

RENTED ACCOMMODATION & PITCHES

1. The present general rental conditions govern operation of law all sales govern realized by telephone, mail, Internet. They are an integral part of any contract concluded between the campsite and customers.
2. Bookings can be made by mail, email or telephone. Your booking request will be registered immediately and a booking contract will be sent to you, the completed contract needs to be returned to us with 30% deposit of the total amount + bookings fee + cancellation and premature insurance if you buy it within 72 hours. The person making the reservation must be aged at least 18 and be able to legally contract to these rental conditions and guarantee the truthfulness and accuracy of the information given. In addition, this person must be a participant in the stay. The rights of this contract are not transferable. Reservation requests including minors who are unaccompanied by a direct legal responsible person (father or mother) will be rejected. Our accommodations and pitches are designed for families. Therefore reservations complying with these restrictions will be given priority.
3. As soon as we have received and accepted your contract and deposit, we will send you a firm and final confirmation. The balance must be paid 30 days prior to arrival, without a reminder. If the balance is not paid within the set delay, your booking will be cancelled and the down payment will be kept by the campsite. For stays, the balance can be paid as follows: either by bank cheque, by bank transfer, by credit card or in cash, one month before the arrival date. The customer may want to pay their fees in several times. This payment method in several times without fees is only possible if there are several months between the date of booking and the date on which the outstanding balance is due. The customer must contact the site to arrange a payment schedule.
Payments by "Cheques Vacances" (= holiday cheque ANCV): If paying by holiday cheque, only those with the upper slip attached can be accepted. Otherwise, we will return the holiday cheques to the customer and the balance will remain unpaid. It is not mandatory to give change on holiday cheques, no refund will be made in case of overpayment. For bookings made more than 30 days before the arrival date, a deposit of 30% of the total price of the stay + booking fee will be required. An amount that must be paid at time of booking by completing a form. The settlement bank check will not be accepted within 30 days of your arrival.
4. Rental is for the specified dates which may only be changed within the limits of availability without charge.
5. Cancellations can be made by mail, recommended letter or Email. In case you cancel your stay, the campsite will keep (a part from the booking fee): over 60 days prior to the planned arrival date, 30% of the stay; from 30 to 60 days: 50% of the amount of the stay. After this delay, the campsite will keep the total amount of the stay. For more caution, you have the possibility to subscribe to a cancellation or premature departure insurance when you pay the amount indicated on the rental contract. The insurance should be paid at the same time as the reservation contract. The complete policy conditions can be downloaded from our internet site.
6. Hours of arrival / departure: For the rent of an accommodation, arrival is from 4 p.m. on the 1st day of rental and departure is before 10 a.m. on the last day of rental. For the rent of a camping pitch, arrival is from 2 p.m. on the 1st day of rental and departure is before 12 p.m. on the last day of rental. No reimbursement will be authorized in the event of a date arrival and/or an early departure.
Late arrivals after the closure of the reception, are possible, in which case must inform the reception by telephone before 6 p.m. If you arrive on another day than on the planned arrival date on the booking contract, you must inform us in writing (mail, recommended letter or Email) about your delayed arrival. If we do not receive any written notice regarding a delay in arrival, the camping pitch or rental accommodation will be allocated to another customer from the next morning at 12 p.m. Warning, access to campsite by car is prohibited between 11 p.m. and 7 a.m. During these hours access will only be authorized by foot.
7. The capacity of each mobile home (2, 4, 4/5, 6, or 8 people) is fixed because of insurance purposes and security. No additional people will be accepted (even babies or very young children).
8. For the rent of a camping pitch, reservations are possible as from 1 night throughout the opening period of the campsite; for the rent of an accommodation, reservations are possible as from 1 night in low season and per week in high season; the dates of arrival and prices are shown in the price list. Included in your rental price: water, electricity, gas and access to the playground and animations. Any possible promotion cannot be combined.
9. For any damage caused during your stay, a deposit of € 200 will be requested as a security deposit for each client at the beginning of stay. This deposit will be returned to the customer upon his departure after inventory of the rental. If the output inventory could not be made during the opening hours of the reception, manager or his representative would carry only one. The deposit would be returned to you by mail unless damage was found. It is forbidden to smoke in accommodation and the refrigerator must be defrosted before departure imperative. The rental must be left in the state of cleanliness similar to that found on arrival in the case. Instead, a lump sum of € 80 per household will be accepted. Cash Deposits could be returned to the customer after the opening of the reception. If customers wish to release their mobile home before the opening of the reception, they will have to provide a deposit by credit card or check.
10. If you have a second vehicle or trailers, they must be parked in the parking at the entrance of the campsite. If the size of the pitches is large enough, the price of an additional vehicle will be applied if you want to park them on your pitch.

GENERAL CONDITIONS

1. Only those people whose names are stated on the booking contract will be allowed on the site. Any changes will have to be authorized by the camp site management team. The tenant cannot subrent or assign this contract.
2. Upon arrival people should present themselves at reception in order to carry out general formalities.
3. No visitors can access the site without registration and authorization at reception. No visitor can access the pool of the campsite. The management team reserves the right to limit the number of visitors. Visitors must absolutely leave the campsite before midnight. Visitor's cars must be left in the exterior car park, which is not supervised.
4. Every person must comply with the internal camp site rules and each tenant must have personal civil liability insurance.
5. Any disputes arising will be referred by us to the appropriate tribunal.
6. The accommodations are assigned based on availability and optimization of our planning. This assignment can be changed at any time before the keys to the accommodation are being handed over.
Therefore, the client does not have the ability to choose an emplacement or the number of one's rental accommodation in advance. No number will be communicated before the stay. Should the hirer wish to change his allocated pitch/accommodation upon arrival, his request will be considered according to availability.
Special requests must be specified by the customer at the time of booking. Of course, we will try to satisfy request within our ability but without any guarantee. Requests after sending the booking confirmation will not be considered. Our company nevertheless reserves the right to change the type of accommodation by upgrading the type of accommodation requested if there was no specific request made at the time of booking.
7. Access to the campsite by car is prohibited between 11 p.m. and 7 a.m. During these hours access will only be authorized by foot.
8. Only pets on a leash (2 max) are allowed for a daily charge except for the mobile home Super Titania (First and second dogs' categories are prohibited in the campsite). All authorized animals must have a valid health certificate upon arrival. It is strictly forbidden to leave animals on their own in the rental accommodation. Dogs are not allowed in rooms and buildings in the campsite. Their droppings should be immediately picked up by their owners.
9. Certain periods, all registered clients are obliged to wear the campsite a bracelet during their full stay. People refusing to wear a bracelet will be refused on the campsite.
10. There is no lifeguard at the swimming pool, therefore children can only access the pools accompanied by an adult. In accordance with legislation shorts are strictly prohibited in the swimming pool and only bathing suits are authorized.
11. The Management reserves the right to maintain the green areas of the campsite from 10am to 6pm from Monday to Saturday, using mowers and hedge trimmers to maintain the cleanliness of the campsite.
12. Our company cannot be held responsible for disruption caused by maintenance carried out by the site or the town (maintenance works, water or electricity cuts) that could disturb the guests' stay.
13. Complaints can only be considered when made during the stay and on site and in no case any later, or after the stay. Any dispute arising will be referred to the appropriate authorities. Any complaints should be made to the campsite reception in order to resolve the problem as quickly as possible and confirmed by email to: contact@camping-bretagne-lapommeraiedelocean.com, or in writing to the campsite reception, this must be received within a maximum period of 8 days after the return date. No complaints will be processed if they have not been mentioned during the stay at the campsite. In accordance with articles L.133-4 and R.152-1 of the consumer Code, the customer is also informed of the possibility of rescripting, only in case of dispute of the result of his claim with the customer service of the SAS camping La Pommeraië, to a mediation procedure within a period of 12 months. The mediation service of the company camping La Pommeraië is the Association MEDICYS Center for Mediation and settlement of the bailiffs of justice. Any request for mediation must be made to it, on electronic means, www.medicys.fr, or by postal means: Medicys, 73 Boulevard de Clichy 75009 PARIS.
14. Access to the Wi-Fi is possible everywhere in the campsite. This is a paid service and that does not depend on the campsite. The payment will be done only online directly from the supplier. The campsite cannot be held liable for any malfunction due to the Internet Service Provider.
15. The campsite cannot be held responsible for any theft or damage occurring on the site.

PICTURE AUTHORIZATION: During your stay, you may be photographed or filmed for the production of our marketing documents. If you do not wish to appear on these documents, please inform us at the reception when you arrive.

The access to the campsite is possible for disabled people but our rental accommodation is not equipped for disabled people.

Signature :

I declare having read the general booking conditions and totally agree to them.