Les Blancs Sablons

General Terms and Conditions of Sale
Camping des Blancs Sablons

BOOKING CONDITIONS

Bookings can be made by telephone, by post or online at www.camping-blancs-sablons.com. By making a booking, the customer acknowledges having read these General Terms and Conditions of Sale and accepts their provisions. Every booking must be accompanied by a payment including:

- A deposit of 30% of the total price of your accommodation rental and any additional services.
- The balance of the stay must be paid 30 days before the arrival date. No reduction will be granted for late arrival or early departure.
- If the customer fails to pay the deposit when booking or the balance no later than 30 days before the start of the stay, the campsite reserves the right to cancel the booking and offer the accommodation for rental again.

In accordance with Article L.221-28 of the French Consumer Code, please note that accommodation services to be provided on a specific date or over a specific period are not subject to the 14-day right of withdrawal.

Booking fees

The campsite waives booking fees for rental accommodation and touring pitches.

Pets

Pets are accepted in certain categories of accommodation (excluding category 1 and 2 animals), subject in particular to presentation of up-to-date vaccination certificates and payment of an additional flat-rate charge when booking. The number of pets allowed is limited to 2 per accommodation unit at the campsites, unless an exception applies. Animals must not be left alone on a pitch, tethered or shut inside a car or rental accommodation.

Please note that rabies vaccination is compulsory. Information about pets must be provided directly to the campsite after booking. We reserve the right to cancel any booking if these conditions are not met.

PAYMENT TERMS

For bookings made more than 30 days before the start of the stay, a deposit of 30% of the value of the services booked must be paid at the time of booking. The balance must be paid no later than 30 days before the start of the stay.

For bookings made 30 days or less before the start of the stay, full payment must be made at the time of booking (30% deposit plus the balance of the stay).

If the customer fails to pay the deposit when booking or the balance no later than 30 days before the start of the stay, the campsite reserves the right to cancel the booking and offer the accommodation for rental again.

Payment methods

The available payment methods and their terms are specified when booking.

Direct payment and security

- Payment by bank card is fully secure and is available for all bookings on our website (Visa, Mastercard, etc.) or through our mobile app. The card is charged when a payment is made.

Applicable law and competent courts

These General Terms and Conditions of Sale are governed by French law, subject to any applicable mandatory provisions protecting consumers.

In the event of a dispute, the consumer may bring proceedings before one of the courts with territorial jurisdiction under the French Code of Civil Procedure, or before the court for the place where they were living when the contract was concluded or when the harmful event occurred, in accordance with Article R.631-3 of the French Consumer Code and subject to the mandatory rules applicable to cross-border disputes.

PRICES AND TOURIST TAX

Prices

The prices or information published on our website www.camping-blancs-sablons.com are basic prices in euros, excluding optional services (text and photographs are not contractually binding). The price agreed at the time of booking includes VAT at the applicable rate. The contractual price may be changed within the limits set by laws and regulations if the applicable VAT rates change between the booking date and the date on which the balance is paid.

The campsite uses dynamic pricing. Prices may therefore increase or decrease during the season.

Environmental contribution

An environmental contribution of €0.60 per night per person aged 3 and over is payable for your stay.

Tourist tax

Tourist tax is clearly shown on the invoice. Its amount depends on the rate applicable to the campsite and the exemptions provided for by regulations. Tourist tax is collected on behalf of the municipalities and may include an additional departmental tax.

The amount of tourist tax may change during the year and may therefore increase or decrease the total cost of the stay.

YOUR STAY AT THE CAMPSITE

Arrival and departure

- Rental accommodation: arrival from 5 pm and departure before 11 am.
- Pitches: arrival from 3 pm and departure before 11 am.

Each accommodation unit contains all cooking equipment, tableware and bedding (excluding bed linen and towels, unless included in your booking). An inventory is provided on arrival. The tenant must check it and report any discrepancies on the same day.

Any dissatisfaction with the cleanliness or general condition of the rental accommodation must be reported no later than 24 hours after arrival so that it can be addressed. No complaint will be accepted more than 24 hours after the day of arrival.

For late departures, you may be charged for an additional day at the current nightly rate.

Security deposit

A security deposit may be required for rental accommodation, hired equipment and pitches with private facilities. The campsite will provide details of the amount and arrangements.

The accommodation and equipment must be returned clean and in good condition. Amounts may be deducted for damage attributable to the customer, unpaid services or lost keys, on production of supporting documentation.

Liability and insurance during your stay

The campsite accepts no liability for incidents falling within the customer's civil liability. All customers must comply with the campsite rules displayed at reception and are responsible for disturbances caused by those staying with them. Serious breaches of the campsite rules may result in the holidaymaker being required to leave.

The campsite's liability is assessed in accordance with the applicable legal provisions. The campsite is not liable for damage attributable to the customer and may be exempted from liability in cases of force majeure under the conditions laid down by law. These provisions do not exclude its liability where it is legally liable.

Customers are responsible for taking out personal insurance covering:

- Their civil liability, including damage caused to third parties.
- Loss, theft or damage affecting their personal belongings during the stay.
- Any damage they may cause to the accommodation or campsite facilities.

Customers are advised to check with their insurer that they have the necessary cover under their home insurance policy or an extension appropriate to their stay. Otherwise, they must take out specific cover for these risks.

Where equipment is lent or hired (bicycles, barbecues, etc.), customers remain responsible for its proper use and must insure against possible loss, theft or damage. Customers are advised to check that their insurance covers these risks, without prejudice to the campsite's liability where applicable.

Minors on site remain entirely under the responsibility of their parents or legal guardians. This duty of vigilance applies throughout the campsite. Parents must ensure their safety and supervision at all times.

ACCOMMODATION

Rental accommodation

Each accommodation unit is intended for a specified number of occupants. Under no circumstances may this number be exceeded (including children and babies). If it is, the campsite is entitled to refuse any additional person.

Minors unaccompanied by their parents or a legal guardian cannot be admitted.

Touring pitches

The basic package includes a pitch for a tent, caravan or motorhome for 1 or 2 people, access to the sanitary facilities and the site's guest facilities.

The maximum occupancy of a pitch is 6 people.

VISITORS

Any visit by a person not staying at the campsite is subject to prior authorisation from reception. A fee may apply.

CHANGES TO, INTERRUPTION AND CANCELLATION OF YOUR STAY

Option Liberté

Option Liberté allows you to change or cancel your stay without providing supporting evidence, under the conditions below. It supplements these General Terms and Conditions of Sale and must be purchased at the time of booking, only for stays of fewer than 21 nights.

Changing your booking

If you have not purchased Option Liberté, you cannot change your booking once it has been confirmed.

If you have purchased Option Liberté, you can change your stay under the following conditions:

- Up to 14 days before arrival, your stay can be changed free of charge, provided it takes place during the current season.
- Your stay can be moved to new dates, subject to availability, only at Camping des Blancs Sablons and during the same season. It cannot be postponed until the following season.
- Any price difference between the original and the new stay at the time of the change will be payable by the customer. If the new stay is cheaper than the original stay, the difference will not be refunded.
- From 13 days before arrival onwards, and once a stay has begun, the stay can no longer be changed.

Option Liberté cannot be purchased once the booking has been completed.

Any request to extend your stay will be subject to availability and the current rates.

Any request to shorten your stay is considered a partial cancellation and will be subject to the conditions for cancellation and interruption of a stay.

To request a change to your stay, send your written request to the campsite using the form or by post to its address.

Notice periods are calculated according to the date on which the written change request is received.

Cancelling your booking

To request cancellation of your stay, send your written request to the campsite using the form or by post to its address.

Please remember that, under Article L221-28 et seq. of the French Consumer Code, accommodation services provided on a specific date or over a specific period are not subject to the 14-day right of withdrawal. Consequently, any cancellation by the customer after booking and before departure will result in:

- For cancellations up to 30 days before the scheduled arrival date, the campsite retaining the deposit paid by the customer.
- For cancellations from 29 days before the scheduled arrival date onwards, the campsite retaining the full amount paid by the customer.

If you have purchased Option Liberté, you benefit from flexible cancellation conditions:

- Up to 30 days before arrival, the stay can be cancelled free of charge and all amounts paid will be refunded in full (less the cost of Option Liberté).
- From 29 to 14 days before arrival, the stay can be cancelled for a fixed cancellation fee of €90. Only the amounts paid at the time of the cancellation request will be refunded, less the cancellation fee and the cost of Option Liberté.
- From 13 days before arrival onwards, and once a stay has begun, no refund can be made.
- If payment was made in part or in full using a credit voucher, the refunded amount cannot include that voucher. However, the voucher may be refunded on request 18 months after its issue, or used for a future booking.

Notice periods are calculated according to the date on which the written cancellation request is received.

Unused services

No refund will be made for any stay interrupted or shortened (early departure) by you.

If you do not arrive at your holiday accommodation on the scheduled arrival date without having informed the campsite beforehand, we will retain compensation equal to 100% of the total cost of the stay. If we have still not heard from you after 24 hours, we reserve the right to offer the accommodation for rental again.

LIABILITY

The campsite endeavours to keep the information on its website up to date. The essential characteristics of the accommodation, the services and the applicable price are those communicated and confirmed at the time of booking.

Correcting published information does not allow the campsite to change its contractual commitments unilaterally. The respective liabilities of the campsite and the customer are assessed in accordance with the applicable legal provisions.

COMPLAINTS AND MEDIATION

Contacting the campsite

Any difficulties encountered during your stay must be reported to reception so that the campsite can address them.

For any complaint not resolved on site, the customer may submit a written request specifying their booking reference and relevant information:

- Via the contact form.
- By post: Camping des Blancs Sablons, Route de Kermorvan, 29217 Le Conquet.

Referring a dispute to a mediator

If a dispute is not resolved by our customer service department, any campsite customer may refer it to a consumer mediator within a maximum period of one year.

The contact details of the mediator to whom the customer may refer the matter are:

SAS MEDIATION

Online referral by completing the relevant form: www.sasmediationsolution-conso.fr

Referral by email: contact@sasmediationsolution-conso.fr

Referral by post: 222 chemin de la bergerie 01800 SAINT-JEAN-DE-NIOST

If the dispute remains unresolved, the consumer may, in accordance with Article R.631-3 of the French Consumer Code, bring proceedings before either one of the courts with territorial jurisdiction under the French Code of Civil Procedure or the court for the place where they were living when the contract was concluded or when the harmful event occurred.

IMAGE AND VOICE

Photographs and/or videos may be taken within Camping des Blancs Sablons, particularly for the campsite's communications and promotional purposes. Where the image or voice of an identifiable person is intended to be used for these purposes, the campsite obtains that person's express authorisation in advance.

This authorisation is separate from acceptance of these General Terms and Conditions of Sale and specifies, in particular, the purposes of use, the media concerned and the duration of the authorisation. Authorisation given by an adult is strictly personal and does not apply to other people taking part in the stay.

For minors, separate authorisation is obtained from their legal representative(s), under the conditions laid down by the applicable regulations.

PERSONAL DATA

Personal data collected for the booking and stay are processed by the DPO, in particular to manage bookings, payments, customer relations and applicable legal obligations.

The website's privacy policy sets out the purposes and legal bases of the processing, the recipients, the retention periods and the procedures for exercising rights.

Under the conditions laid down by regulations, customers have, in particular, rights of access, rectification, erasure, objection, restriction and portability. They may exercise their rights by contacting [contact details missing from the French source] and lodge a complaint with the CNIL (French data protection authority).

Consumers may register free of charge on the telephone marketing opt-out list at www.bloctel.gouv.fr, under the conditions laid down by the applicable regulations.

CAMPSITE RULES

Customers and their visitors must comply with the campsite rules, particularly those relating to safety, peace and quiet, traffic and access to facilities. These rules are available from reception.