



## GENERAL TERMS AND BOOKING CONDITIONS

### 1- BOOKING

A booking becomes effective solely with the agreement of the campsite, after receipt of the first payment, and acceptance of the general conditions of sale. The campsite reserves the right to accept or decline a booking depending on availability.

### 2- TERMS OF PAYMENT

#### a. Deposit and Balance

- For bookings made more than 30 days before the beginning of the stay: a deposit of 30% of the amount of the booked services must be paid within 7 days. The balance must be paid no later than 21 days before the start of the stay.
- For bookings made less than 30 days before the start date of the stay: the entire payment must be made when the booking is made, by credit card.

**WARNING:** failure to respect its deadlines leads to the automatic cancellation of the stay with the application of the cancellation conditions.

Upon receipt of your payment, a confirmation of your stay will be sent to you specifying the remaining balance to be paid. Any person arriving at the place of stay without having previously paid the balance will be refused.

#### b. Payment of the booking

You can pay using the following methods:

**Each payment must be accompanied by the customer number and the name indicated during the reservation request.**

- Credit card: Visa or MasterCard only
  - You can pay online on our website: [www.campingduletty.com](http://www.campingduletty.com)
  - by phone at 0033 (0)2 98 57 04 69 during our opening hours.
- Bank Transfer on the following account:

Account owner:	CAMPING LE LETTY SARL
Domiciliation :	BPGO QUIMPER ENTREPRISES - 10661
RIB :	13807 10906 33521190921 67
IBAN :	FR76 1380 7109 0633 5211 9092 167
SWIFT / BIC :	CCBPPFRPPNAN
- Only guests arriving at reception without a reservation can pay for the stay in cash.

### 3- PRICES AND TAXE

Prices are set for each category of pitches and are in euros. Rates are subject to change depending on the booking period.

The amount of the stay includes a Tourist Tax of 0.66 € per adult. The possible modification of this tax would cause a variation of the tariff of your stay. The amount of the booking fees is non-refundable.

### 4- BOOKING AMENDMENT

#### a. Amend your booking

You can amend your booking at no charge up to 30 days before your original arrival date, subject to availability and upon acceptance of the campsite.

If the amendment is not accepted or not possible, the customer will have to do his stay under the initial conditions or cancel it according to the conditions provided for in § 5.a)

Any amendment request must be sent to the campsite by E-mail.

Any change in your stay giving rise to a payment can be made by one of the means of payment mentioned in § 2.b.

No refund can be requested for a change, on your part, to a lower category less than 30 days before arrival and after arrival.

In the event of a change to a higher category, you will have to pay the current rate.

#### b. Amendment / Cancellation made by the campsite

When, before arrival at the campsite, compliance with one of the essential elements of the stay is made impossible due to an unpredictable and insurmountable fact, of a third party foreign to the provision of the services provided for in the contract or a case of force majeure, we will inform you immediately. You will then have the option to either waive the stay or accept the change we propose. This will result in a credit note valid for another stay during the current season or the following season only. It is specified that the application of the present hypothesis will not give rise to payment of any compensation.

## 5- BOOKING CANCELLATION

### a. Cancellation by the customer

If you wish to cancel a stay, please inform us promptly by E-mail.

No refund will be made in case of cancellation.

Please note that the booking fees and the subscription to cancellation insurance are not refundable.

### b. Cancellation and interruption insurance

If he wishes, the Customer may, with an additional charge, subscribe the "cancellation insurance" from the NEAT CAMPING Insurance Company:

It cost 4% of total price of the stay (excluding booking fees and tourist taxes).

The cancellation and interruption of stay insurance reimburses the sums paid before arrival at the campsite and the amount of the stay not used pro rata temporis in case of premature return, if the reason for the cancellation is guaranteed in the contract.

The insurance premium must be fully paid upon booking the stay and is non-refundable. It can be subscribed maximum 2 days after the day of booking.

The full terms and conditions of cancellation are available as an attachment to your booking e-mail.

In the event of a claim, you must inform Camping du Letty as soon as possible and submit your claim to our partner Neat within 5 days:

**Neat Camping**

E-mail : [sinistre@neat.eu](mailto:sinistre@neat.eu)

Site internet : <https://www.declare.neat.eu/campings-independants>

### c. Delayed arrival or interruption of the stay

There will be no refund possible for any stay that has begun and has been shortened or interrupted during it. Any service not consumed during it cannot be refunded by us.

If you have not arrived within 24 hours from the beginning of the period for which the reservation was made, and without notification from yourselves, we reserve the right to re-let the pitch, without any compensation being due.

If you have purchased it, please refer to the Neat Camping cancellation insurance terms and conditions attached to your documents to request a refund.

For customers arriving without prior reservation and paying their stay in full on arrival, no refund will be given in the event of early departure. In this case, the pitch reserved is considered to be blocked and could not be released for sale during the stay.

## 6- PROCEDURES FOR THE STAY

- Booking for a campsite pitch is made on a strictly personal basis. You may under no circumstances sublet or transfer your booking without the prior consent of the campsite.
- Children underage must be accompanied by their parents or legal guardians throughout the stay on the same pitch.
- The campsite reserve the right to refuse access to the campsite to groups or families arriving with more participants than the capacity of the pitch rented.
- Only the people whose names are listed on the contract will have the right to access to the site.
- Every booking includes only one parking place. Any additional vehicle, trailer or visitor must report to reception, pay the current rate and use the visitor parking, subject to availability.
- Every booking includes access to all the facilities (shower, toilets) and entertainments except the ones indicated as requiring extra fees.
- The dimensions of the main facilities (towbar included for caravan, ropes included for tent) and annexes (awning, gazebo, trailers, etc.) and special wishes are to be noted when booking. Please note that we cannot guarantee specific pitches on site or particular row numbers. Subject to availability and wherever possible we will take into consideration your wishes. However, if we are unable to comply with your specific wishes no claims are admissible. The pitch number will only be known on the day of your arrival at the campsite.
- In order to ensure each pitch in the 'Mouettes' area has the best possible seaview all units must be positioned parallel against the sidehedges.
- For hygiene reasons, shorts, bermudas, boxers, T-shirts, pareos, etc., are prohibited in the water park. Out of respect for other campers, balloons and buoys are prohibited within the water park.
- In the event of an epidemic, pandemic, ..., we reserve the right to remove or restrict certain services/equipment and certain events.
- Some activities or events mentioned on our website may not be available on-site, particularly those requiring authorization from a sports animator.
- The campsite's Wi-Fi network has certain limitations: during peak periods, its use is primarily for checking emails and does not guarantee access to video streaming platforms or social media.
- Two laundromats, equipped with coin-operated machines that accept only euro coins and banknotes, are available to guests. Instructions for using the washing machines and dryers are posted near the machines in four languages. The campsite declines all responsibility for any operating errors on the part of the guest, and no refunds may be requested in this case.

## Pitches

- A pitch can accommodate a home of up to 7 people (including children and baby).  
**We do not accept two families on the same pitch.**
- Every pitch on the campsite has an electricity point however because the terminal might not be immediately next to your unit you are strongly recommended to bring a one piece electric cable of ideally 20-25m long plus a European adapter.
- The basic price of a **Standard pitch** includes the pitch for a single installation (tent or caravan with a vehicle, or motorhome), 1 or 2 people, electricity (10A) and water nearby.
- The basic price of a **Premium-Beach, Beach, Confort 110m<sup>2</sup> or Confort 150m<sup>2</sup> pitch** includes the pitch for a single installation (tent or caravan with a vehicle, or motorhome), 1 or 2 people, electricity (10A), water and drainage with direct access.
- The basic price of a **Privilege 130m<sup>2</sup>, 150m<sup>2</sup>, 170m<sup>2</sup> or Beach-Center pitch** includes a spacious pitch for a single installation (tent or caravan with a vehicle, or motorhome), 1 or 2 people, private sanitary facilities, a 90-litre fridge, a barbecue, as well as electricity (16A), water and drainage with direct access.  
**It also includes free Wi-Fi access on the pitch throughout the stay for all participants.**  
**Free access to paddles or kayaks hire for the duration of the stay. Subject to availability. No booking possible.**  
Dogs are not allowed in the private bathroom.  
Dog showers are available in one of our sanitary blocks.  
It is forbidden to smoke in the private bathrooms.  
A cleaning charge of €60 may be charged if the sanitary facilities are not left clean.

## 7- ARRIVAL AND DEPARTURE

### a. Pitches

The days of arrival and departure are at the customer's choice.  
Arrivals can be from 4 p.m. and departures before 11 a.m.

A minimum number of nights may be imposed.

Any overtime may result in the billing of an additional night (unless the site manager agrees, see § 7.b)  
You will present your booking confirmation when you arrive at Camping du Letty.

### b. Late check-out

Late check-out is possible only upon acceptance of the campsite's supervisor.  
As it depends on our bookings, the late check out is never guaranteed.

### c. Extension of stay

If you wish to extend your stay we require at least 24 hours notice before your scheduled departure date. We cannot however guarantee availability, and you may not be able to remain on the same pitch or the same category.

**Payment for additional nights must be made immediately at reception.**

## 8- DURING YOUR STAY

### a. Internal rules

Internal rules are displayed at the campsite reception. They are also attached to the welcome guide at your arrival.

We would ask to read and respect them.

All customers must comply with these internal rules.

All tenants are responsible for any disturbance or nuisance caused by people staying with or visiting them.

In the event that a camper does not respect it, the managers or their representative reserve the right to expel them without notice or refund.

### b. Loss, theft and damage

The liability of the campsite cannot be incurred in the event of the loss, theft or damage of personal belongings in our pitches, car parks or communal areas. The campsite thus declines any responsibility in the event of theft, fire bad weather, etc., or in the event of any incidents involving the holidaymaker's legal liability. We advise you to contact your insurance company to obtain an extension of your personal cover if necessary.

### c. Animals

Dogs are accepted within the campsite. A first class dog is not allowed.

They must be kept on a leash and must not harm those around you (barking, aggressiveness, droppings, etc.)

The owner is required to collect the droppings.

**The health record with up-to-date vaccinations must be in your possession. You will be asked to present it at the campsite reception.**

Pets are not allowed in the private restroom of a Privilege pitch.

No exceptions are possible.

Any violation of this rule will result in the private restroom being locked.

### d. Safety on site

**Wearing a wristband is strictly mandatory for the entire duration of your stay.**

This wristband will be issued to you upon arrival and ensures the safety of our guests by preventing intrusions by outsiders.

Only children under 3 years of age are eligible for an exemption from this rule.

### e. Visitors

All visitors must go to reception to pay the daily rate.

They are necessarily visitors of a Letty camper and must be accompanied by the camper to reception.

A paper wristband, in the color of the day, will be given to all visitors. It is mandatory to wear it for the entire duration of the visit.

If a visitor visits multiple times, they must return each time to pay the daily rate and change the wristband.

Visitors are the responsibility of the campers who host them and must comply with the rules.

Their vehicles must be parked in the PandAdventure Park parking lot located at the campsite entrance.

Visitors can take advantage of the campsite's services, facilities, and activities. Access to PandAdventure Park is subject to a fee.

Payments are made by credit card or cashless wristband.

#### **f. Shorts Stays**

Our guests staying for 1 to 3 nights will be given paper camping wristbands in the color of the day. Each camper must return daily to change their wristband for the new color of the day. Wristbands are issued at reception and cannot be given to other family members.

#### **g. Parental supervision**

With the only exception of the activities supervised by our entertainment staff, parents must always supervise their children.

**Children must be accompanied by their parents or legal guardians at the Aquatic Park, PandAventure Park and PandaNature Park.**

#### **h. Cashless**

You can pay for your purchases in our various services using a cashless payment system. A chip is located in your campsite wristband and allows you to pay for your purchases.

Cash will only be accepted for unreserved stays and for topping up your wristband at reception.

Cash payments will be accepted for certain external service providers and for certain coin-operated services (laundry machine, games room, coffee machine, etc.).

The campsite's activities (wellness area, tennis court and various rentals) and services (mini-market, bar, PandAventure Park, Arbre au Trésor restaurant, snack-pizzeria) must be paid for with your cashless wristband or by credit card.

The cashless wristband balance will be refunded in late July and late August [after your online request](#) on the cashless company's website (information provided in the brochure upon arrival at the campsite) and no later than three weeks after the campsite closes.

### **9- COMPLAINTS**

A complaints service is available to our customers to express any dissatisfaction regarding their stay. To submit a complaint, customers can send them by letter, e-mail ([reception@campingduletty.com](mailto:reception@campingduletty.com)), or via our end-of-stay satisfaction survey.

Throughout the stay, our reception and caretaker teams are available to deal with any complaints.

If customers seek compensation for a complaint, they must indicate this in a recorded letter with acknowledgment of receipt sent to the manager of the campsite within one month of the end of the stay, indicating the booking number. His request will then be analyzed and a decision will be made in his favor or against.

### **10- LIABILITY**

In accordance with article L.212-1 of the French Consumer Code, the campsite undertakes to ensure that their services comply with current legal requirements.

Customers expressly acknowledge that the site cannot be held responsible for the communication by its partners or any third parties of any false information indicated in the brochure or website concerning the reception sites, including presentation photos, descriptions, activities, leisure facilities, and operating dates.

All images and text used in the campsite brochure or website are non-contractual. They are for informational purposes only.

Entertainment programs are subject to change, even at the last minute, if necessary.

It may happen that certain activities and installations offered by the campsite, indicated in the brochure or website description, are cancelled, notably for reasons linked with the climate or an event of force majeure as defined by the French courts. The campsite is responsible for the proper execution of all obligations arising from the contract. However, the campsite is exonerated from their responsibility if the non-execution or incomplete performance of the contract can be attributed either to the customer, to the unpredictable and insuperable act of a third party unconnected with the services stipulated in the contract, or to a case of force majeure as defined in article 1148 of the French Civil Code.

### **11- DATA PROTECTION**

The information you communicate when you place your booking is not transmitted to any third parties. This information will be considered confidential by Camping du Letty. It will be used solely by the internal departments of Camping du Letty in order to process your order and to strengthen and personalize the communication and services offer reserved for Camping du Letty customers according to their interests.

In accordance with the applicable regulations on the protection of personal data (in particular, Law No. 2018-493 of June 20, 2018 on the protection of personal data), you have various rights, including a right of access, rectification, and opposition to personal data concerning you.

To exercise your various rights, you just need to send us a request by mail to the following address, indicating your name, first name and address: Camping du Letty, Chemin de Creisanguer, 29 950 BENODET

### **12- LOST PROPERTY**

#### **a. Reception and storage of found property**

Upon reception, the found items are registered in our database. They will be kept for 30 days.

Perishable or dangerous materials will be destroyed immediately.

#### **b. Reporting the lost property**

You can report the lost property by telephone or on site in our reception. Our reception team can answer all your questions and register the reported lost object via telephone or e-mail.

#### **c. Found property**

If your object is found, you can then pick it up directly at the reception upon presentation of an identity document for 30 days, or receive it at your home. In the latter case, a refund fee will be applied to cover the service and shipping costs.

If you have purchased the Neat Camping cancellation insurance, contact the company as soon as possible to request a refund of the refund tax, if you validate the conditions mentioned in the contract.

#### **d. Unreturned lost property**

In case the lost property cannot be returned to its owner within one month, the object will be donated to a charity association or it will be destroyed.