



LES MOUETTES
DOMAINE & RESORT CARANTEC BRETAGNE ★★★★★

Frequently asked questions

Situation

☞ How to find the campsite?

The campsite is situated in the village of Carantec, 12km from Morlaix and 15km to Roscoff on the D19 between Morlaix and Roscoff. Our GPS coordinates are 48°39'27.4"N – 03°55'42.3"W

☞ How far is the town centre?

Our campsite is situated 1.5km from the town centre, where you will find cash machines, banks, bakers, fishmongers, restaurants, a library, chemist etc...

☞ Is the campsite situated by the sea?

The campsite is positioned by the sea in the bay of Morlaix. The beach facing the campsite offers you, beautiful walks and long excursions for fishing bare foot when the tide is out, and also gives you a panoramic view of Saint Pol de Léon and Roscoff.

☞ Which beaches are good for swimming?

For swimming, you can discover many beaches with beautiful fine sand about 1km from the campsite: you have Kélenn beach, Grève blanche, Clouet, Cosmeur, Tahiti etc...

Arrivals / Departure

☞ What are the arrival and departure days?

We offer the opportunity to arrive any day that is most convenient to you, so that you can avoid the days there is more traffic due to the holiday season, especially in the high season.

☞ What are the arrival and departure times?

For the rentals the arrival times are possible from 5.00 pm. The day of departure you are requested to vacate your mobile home/chalet by 10.00 am. If you have reserved the package for weekend, you can arrive the Friday or the Saturday from 2.00p.m and vacate from 6.00p.m the Sunday or Monday.

☞ Until what time can I arrive?

The reception is open until 9.00 pm in July and August and up to 8.00 pm in low season. If you arrive outside of these hours, we would appreciate you contact us either by telephone or mail. We will inform you of the details of where to find your keys or the location of your mobile home /chalet/ camping pitch.

Mis à jour le 19 janvier 2018





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My accommodation / my pitch

☞ Are sheets provided in the mobile homes?

Sheets are not provided in the mobile homes ** or ***. They are provided in the **** and the Premium and also in the chalets Premium.

☞ Are the mobile homes/chalets supplied with duvets/blankets?

Yes mobile homes/chalets are equipped with duvets.

☞ Are all the mobile homes/chalets heated?

The cottages ** are equipped with heaters in the lounge only. The cottages ***, ****, Premium, chalets premium are equipped with heating in the lounge & each bedroom.

☞ Are the mobile homes/chalet equipped with tv?

The TV is supplied with the **** and the premium mobile homes and also in the chalets premium.

☞ What channels are available?

You have access to channels of TNT, also 2 English channels and 2 German channels.

☞ Are babies counted in the number accepted in mobile homes/ chalets?

Yes, babies are included in the number accepted per location. The number of people maximum indicated in the mobile homes/chalets must be respected.

☞ Can I reserve two mobile homes next to each other?

Yes this possibility is available providing we have the availability to reserve 2 mobile homes next to each other. For this do not hesitate to contact us direct by telephone to reserve 00 33 2 98 67 02 46 or you can write a message on the web site internet whilst also making your reservation. To reserve exactly what you wish, make sure you book as early as possible in order to achieve this possibility.

☞ Can I choose the number of my mobile home/chalet or camping space?

You can mention your preference in the box "commentaries" on your form or reserve direct by telephone. We cannot guarantee a certain pitch or rental accommodation. Depending on the availability we will offer you a placement the most adapted to your needs. To help you choose your mobile home or chalet or camping space, we have created different areas on the campsite: their names are Natura Lodges, Bahia Lodges, Caraibes, Gardenia, Classic and Canopia to give you a better idea of your environment around your location.

☞ Do you have some covered terrace?

Some of them are. To be absolutely sure, read the descriptions of our rental units carefully, as they appear on our website or in our brochure.

☞ Can I hire a fridge with you?

No.



My booking

☞ Why has my reservation got 2 references?

You have 2 references for your stay; the first corresponds to you, it's your client number (ex: 3391582) and the second corresponds to your file internet (ex: 020121174SMITH012994637)

☞ Are minors accepted?

Minors are accepted on the condition they are accompanied by their parents or someone legally responsible for them.

☞ When is my reservation definite?

Your reservation is effective and confirmed with the campsite after we have received a deposit of 25%.

☞ In what name should I reserve my holiday?

The bill for your holiday will show the name of the person of which we have details on file. If you are a member of the program Yelloh! Think to reserve your holiday in the name of the person who holds the card in order to acquire your points.

☞ When and how do I pay my final payment for my holiday?

When: the final payment for your holiday must be paid 30 days before your arrival date at the campsite.

How:

*By credit card via internet on our security web site: www.les-mouettes.com or by telephone giving us your internet file number: 020121174SMITH012994637.

*By transfer with your bank making sure to note your name and your client reference number and the name of the village in which you are staying with these co-ordinates:-

- Banque : Crédit Agricole à Carantec
- IBAN : FR76 1290 6000 3462 0022 7900 138
- BIC (SWIFT) : AGRI FR PP 829

NB: Don't worry if the payment doesn't arrive at the campsite straight away, as this can take from 2 to 4 days.

☞ How can I modify my reservation?

We can modify your booking without any charge depending on the availability within the campsite.

☞ What if we wish to prolong our stay?

It would be our pleasure if you wish to prolong your stay depending on our availability. Providing your mobile home/chalet or camping placement is still available, we of course can prolong your stay. If it is no longer available we will endeavor to find an alternative solution. The difference in cost will be asked to be settled at the time.

☞ What if we wish to leave early?

No refund is possible if you wish to leave early.



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Cancellation insurance

☞ Do you recommend I subscribe to the cancellation cover?

We strongly recommend you subscribe to the cancellation cover during your holiday. Because if you have to cancel your holiday for any major reason, the campsite will reimburse your deposit or your total payment to date (for the holidays cancelled in the month which proceeds your arrival)

☞ What are the major reasons covered by the cancellation guaranty?

If you have subscribed to the cancellation cover, you are covered for serious illness, serious accident or death affecting one of your family members, complications before the 7th month of pregnancy, damage to important materials your personal belongings, redundancy, accident or theft of your vehicle and /or of your caravan arising during the direct journey to your holiday destination, cancellation or modification of dates of your holiday by your employer.

Pets

☞ Are dogs accepted on the campsite?

Yes we accept dogs, the fee per day per dog is 6€. Dogs must be kept on a lead.

☞ Can we walk our dogs on the beaches?

Dogs are not allowed on the beaches between the 1st May and 30th September.

On the campsite

☞ Are BBQ, s authorized?

Charcoal BBQ, s are authorized. But gas and electric BBQ, s are not.

☞ Does the price include access to the park aquatic?

Yes, the park aquatic is reserved in free access for residence of the camping only. To enter the park aquatic, it is obligatory to wear a bracelet which will be given to you the day of your arrival.

☞ Is the park aquatic heated?

The outside park aquatic comprises of a large pool, giant slides, Tropical River, Aquagarden and bubble bath area at 25° which is heated from 4/05 to 09/09/2018.

The indoor pool Balnéoh! Is heated to 29°, there is also an area with sauna, ice pool and Jacuzzi which is heated from 20/04 to 09/09/2018.

☞ Does everyone have access to the Jacuzzi/sauna area?

The Jacuzzi/sauna area is reserved for the over 18's.

☞ Are Bermuda shorts aloud in the pool?

Yes, Bermuda shorts are authorized in the park aquatic.