute they may have with the site operator. In the event of a complaint, the customer has 15 days from the end of their stay to report it to Camping Les Goélands by registered letter with acknowledgement of receipt. The accommodation provider has 30 days after receipt of the complaint to respond. If the customer considers that they have not received a satisfactory response from the accommodation provider, they may refer the matter to a consumer mediator 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 to whom the customer may refer the matter are: Centre de la Médiation de la Consommation

de Conciliateurs de Justice (CM2C), 14 rue Saint Jean, 75017 Paris. The mediator may be contacted by post, telephone or via its website. If the dispute is not resolved, the competent court for resolving the dispute is the court of Lorient.

### Data protection

In accordance with the regulations on the protection of personal data and recommended best practices in this area, the information you have agreed to provide us with when placing your order is necessary for processing the order. It is stored by Camping les Goélands and is not passed on to any third party. This information is considered confidential. It is accessible and used solely for the purpose of processing your booking, sending information and offers, and enhancing and personalising communication and the services offered to customers according to your interests. It is kept for a maximum period of two years. In accordance with current regulations, you may exercise the following rights:

- right of access,

- right of rectification,
- right to erasure,
- right to object to or restrict the processing of data, unless justified by the proper performance of the contract.
- right to portability,
- where processing is based on consent, right to withdraw your consent at any time,
- right to lodge a complaint with the CNIL.

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