

# General Terms Booking Conditions

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.

### BOOKING CONDITIONS :

The booking becomes effective solely with the agreement of the Domaine de Bel Air, upon receipt of a deposit 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 accommodation or in touring pitch.

### RENTING OF PITCHES:

The booking agreement must feature the full name, address, 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 is deemed to run 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.**

### RENTING OF MOBIL HOMES :

Water, gas and electricity are included in the accommodation. No more than 4/6/8 people are allowed to stay in the rented accommodation. You are not allowed to pitch a tent on your accommodation emplacement (except agreement of management).

**The use of electrical barbecues is strictly forbidden. Gas or charcoal barbecues can be used (barbecues for hire at the shop).**

### DEPOSIT :

**A deposit of a 150€ by credit card, will be asked upon handling of the key and will be restituted upon departure after a check for cleanliness of your accommodation (housework, dusting, washing-up done, refrigerator and kitchen units cleaned, bathroom, WC, dustbin, perfectly cleaned, etc...).**

**If you don't leave your accommodation clean your deposit won't be restituted.**

**In case the accommodation has not been cleaned after your departure, a cleaning fee of 70 € will be charged.**

### PAYMENT OF YOUR HOLIDAY:

For booking made more than 30 days before the start of the holiday, the deposit of 25% of the total price of the facilities booked must be paid to the campsite at the time of the booking. **THE BALANCE MUST BE PAID TO THE CAMPSITE NOT LATER THAN 30 DAYS BEFORE THE START OF A HOLIDAY.** For bookings made less than 30 days before arrival, the payment must be made in full at the time of booking with the campsite. **FOR TOURING PITCHES, THE BALANCE IS DUE ON ARRIVAL ON THE CAMPSITE.**

### 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 depending on availability.

### ARRIVAL AND DEPARTURE TIME :

For the rented accommodation: the rental runs from Saturday at 2 p.m. to Saturday at 10 a.m. For the camping pitch : it runs every day from 12 p.m. on arrival to 12 p.m. on departure. Late arrival or early departures will be charged for the whole period for which the accommodation or the pitch was reserved. If you have not arrived within 24 hours of the beginning of the period for which the reservation was made (unless you inform us in writing or mail of any delay), we reserve the right to re-let the pitch or the accommodation. All campers are obliged to comply with the rules of the campsite Domaine de Bel Air.

### INTERRUPTION OF STAY AND UNUSED SERVICES :

If you break off or cut short your holiday (late arrivals – early departure), **NO REFUND WILL BE DUE.**

**WEATHER CONDITIONS :** the management of the Domaine de Bel Air declines all responsibility in the event of unfavourable weather conditions causing the cancellation of services or entertainment. **UNDER NO CIRCUMSTANCE WILL BAD WEATHER CONDITIONS GIVE RISE TO A REDUCTION OR REIMBURSEMENT.**

**PHOTOS RIGHTS:** during your stay, the campsite "Domaine de Bel Air" may take photos or videos to promote the site. The use of these photos or videos which may include you and any minors under your responsibility, require special authorisation. You are therefore required to inform the management on your arrival if you do not wish to be photographed during your stay.

### THE BOOKING CHARGES

An amount equal to 25% of the full cost of the stay if you cancel more than a month before your planned date of arrival

The total amount of your stay if you cancel less than a month before your planned date of arrival or if you do not arrive on this date.

Cancellation insurance is available. This insurance will pay your cancellation fee for the contract indicated above subject to the conditions of the contract. In the event of a cancellation on the part of the management of the campsite, except in the case of "force major", the customer will be refunded all the sums paid.

### INSURANCE:

It is the customer's responsibility to take out insurance. The campsite declines its responsibility in the event of theft, fire, poor weather conditions, etc. The customer must have personal liability insurance. In addition, the management of the campsite declines all responsibility for any damage to the camper equipment for which the camper is responsible. In the event of a dispute, the Quimper disputes court has whole jurisdiction.

### CANCELLATION:

Cancellation must be notified by registered mail.

All booking for which the balance is not paid in accordance with the general terms of sale shall be cancelled. The registration fees shall not in any case refund. In all cases of cancellation, the following shall either be kept or owed:

### CANCELLATION INSURANCE:

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

The Association PALLAS of which your Camp-site is a member, has taken out an insurance policy n° 9 011 500) with the insurance company MUTUELLES DU MANS ASSURANCES which covers you SHOULD YOU BE REQUIRED TO CANCEL OR CURTALL your stay.

**AXELLIANCE**  
61, rue du Port 33260 LA TESTE DE BUCH  
Tél. 05 56 54 32 17  
Tél. 05 56 54 32 17 - Fax 05 56 54 60 70  
E-mail : r.ruiz@sart-assurances.com

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

[r.ruiz@sart-assurances.com](mailto:r.ruiz@sart-assurances.com)

**PRICES OF THE CANCELLATION INSURANCE :**  
**12 € / TOURING PITCH / STAY (FROM 1 TO 30 DAYS)**  
**2.10 € PER NIGHT PER ACCOMODATION**

### 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:

MEDICYS - 73 BOULEVARD DE CLICHY - 75009 PARIS

[HTTP://WWW.MEDICYS.FR](http://WWW.MEDICYS.FR)



Camping Catégorie 5 étoiles – Mention « Loisirs »  
197 emplacements dont 34 « Confort Caravane »  
et 163 « Grand Confort Caravane »  
Selon Arrêté Préfectoral du 12 juillet 2016  
RCS Quimper 447 852 856 00015 Code APE 552 C  
SIRET : 447 852 856 00015 TVA INTRACOM : FR 37447852856

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

The Association PALLAS of which your Camp-site is a member, has taken out an insurance policy n° 9 011 500) with the insurance company MUTUELLES DU MANS ASSURANCES which covers you SHOULD YOU BE REQUIRED TO CANCEL OR CURTALL your stay. BEFORE YOUR DEPARTURE, in the following instances:

- serious illness or serious accident or death to:
  - yourself or your spouse (official cohabitant),
  - one of your relations in direct ascending or descending line, son-in-law or daughter-in-law;
- death to a brother, sister, brother-in-law or sister-in-law;
- considerable material damage to your property requiring your presence;
- redundancy;
- accident to or thief of your vehicle and/or caravan occurring on the (direct) journey to the place you are staying at.
- permanent employment obtained subsequent to booking

YOU WILL BE REIMBURSED:

- 20 % of the hiring fees in the case of an event occurring between the date of reservation and the 30h day before the scheduled date from which the reservation runs;
- 100 % of the hiring fees in the case of an event occurring less than 30 days before this date.

DURING YOUR STAY, should one of the aforementioned incidents occur obliging you to shorten your stay,

YOU WILL BE REIMBURSED:

For the sum corresponding to the part of your visit non-effected and which has already been invoiced by the camp-site.

EXCLUDED FROM THE GUARANTEE

- damage arising from wars with foreign countries, civil wars, strikes, nuclear or radioactive effects,
- damage caused intentionally by the insured person,
- suicide or attempted suicide by the insured person,
- accident, illness or death :
  - occurring before the date the guarantee comes into force,
  - subsequent to a chronic state of health,
  - affecting persons aged over 80 years unless that person's death occurs less than 5 days before the date from which the reservation runs.
- depression leading to hospitalisation of less than 3 days.

WHAT TO DO IF AN INCIDENT OCCURS?

- Notify the Management of the camp-site without fail as soon as you know of an incident which will prevent your departure and in all cases within 24 hours of the said incident,
- Notify the insurer within 48 hours and provide all the necessary information and documents, in particular:
  - a medical certificate specifying the nature, origin and the seriousness of the accident or illness,
  - a copy of the detailed account from your social security offices,
  - a death certificate,
  - all documents proving the incident,

All these documents should be forwarded to your insurer: