



Rules of procedure for camping and caravanning sites and residential leisure parks

GENERAL CONDITIONS

1. Conditions of admission and residence

To be allowed to enter, settle or stay on a campsite, you must be authorised by the manager or his representative. The latter is obliged to ensure that the campsite is kept in good order and that the present internal regulations are respected. Staying on the campsite implies acceptance of the provisions of these rules and the commitment to comply with them. No one may take up residence there.

2. Police formalities

Minors who are not accompanied by their parents will only be admitted with the written permission of their parents.

Pursuant to Article R. 611-35 of the Code of the entry et du séjour des étrangers et du droit d'asile (Code on the Entry and Residence of Foreigners and the Right of Asylum), the manager is required to have the foreign client complete and sign an individual police form on arrival. It must mention in particular :

- 1° Surname and first names ;
- 2° The date and place of birth ;
- 3° Nationality;
- 4° The usual place of residence.

Children under 15 years of age may be included on the record of one of the parents.

3. Installation

The outdoor accommodation and associated equipment must be installed in the specified location in accordance with the instructions given by the manager or his representative.

4. Welcome Desk :

Low season

Daily 9am - 12.30pm / 3.30pm - 7pm ¹High season

Every day 8.30am - 12.30pm / 3pm - 7pm

At the reception desk you will find information about the services of the campsite, information about food and drink, sports facilities, the tourist attractions of the area and various useful addresses.

A system for collecting and handling complaints is available to customers.

5. Display

These rules and regulations are displayed at the entrance to the campsite and at the reception desk. They are given to each client who requests them.

For classified campsites, the classification category with the mention tourism or leisure and the number of tourism or leisure pitches are displayed.

The prices of the various services are communicated to customers in accordance with the conditions laid down by order of the Minister for Consumer Affairs and can be consulted at the reception desk.

6. Departure arrangements

Guests are requested to inform the reception desk of their departure the day before. Guests intending to leave before the opening time of the reception desk must make payment for their stay the day before.

7. Noise and silence

Guests are asked to avoid any noise or discussion that might disturb their neighbours. Sound equipment should be adjusted accordingly. Door and boot locks should be as unobtrusive as possible.

Dogs and other animals must never be left at large. They must not be left on the campsite, even locked up, in the absence of their owners, who are civilly responsible for them.

The manager ensures the peace and quiet of his customers by setting times when there must be complete silence.

SILENCE MUST BE COMPLETE BETWEEN 11PM AND 8AM.

8. Visitors

After having been authorised by the manager or his representative, visitors may be admitted to the campsite under the responsibility of the campers receiving them.

The customer may receive one or more visitors at the reception. The services and facilities of the campsite are accessible to visitors. However, the use of these facilities may be subject to a charge, which must be displayed at the entrance to the campsite and at the reception desk. **Access to the swimming pool is strictly prohibited for visitors.**

Visitors' cars are not allowed on the campsite.

9. Vehicule traffic and parking

Within the campsite, vehicles must travel at a speed limited to 10km/h.

Traffic is allowed **from 8am to 11pm**

Only vehicles belonging to campers staying on the campsite may circulate on the campsite. Parking is strictly forbidden on the pitches usually occupied by the accommodation unless a parking space has been provided for this purpose. Parking must not impede traffic or prevent the installation of new arrivals.

10. Maintenance and appearance of facilities

Everyone is obliged to refrain from any action that could damage the cleanliness, hygiene and appearance of the campsite and its facilities, particularly the sanitary facilities.

It is forbidden to throw waste water on the ground or into the gutters.

Customers must empty waste water into the facilities provided for this purpose.

Household refuse, waste of any kind, paper, etc. must be deposited in the bins.

Washing is strictly forbidden outside the bins provided for this purpose.

If necessary, the laundry will be hung in the communal drying room. However, it is tolerated until 10 a.m. in the vicinity of the accommodations, provided that it is discreet and does not disturb the neighbours. It should never be done from the trees.

Plantations and floral decorations must be respected. It is forbidden to put nails in the trees, to cut branches, to make plantations.

It is not permitted to mark out the location of an installation by personal means, nor to dig up the ground.

Any damage to the vegetation, fences, grounds or facilities of the campsite will be charged to the person responsible.

The pitch used during the stay must be maintained in the same condition as the camper found it on arrival.

11. Security

a) Fire.

Open fires (wood, coal, etc.) are strictly prohibited. Stoves must be kept in good

working order and not used in unsafe conditions.

In case of fire, notify the management immediately. Fire extinguishers can be used if necessary.

A first aid kit is available at the reception desk.

b) Vol.

The management is responsible for the items left at the office and has a general obligation to monitor the campsite. Campers are responsible for their own facilities and must report any suspicious persons to the manager. Guests are advised to take the usual precautions to safeguard their equipment.

12. Games

No violent or disruptive games may be played near the facilities.

The meeting room cannot be used for lively games.

Children should always be supervised by their parents.

Swimming pool :

Access is strictly reserved for campers staying on the campsite. It is strictly forbidden to run around the pool and to push others into the water. Swimming shorts and other clothing are not allowed in the pool. **ONLY SWIMMING COSTUMES ARE ALLOWED.**

Children should always be supervised by their parents.

13. Dead garage

Unoccupied equipment may only be left on the pitch after approval by the management and only at the indicated location. This service may be subject to a charge.

14. Infringement of the rules of procedure

In the event that a resident disturbs the stay of other users or does not respect the provisions of these rules, the manager or his representative may orally or in writing, if he deems it necessary, give notice to the latter to cease the disturbance. In the event of serious or repeated infringement of the internal regulations and after formal notice by the manager to comply, the latter may terminate the contract. In the event of a criminal offence, the manager may call in the police.