

## General Terms and Conditions 2022

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### 1) Our services :

#### **Bare pitch :**

This is a bare pitch for your tent or caravan. **Motorhomes, van, converted lorries and double-axle caravans are not allowed.**

Your stay is calculated on the basis of a basic package which includes the pitch, the person(s) provided for according to the package, your installation, your vehicle and access to reception facilities, sanitary facilities, entertainment, and aquatic area).

Your reservation is nominative and cannot be transferred. Your reservation only becomes effective after payment of a deposit: 30% of the total amount of the stay + reservation fees of 10€ + the possible subscription to the cancellation insurance.

The balance of your stay is to be paid on the spot by credit card, cash or holiday vouchers. Cheques are not accepted as a means of payment on site.

Additional costs (extra person, extra vehicle, pets...) are not included in the package and will be added to it.

Tourist tax is also to be added according to the number of people. In 2021: 0.50€ / night / adult.

For the bare pitch, arrivals are from 2.30 pm and departures are before 12 noon. An extension can be made on site if we have availability.

The number of people on a pitch is limited to 6. The campsite reserves the right to refuse access to groups or families arriving with a number of participants greater than that stipulated in the contract.

We cannot be held responsible for the lack of space on the pitch.

Comfort package: 1 pitch from 80 to 300 m2 with 2 people, 1 car with a tent or caravan + electricity.

Choice of a specific pitch or accommodation: Your wishes for a specific pitch or accommodation on the campsite can only be satisfied if we can accommodate you when you arrive.

#### **Rental accommodation :**

Rental accommodation is fully equipped with crockery, duvets and pillows (sheets and pillowcases must be provided). The installation of tents on the mobile home pitches is not authorised. It is forbidden to smoke in the rental accommodation.

All rentals are nominative and cannot be transferred. The rental only becomes effective after payment of a deposit: 30% of the amount of the stay + booking fees of 10€ + the possible subscription to the cancellation insurance and the balance of the stay, i.e. the remaining 70%, payable 30 days before the arrival date without any reminder. If you do not pay the balance within the time limit, the campsite reserves the right to cancel your reservation. The deposit previously paid will remain the property of the campsite. No modifications are possible during the month preceding your arrival. The package includes water, gas, electricity, access to the reception facilities, entertainment and aquatic area.

Arrivals are from 3 pm. Departure must take place before 10 am. Departure check-ins are by appointment between 8.30 am and 10 am.

The campsite reserves the right to refuse access to groups or families arriving with a number of participants greater than that stipulated in the contract. Groups of minors are not allowed to rent mobile homes.

Choice of a specific pitch or accommodation: Your wishes for a specific pitch or accommodation on the campsite can only be satisfied according to our reception facilities when you arrive.

**On your arrival:** On handing over the keys, a deposit of 300 € will be required. This deposit does not constitute a limit of liability, you must be insured for civil liability. The deposit cheque must be made out by a person present during your stay.

**The inventory and inventory of fixtures:** On your arrival, we ask you to check the inventory of your accommodation. In order to avoid any misunderstanding, please inform the reception within 4 hours of your arrival of any possible anomaly. No complaint made later will be taken into account. The inventory will be checked by us during the inventory of fixtures on departure.

**On your departure:** The rental will be returned in a perfectly clean condition, the inventory will be checked. Any broken or damaged items will be at your expense as well as the restoration of the premises if necessary. If there is no damage, missing items and perfect cleanliness, the deposit will be returned or destroyed within a week. Damage, missing equipment or cleaning hours if not carried out by you will be invoiced and deducted from the deposit, which will be kept at the reception if we do not know the amount of these costs.

**All rentals are non-smoking.** It is strictly forbidden to smoke in your accommodation. A disinfection fee may be charged if the accommodation smells of tobacco.

Additional activities

Any free or paying activity mentioned in this document may, in certain circumstances beyond our control, notably due to weather conditions, be modified or cancelled on your arrival at the site. In this respect, we cannot be held liable.

### **Supplements**

Whatever the formula adopted, additional costs will be charged for extra vehicles, animals, visitors...

Our prices are inclusive of all taxes and do not include tourist tax. The tax is invoiced at the same time as your accommodation. It is payable on the same payment dates.

## **2) Reservation**

Your reservation will be considered effective and firm on receipt of the deposit and either on receipt of the booking contract duly completed and signed, or after acceptance of the general terms and conditions of sale when booking online. The deposit amounts to 30% of the total amount of your stay + the possible subscription to the cancellation insurance. Booking fees and cancellation insurance are at your expense and are non-refundable.

On receipt of your contract, you will be sent a booking confirmation which you will present on arrival.

Methods of payment accepted: cash, cheque, credit card (credit card, visa, MasterCard), holiday cheque, bank transfer. Payments by cheque are not accepted within 30 days of your arrival.

Last-minute bookings: all bookings made less than 30 days before the date of arrival must be paid in full and by credit card only.

### **Modification of your reservation :**

Changes to your booking can be made subject to availability. Modification fees: 20€. For pitch rental, any modification during your stay (e.g. number of people) must be reported to reception.

Interruption of stay and unused services: any stay interrupted or shortened by you (late arrival, early departure) will not give rise to a refund.

In the case of a late arrival, and after a period of 24 hours without any news, the reservation is cancelled and the sums paid remain the property of the campsite.

## **3) Cancellation conditions (only by registered letter, as evidenced by the post office)**

**For rentals :**

- up to 90 days before the date of arrival: 20€ cancellation fee is retained, deposit refunded. The additional subscription to the cancellation insurance is not refunded.
- from 90 days to 30 days before the date of arrival: non-refunded deposits. The additional subscription to the cancellation insurance is not refunded.
- from 30 days to 0 days and no-show: 100% of the amount of the stay is kept by the campsite. The additional subscription to the cancellation insurance is not refunded.
- Your reservation will be guaranteed 24 hours from the scheduled arrival time, after this period, without any response to the various means that the campsite has to reach the tenant quickly, the rental will cease to be held back and the sum paid will be retained by the campsite. No stay reduced due to the tenant, whatever the reason, will be refunded.

**For bare pitches :**

- up to 90 days before the date of arrival: 20€ cancellation fee is retained, deposit refunded. Additional subscription to cancellation insurance is not refunded.
- from 90 days to 30 days before the date of arrival: non-refunded deposits. The additional subscription to the cancellation insurance is not refunded.
- from 30 days to 0 days and no-show: 100% of the amount of the stay is kept by the campsite. The additional subscription to the cancellation insurance is not refunded.
- Your reservation will be guaranteed 24 hours from the scheduled arrival time, after this period, without any response to the various means that the campsite has to reach the tenant quickly, the rental will cease to be held back and the sum paid will be retained by the campsite. No stay reduced due to the tenant, whatever the reason, will be refunded.

In the event of cancellation by the campsite, except in the case of force majeure, the sums paid will be fully refunded.

## 4) Cancellation guarantee and insurance

It is possible to take out an optional cancellation guarantee at the same time as booking. It covers the reimbursement of the sums committed by the client for his reservation, excluding booking fees and insurance.

Secure your stay thanks to the "Campez Couvert" guarantees. Subscription amount: 4% of the amount of your stay:

- Cancellation of stay: Reimbursement of the sums paid and retained by the campsite.
- Late arrival: Reimbursement of sums paid and not used, following a late arrival.
- Interruption of the stay: Refund of paid and unused amounts in the event of an early departure obligation.
- Replacement vehicle: Reimbursement of the rental of a replacement vehicle for 72 hours in the event of breakdown, material accident or theft of your vehicle during your stay.
- Forgetting something: Reimbursement of the cost of sending a personal item if you forget it during your stay.
- COVID 19

See the insurer's general terms and conditions.

## 5) Late arrival and early departure

Interruption of stay and unused services: any stay interrupted or shortened by you (late arrival, early departure) will not give rise to a refund.

In the case of a late arrival, and after a period of 24 hours without any news, the reservation is cancelled and the sums paid remain the property of the campsite.

In any case, no refund will be given for early departure or late arrival for any reason whatsoever or in the event of the closure of a service for technical or administrative reasons or due to weather conditions.

## 6) Rules and regulations :

All guests must comply with the provisions of the internal regulations, which are posted at the campsite reception desk. In the event of failure to do so, the campsite manager may, at his own initiative, terminate the contract.

Children must always be under the supervision of their parents.

Children are not allowed to access the campsite's swimming pools without being accompanied by an adult.

Users of the campsite are invited to take the usual precautions to safeguard their property and equipment.

**Pedestrian Camping:** Our campsite is pedestrian. It is not possible to park your vehicle on your mobile home or canvas bungalow pitch, even on arrival and departure days, even to load or unload your vehicle. 7 car parks are spread over the campsite.

**Animals** are accepted in the campsite. Only category 1 and 2 dogs are not allowed. A supplement will be charged. We require dogs to be kept on a leash within the campsite. Please respect the hygiene and the environment of the campsite. The health book must be presented on arrival at the campsite. Rabies vaccinations and a tattoo certificate are obligatory.

Animals must not be left alone in the rentals. Under no circumstances should they be allowed on the beds. A cleaning and disinfection fee may be charged if the accommodation is not left in a perfectly clean condition.

**All rentals are non-smoking.** It is strictly forbidden to smoke in your accommodation. A disinfection fee may be charged if the accommodation smells of tobacco.

**Photographs:** you expressly authorise the campsite to use photos of you and your children taken during your stay for the campsite's advertising purposes on any medium and without compensation.

**Minors who are not accompanied by their parents or without handwritten authorisation are not accepted.**

All visitors must report to reception on arrival. They must be authorised by the campsite manager to enter. Visits are accepted between 09:00 and 19:00, up to a maximum of 2 people. Entrance fee 2€ per person. Visitors are not allowed access to the campsite's swimming pools, sanitary facilities and infrastructure.

## 7) Personal data :

The information that you will send us will be recorded by the Mesqueau campsite, it will be analysed and sent to the various departments concerned for processing. It may also be used by the Mesqueau campsite for commercial purposes.

If you do not wish this, please let us know by writing to the address given below. You have the right to access, modify, rectify and delete data collected on this site, under the conditions provided for by the law n°78-17 of 6 January 1978 relating to data processing, data files and liberties. To exercise this right, please write to the site manager at the following address: Camping de Mesqueau, 870 route de mesqueau, 29630 Plougasnou or by mail : contact @domaine-de-mesqueau.com

## 8) Disputes :

In accordance with the provisions of article L 612-1 of the French Consumer Code, all campsite customers have the right to have recourse free of charge to a consumer mediator with a view to the amicable resolution of a dispute between them and the campsite operator. The contact details of the consumer mediator that the client may contact are as follows: l'Association des Médiateurs Européens (AME), AME Conso, 11 place Dauphine, 75001 PARIS. Téléphone : 09.53.01.02.69. www.mediationconso-ame.com