

### **General Terms Booking Conditions:**

Upon request and as per your choice, we will send you a written confirmation of your rental as well as an estimate stating the exact cost of your stay.

In order to be eligible to use the services provided by the Domaine de Bel Air campsite, we request that you read the following general conditions carefully. These conditions govern the sale of holidays and take effect from the moment your booking is placed.

By booking a holiday, you agree to fully comply with our general conditions.

MINORS must be accompanied by their parents or Legal guardians

### **Rates :**

Our rates are dynamic and subject to fluctuations during the season. Domaine de Bel Air will not be held liable for a difference of cost between two stays booked for the same period. Our rates are in euros and include the VAT at the rate indicated upon receipt of down payment and total payment. Any modification to the rate and fluctuation of taxes upon invoicing can affect the cost of stay.

### **Booking conditions:**

The booking becomes effective solely with the agreement of the Domaine de Bel Air, upon receipt of a down payment and either upon receipt of the booking contract duly completed and signed, or upon your agreeing to the general conditions of sale when booking online.

### **Booking fees:**

€ 20 booking fees will be charged for any booking over 5 nights minimum in accommodations or on touring pitches.

### **Renting of pitches: « Nus », « Castels Premium », « Castels Premium Suite », Castels Premium Suite XL »**

The booking agreement must feature the full name, address, email address and phone number of persons in the party, the type of installation required (tent or caravan, with or without hook up) the length of stay (arrival date and departure date). The stay runs from midday to midday. Going beyond the schedules will involve one-night additional invoicing.

The basic price includes the site for a tent, a caravan or a camping-car, 1 or 2 people, a car, electricity and access to facilities, pool and leisure park. Only one car is allowed per pitch, the second can be parked in the private car park of the reception of the Domaine de Bel Air. All pitches must be vacated by 12:00pm. Check-ins start at 12:00pm for "Nus" pitches and from 16:pm for all "Castels" pitches.

High season: check-ins everyday for "Nus" pitches and Wednesdays and Saturdays for "Castels" pitches.

Low season: check-ins and check-outs everyday (minimum 3 nights for "Castels")

### **Renting of Mobil-Homes:**

Water, gas and electricity are included in the accommodation. The number of tenants cannot exceed the indicated capacity.

Pitching a tent on your accommodation site is not allowed (except agreement from management).

High season: check-ins Wednesdays or Saturdays from 16:00pm and check-outs Wednesdays and Saturdays before 10:00am (minimum 7 nights). Check in Check out Saturdays on "Pirouette, Pirouette PMR, Tentation, Grand Comfort and Premium mobil-home"

Low season: check-ins and check-outs everyday based on availability (minimum number of nights according to type of rental) (except school holidays, bank holidays and national holidays)

**Visitor from 9.00 a.m. to 11.00 p.m.:** each visitor must present himself on arrival at the campsite reception, to present his identity and the purpose of his visit. An entrance fee of 9.00 € will have to be paid (if higher than 1.00 meter) which will also allow access to the Leisure Park. Access to the swimming pools of the campsite is strictly prohibited as well as all the entertainment services specific to the campsite.

### **Specific clauses:**

If you fail to check in on the day as per your contract and without further information after 24 hours, we will reclaim your rental or pitch without refunding.

In case of delayed arrival or early departure, your holiday will be due in full.

The tenant must comply to the internal rules of Domaine de Bel Air for the campsite as well as for the leisure park.

**Interruption of stay and unused services:** voluntarily interrupted or shortened stay as well as unused services and for whatever reason, will not be refunded.

**Departure: cleanliness check done by our teams :** the cleanliness will be inspected upon your checking out against that of your checking in. Please set up an appointment with our reception team upon arrival.

**Inventory:** no inventory of fixtures upon arrival or departure.

### **Car and BBQ:**

Only one car is allowed per pitch, the second one can be parked on the private car park of the reception of the Domaine de Bel Air. The use of electrical barbecues is strictly forbidden. Gas or charcoal barbecues can be used (Charcoal BBQ for hire at the shop).

### **Animals**

Each pet (\*) is subjected to a fee and in principle accepted (against a fee) under the following conditions: - does not sleep on beds, cots or comforters. - never stays alone in the installations. - must be kept on a leash and up to date with vaccinations.

DOGS OF 1st AND 2nd CATEGORIES and the likes, AND NAC PROHIBITED. (\*) Not accepted in mobil-homes in the Comfort, Grand Comfort and Premium categories.

### **Down Payment**

A deposit of 150€ by check, credit card or electronic payment (SWIKLY), will be requested upon handing over of the key for the rentals and Castels pitches. It will be restituted upon departure after the cleanliness inspection. All broken or deteriorated item will be charged as well as repairs if necessary.

The tenant will be responsible for the check-out clean-up (mopping, dusting, washing-up done, refrigerator and kitchen units cleaned, bathroom, WC, dustbin, perfectly cleaned, Etc...)

If you don't leave your accommodation clean, a cleaning fee of a minimum value 90,00 € will be requested.

**Payment of your stay:**

For bookings made more than 30 days before the start of the holiday, a down payment of 25% of the total price of the facilities booked + €20,- booking fee (from 5 nights) must be paid upon booking. The balance must be paid to the campsite no later than 30 days before the start of a rental or "Castels" pitch and upon arrival for touring pitches without reminder. Any failure to comply with the requirements, your booking will be canceled and down payments and booking fees will be credited to the Domaine de Bel Air.

For bookings made less than 30 days before arrival, the payment must be made in full, including the booking fee (\*), at the time of booking with the campsite. (\*): Stays 5 nights or more.

**Modification:**

No modification is possible during the month preceding the date of the beginning of the stay. Outside this period, the requested modifications shall be accepted pending availability.

**Weather conditions:**

The management of Domaine de Bel Air declines all responsibility in the event of unfavorable weather conditions causing the cancellation of services or entertainment. Under no circumstance will bad weather conditions give right to a reduction or refund.

**Photos rights:**

During your stay, Domaine de Bel Air may take photos or videos to promote the site. Their broadcast requires special authorization for you and any minors under your responsibility. You are therefore required to inform the management on your arrival if you do not wish to be photographed during your stay.

**Personal Data :**

As a business entity, Domaine de Bel Air may collect and process customer data. They are essential to bookings and management of files. Some of the collected data may qualify as private according to the European law.

The processing of these personal data is meant to identify customers as individuals. Domaine de Bel Air may then have to access data such as: first and last names, status, birth date, mail and email addresses, phone number, bank account number, preferences in terms of commercial prospecting or any other information shared upon the opening of your file. In accordance with the legislation, personal data are kept as long as the file is active, that is for 5 years starting with the signature of the booking contract.

As in charge of the processing of said data, Domaine de Bel Air is committed to comply to all its technical and organizational procedures to guarantee the protection, confidentiality, integrity and security and vows to not communicate to third parties any of the collected data.

Customers have the right to access, modify, cancel, limit, or oppose their use by Domaine de Bel Air.

**Cancellation:**

Cancellations must be notified by registered mail with acknowledgement of receipt.

In accordance with the general terms of sale, all pending booking down payments will be cancelled. Booking fees will not be refunded.

For all cancellations, the following will be either charged or owed:

Booking fees:

25% of your total stay if you cancel more than one month before your planned arrival date.

The total amount of your stay if you cancel less than a month before your planned arrival date or fail to show up at said date.

If Domaine de Bel Air must cancel any booking, except in case of force majeure, the customer will be refunded in full.

Insurance:

The customer must be covered by an insurance of their choice in case of third party liability. Should issues arise in the execution of the present contract and in case of litigation, the Quimper Civil Court (29000) will be the sole authority.

A cancellation insurance can be purchased. It will refund the compensation for breach of contract as per the contract. The insurance must be purchased upon booking and before the payment of deposit.

**Cancellation insurance:**

Your INSURANCE in case of CANCELLATION (included when you book up):

The company "Bel Air Land SAS" has taken out an insurance contract: "12 / 20-CPC covid-6185",

"Campez Couvert - COVID Extension", which covers you should you be REQUIRED TO CANCEL OR CURTAIL your stay:

**Gritchen Tolède et Associés**

Sinistre – Campez couvert 27 Rue Charles Durand – CS70139 18021 Bourges Cedex

Tél. +33 (0)1 45 16 85 42

This document is provided for information purposes only. A copy of the general terms and conditions covering this policy is available at the offices of the insurance company.

« [assistance@mutuaide.fr](mailto:assistance@mutuaide.fr) »

**Prices of the cancellation insurance:**

2.7% including tax of the insured value

**Mediation:**

In accordance with the provisions of Article L 1612-1 of the Consumer Code, every customer of the campsite has the right to have recourse free of charge to a consumer mediator with a view to amicably settling a dispute between him and the campsite's owner.

The details of the consumer mediator that the customer can enter are as follows:

CM2C – 14 rue Saint Jean – 75.017 PARIS