General Terms and Conditions of Sale

Domaine de Port aux Rocs

Article 1 — Identification and Scope of Application

Domaine de Port aux Rocs is operated by the association **GESTION DU DOMAINE DE PORT AUX ROCS**, a registered non-profit association governed by the French Law of 1 July 1901.

Establishment contact details:

Address: 44 avenue de Port Val, 44490 Le Croisic, France
SIREN: 340 041 185
SIRET: 340 041 185 00026
Telephone: +33 (0)2 40 11 44 44
Email: contact@portauxrocs.eu
Website: https://www.domaine-portauxrocs.eu

These General Terms and Conditions of Sale (hereinafter referred to as the "Terms and Conditions") define the procedures for booking, payment, modification and cancellation of stays offered by Domaine de Port aux Rocs.

They apply to bookings made by individuals, families and tourist groups, regardless of the booking method used, subject to any expressly agreed special conditions and applicable legal provisions.

Article 2 — Booking and Registration

Booking requests may be made directly with Domaine de Port aux Rocs by telephone, email or through the available booking platforms.

A booking becomes confirmed and binding once the following conditions have been met:

Acceptance of the terms of the stay and these Terms and Conditions;
Payment of the required deposit;
Written confirmation of the booking by Domaine de Port aux Rocs.

Availability and prices are confirmed at the time of booking.

Any special request made by the guest must be expressly accepted by Domaine de Port aux Rocs to be considered part of the booking.

Article 3 — Association Membership

As Domaine de Port aux Rocs is operated by a non-profit association, membership is required for the first stay of each calendar year.

Membership fees:

Stays of up to and including 3 nights: €1.80 per person;
Stays of more than 3 nights: €13.00 for a single person;
Stays of more than 3 nights: €23.00 for two or more people.

Membership is valid from 1 January to 31 December of the relevant year. It allows members to enjoy several stays at Domaine de Port aux Rocs during this period without paying an additional membership fee, in accordance with the association's statutes.

Membership fees are separate from the price of the stay.

Article 4 — Prices and Services

Prices are quoted in euros and include all applicable taxes (VAT included).

They vary according to the season, type of accommodation, length of stay and services selected.

Domaine de Port aux Rocs offers several accommodation packages:

Full board: Accommodation, bed linen and towels, breakfast, lunch and dinner, as well as end-of-stay cleaning, in accordance with the package description.

Half board: Accommodation, bed linen and towels, breakfast and one main meal according to the package booked, as well as end-of-stay cleaning.

Hotel accommodation: Accommodation including bed linen, towels and end-of-stay cleaning. Meals are charged separately unless otherwise stated.

Self-catering accommodation: Provision of fully equipped accommodation with bed linen and towels. Any additional charges and optional services are specified at the time of booking.

Only services expressly included in the booking confirmation are covered by the price of the stay.

Any additional services will be charged separately, provided that the guest has been informed of their price in advance.

Access to Price Information

Prices are displayed in the establishment's reception hall, visible from outside, and are available for consultation at reception.

They are also published on Domaine de Port aux Rocs' website and can be accessed in the accommodation units via QR codes.

Price lists may also be requested by email at contact@portauxrocs.eu.

2026 Price List:

https://www.domaine-portauxrocs.eu/wp-content/uploads/2026/09/Tarifs-2027-EN.pdf

The applicable prices are those communicated to the guest for the dates of their stay before the booking is confirmed.

Article 5 — Payment Terms

Unless otherwise agreed in writing:

A deposit of 30% of the total cost of the stay is required at the time of booking;

The remaining balance must be paid **no later than 30 days before the start** of the stay;

For bookings made less than 30 days before arrival, full payment is required at the time of booking.

Accepted payment methods:

Credit or debit card;
Bank transfer;
Bank cheque;
ANCV holiday vouchers (Chèques-Vacances).

Practical payment instructions are provided at the time of booking.

In the event of non-payment by the agreed deadline, Domaine de Port aux Rocs may, following a reminder and formal notice remaining without effect within an appropriate period, terminate the contract in accordance with applicable legal provisions.

Article 6 — Tourist Tax

Tourist tax is charged in addition to the accommodation price, according to the applicable rates and exemptions.

The amount is communicated to the guest before booking and appears separately on the invoice.

Current tourist tax rates can be consulted on the official website of the Town of Le Croisic:

https://lecroisic.fr/fr/rb/381487/taxe-de-sejour-7

Article 7 — Cancellation Policy

All cancellation requests must be sent to Domaine de Port aux Rocs by registered correspondence with acknowledgement of receipt, at the following email address: contact@portauxrocs.eu.

The date on which the cancellation request is received determines the applicable cancellation fees.

Unless otherwise agreed at the time of booking and subject to mandatory legal provisions, the following cancellation fees apply:

Time before the start of the stay	Cancellation fees
More than 60 days	30% of the stay price
From 60 to 31 days inclusive	50% of the stay price
From 30 to 11 days inclusive	70% of the stay price
From 10 days before arrival up to and including the arrival date	100% of the stay price

Cancellation fees are calculated on the price of the cancelled services, excluding taxes and any amounts that must legally be refunded.

Any payments already made will be deducted from the cancellation fees.

Any excess payment will be refunded to the guest.

Where the stay constitutes a package holiday within the meaning of the French Tourism Code (Code du tourisme), the traveller's specific statutory rights shall prevail, particularly regarding cancellation without fees in circumstances provided for by law.

Article 8 — Changes to Bookings, Late Arrival and Early Departure

Any request to modify a booking must be addressed to Domaine de Port aux Rocs.

Changes are subject to availability and may result in a price adjustment, which will be communicated to the guest before acceptance.

Any reduction in the length of the stay or cancellation of services at the guest's request may result in the application of the corresponding cancellation fees.

Late arrival, early departure or failure to use a service due to circumstances attributable to the guest do not automatically entitle the guest to a refund, subject to applicable legal provisions.

Article 9 — Cancellation or Modification by Domaine de Port aux Rocs

If Domaine de Port aux Rocs is unable to provide a booked service, the guest will be informed as soon as possible.

An alternative service or postponement may be offered, subject to the guest's agreement.

Where Domaine de Port aux Rocs cancels a stay for reasons attributable to the establishment, all amounts paid for the cancelled services will be refunded, without prejudice to any other rights the guest may have.

The specific provisions of the French Tourism Code apply when the booking constitutes a package holiday.

Article 10 — Cancellation Insurance

Domaine de Port aux Rocs offers optional cancellation insurance at a rate of **2.9% of the cost of the stay, excluding membership fees, additional charges and taxes.**

This insurance is offered through Gritchen Affinity and underwritten by Mutuaide Assistance.

Insurance must be purchased at the time of booking.

Depending on the terms of the policy, the insurance covers certain reasons for cancellation, interruption of the stay, late arrival and assistance services.

Details of coverage, exclusions, excesses and compensation limits are set out in the insurance policy information document provided to the guest upon subscription.

In the event of a claim, the guest must inform Domaine de Port aux Rocs and submit a claim to Gritchen Affinity within the time limits specified in the insurance policy.

Insurance claims:
Website: https://www.declare.fr
Email: sinistre@declare.fr

Any reimbursement will be made in accordance with the terms and conditions of the insurance policy purchased.

Article 11 — Accommodation and Stay Conditions

Check-in and Check-out

Accommodation is available from 5:00 p.m. on the day of arrival.
Accommodation must be vacated by 10:00 a.m. on the day of departure.

Guests arriving late must inform the reception desk.

Conditions of Stay

Guests agree to comply with the establishment's operating procedures, hygiene and safety regulations, and to respect the peace and comfort of other guests.

Accommodation units must not be occupied by more people than their authorised maximum capacity.

Guests are liable for any damage they cause to the premises, equipment or facilities made available to them, in accordance with applicable law.

In the event of behaviour that endangers people or property, Management may take necessary and proportionate measures, in compliance with applicable regulations.

Article 12 — Pets

Pets are welcome at Domaine de Port aux Rocs, subject to an additional charge in accordance with the current price list.

Dogs classified under Categories 1 and 2 under French law are not permitted on the premises.

Pets must remain under their owner's supervision, and owners are responsible for any damage or disturbance caused by their animals.

Guide dogs and assistance dogs are admitted free of charge in accordance with applicable regulations.

Article 13 — Security Deposit

For self-catering accommodation, a security deposit may be required upon arrival.

The amount and payment arrangements will be communicated to the guest before the booking is confirmed.

The security deposit is intended to cover damage, missing equipment or restoration costs attributable to the guest.

It will be refunded after the condition of the accommodation has been checked, less any duly justified deductions, where applicable.

In the event of early departure or departure outside the hours during which a joint inspection can be carried out, the refund may be processed at a later date, according to the arrangements communicated to the guest.

Any deductions must be justified.

Article 14 — Civil Liability and Personal Belongings

Domaine de Port aux Rocs is insured with **ARÉAS Assurances** through the insurance broker **Gritchen IARD**.

The insurance policy includes public liability coverage for the establishment's operations, within the limits and conditions specified in the policy.

Guests are responsible for any damage they cause, in accordance with applicable legal provisions.

Guests are advised to take appropriate precautions to safeguard their personal belongings and not to leave valuables unattended.

In the event of theft, loss or damage to personal belongings, the liability of Domaine de Port aux Rocs shall be determined in accordance with applicable legal provisions, particularly Articles 1952 et seq. of the French Civil Code (Code civil), where applicable.

Article 15 — Photographs and Illustrations

Photographs and illustrations used in Domaine de Port aux Rocs' promotional materials are for illustrative purposes only and are not contractually binding.

They depict the accommodation, facilities and areas of the establishment. Differences may exist, particularly in decoration, layout or furniture, depending on the accommodation unit.

Domaine de Port aux Rocs endeavours to maintain the quality of its accommodation and services in accordance with the characteristics advertised at the time of booking.

Article 16 — Force Majeure

In the event of force majeure within the meaning of Article 1218 of the French Civil Code, preventing the performance of all or part of the contractual obligations, the applicable legal provisions concerning suspension or termination of the contract shall apply.

Both parties undertake to inform each other as soon as possible of any circumstances preventing the performance of the contract.

For package holidays, the specific provisions of the French Tourism Code relating to unavoidable and extraordinary circumstances shall prevail.

Article 17 — No Right of Withdrawal

In accordance with Article L. 221-28, paragraph 12, of the French Consumer Code (Code de la consommation), the statutory right of withdrawal does not apply to non-residential accommodation, catering or leisure services provided on a specific date or during a specified period.

Guests therefore do not benefit from the statutory 14-day withdrawal period for bookings falling within the scope of this provision.

The cancellation conditions set out in these Terms and Conditions remain applicable, subject to the rights granted to guests by law.

Article 18 — Complaints

Any complaint relating to a booking or service may be addressed to Domaine de Port aux Rocs:

By email: contact@portauxrocs.eu

By post:

Domaine de Port aux Rocs
44 avenue de Port Val
44490 Le Croisic
France

Guests are encouraged to report any difficulties encountered during their stay as soon as they become aware of them, allowing the establishment to seek an appropriate solution.

Complaints will be reviewed within a reasonable period, without limiting the guest's statutory rights.

Article 19 — Consumer Mediation

In accordance with Articles L. 611-1 et seq. of the French Consumer Code, consumers may use a consumer mediator free of charge to seek an amicable resolution of a dispute.

The consumer must first submit a written complaint to Domaine de Port aux Rocs.

If an amicable resolution cannot be reached, the consumer may refer the matter to the following mediator:

CM2C — Centre de la Médiation de la Consommation de Conciliateurs de Justice
49 rue de Ponthieu
75008 Paris
France
Telephone: +33 (0)1 89 47 00 14
Email: declarer-un-litige@cm2c.net
Website: https://www.cm2c.net/declarer-un-litige.php

Referral to the mediator is subject to the admissibility requirements provided for by the French Consumer Code.

Recourse to mediation does not affect the consumer's right to bring proceedings before a competent court.

Article 20 — Applicable Law and Dispute Resolution

These General Terms and Conditions of Sale are governed by French law, subject to any mandatory consumer protection provisions that may apply.

In the event of a dispute, the parties shall seek an amicable resolution.

If no agreement can be reached, the dispute may be brought before the competent courts in accordance with applicable legal provisions.

Article 21 — Acceptance of the General Terms and Conditions of Sale

These General Terms and Conditions of Sale are made available to guests before their booking is confirmed.

By confirming a booking, guests acknowledge and accept the Terms and Conditions previously brought to their attention.

The applicable Terms and Conditions are those in force at the time the contract is concluded.

Any subsequent amendments to these Terms and Conditions shall not apply to bookings already confirmed, unless otherwise agreed by the parties or required by law.

Last updated: 30 October 2026