

General Terms and Conditions of Sale – Domaine de Port aux Rocs

These General Terms and Conditions of Sale (GTCS) define the terms applicable to stays and services offered by Domaine de Port aux Rocs. They apply to reservations made by individuals, groups, as well as within the scope of seminars and professional events.

1. General Terms and Conditions of Sale – Individuals & Groups

1.1 Reservation and registration

Any reservation request must be sent directly to Domaine de Port aux Rocs. The reservation becomes final upon receipt of the duly completed and signed registration form, together with payment of the required deposit.

1.2 Membership

As Domaine de Port aux Rocs is managed as a non-profit association (French law of 1901), an annual membership fee is required for the first stay of the year. This membership is valid from 1 January to 31 December and only at the establishment where it was paid.

1.3 Payment

A deposit of 30% of the total amount of the stay is required at the time of booking, together with the membership fee and administrative fees. The balance must be paid no later than 30 days before the start of the stay. In the case of a late booking (less than 30 days before arrival), full payment is required upon registration.

1.4 Tourist tax

The municipal tourist tax is charged in addition and appears on the invoice. Its amount is set by the municipality and may vary.

1.5 Cancellation conditions

Any cancellation must be notified by registered letter with acknowledgement of receipt. The fees retained are as follows: – More than 60 days before the start of the stay: 30% of the total price. – Between 60 and 31 days before the start of the stay: 50% of the total price. – Between 30 and 11 days before the start of the stay: 70% of the total price. – Less than 10 days before the start of the stay: 100% of the total price. Administrative fees and membership fees are non-refundable and will be retained by the association.

1.6 Cancellation insurance

Optional cancellation insurance is offered at a rate of 2% of the total amount of the stay (excluding membership fee, tourist tax and options). It must be taken out at the time of

booking.

1.7 Services

For full-board and half-board packages, the price includes accommodation (linen provided), end-of-stay cleaning and catering.

For the hotel accommodation package, the price includes accommodation (linen provided) and end-of-stay cleaning. Any additional services will be subject to additional billing.

For the rental package, the price includes accommodation and the provision of bed linen and towels. Any additional services will be subject to additional billing.

Pets may be accepted for an additional fee and subject to the applicable rules.

1.8 Security deposit

For rental stays, a security deposit in the form of a cheque or bank card pre-authorisation. will be required upon arrival. It will be returned or released upon departure, provided that the accommodation is clean and the equipment is complete. In the event of a departure during the night or an early departure with no possibility to carry out an inventory/check-out inspection, the deposit will be returned or released later, subject to any deductions for cleaning, repairs or missing equipment.

2. General Terms and Conditions of Sale – Seminars, Business Meetings & Conferences

2.1 Purpose

This contract defines the conditions for the provision of the services ordered by the Client for the organisation of an event (seminar, conference, business meeting).

2.2 Booking and payments

The booking must be confirmed by sending the signed quotation together with deposit payments according to the following schedule: - 10% of the total amount upon signature (non-refundable). - 30% of the total amount 120 days before the event (non-refundable). - 40% of the total amount 60 days before the event (non-refundable). Any late booking results in an adjustment of the required deposit amount (up to 80% in the case of a booking made less than 61 days before the event).

2.3 Cancellation or modification

In the event of total cancellation by the Client, the Client must give notice of cancellation by registered letter with acknowledgement of receipt. The fees retained are as follows: - More than 120 days before the event: 10% of the total amount. - Between 120 and 61 days before: 40% of the total amount. - Between 60 and 16 days before: 80% of the total amount. - Less than 16 days before: 100% of the total amount. In the event of a partial cancellation, a tolerance of 5% to 12% of the services applies, depending on the notice period. Beyond these thresholds, the excess amount is invoiced in full.

2.4 Client obligations

The Client undertakes to comply with safety rules and proper conduct. The Client may not bring food or beverages from outside the establishment without prior agreement. Any specific technical installation must comply with applicable standards.**

** The management of the establishment (referred to herein as 'Domaine de Port aux Rocs') reserves the right to exclude all or some of the participants who fail to comply with this clause.

2.5 Insurance and liability

Domaine de Port aux Rocs shall not be liable for property belonging to the Client. The Client must take out insurance covering its equipment and its civil liability. Both Domaine de Port aux Rocs and the Client shall maintain civil liability insurance coverage for a minimum amount of €6,100,000 per claim.

2.6 Force majeure

Domaine de Port aux Rocs may not be held liable in cases of force majeure within the meaning of French law (natural disasters, strikes, epidemics, etc.).

2.7 Applicable law

These conditions are governed by French law. Any dispute shall be submitted to the courts having jurisdiction over the place where Domaine de Port aux Rocs is located.

By confirming a reservation, the Client acknowledges having read and unreservedly accepted these General Terms and Conditions of Sale.

2.8 Right of Withdrawal – Consumer Mediation

In accordance with Article L. 221-28 of the French Consumer Code, the right of withdrawal may not be exercised in respect of services to be provided on a specific date or during a specific period. Consequently, where the Client books a service to be provided on a specific date or during a specific period, the Client has no right of withdrawal.

Consumer Mediation

In accordance with Articles L. 611-1 et seq. of the French Consumer Code, in the event of a dispute that cannot be resolved directly with the Service Provider, the consumer Client may refer the matter, free of charge, to the consumer mediator appointed for the Service Provider.

The appointed mediator is:

Atlantique Médiation

5 Mail du Front Populaire
44200 Nantes

The Client may refer the matter to the mediator in accordance with the conditions and procedures established by the mediator, after first submitting a written complaint to the Service Provider and following an unsuccessful attempt to resolve the dispute amicably.

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