

## **INTERNAL REGULATIONS FOR CAMPING OR CARAVANNING SITES AND RESIDENTIAL LEISURE PARKS**

### **I. - GENERAL CONDITIONS**

#### **1. Conditions of admission and stay**

To be allowed to enter, settle or stay on a campsite, you must have been authorised to do so by the manager or his representative. It is the manager's duty to ensure that the campsite is kept in good order and that these internal regulations are complied with.

Staying on the campsite implies acceptance of the provisions of these rules and a commitment to comply with them.

No-one may take up residence on the campsite.

#### **2. Police formalities**

Minors who are not accompanied by their parents will only be admitted with the written authorisation of their parents. In application of article R. 611-35 of the Code de l'Entrée et du Séjour des Etrangers et du Droit d'Asile (Code on the Entry and Residence of Foreigners and the Right of Asylum), the manager is required to have foreign customers complete and sign an individual police form on arrival. This must include in particular

1° Full name ;

2° Date and place of birth;

3° Nationality;

4° habitual place of residence.

Children under the age of 15 may appear on the form of one of the parents.

#### **3. Installation**

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

#### **4. Reception office**

Open from 9am to 12pm and from 2pm to 6pm in low season and from 9am to 7pm in high season.

At the reception desk you will find all the information you need about the campsite's services, refreshment facilities, sports facilities, tourist attractions in the surrounding area and other useful addresses.

A system for collecting and dealing with 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 will be given to any customer who requests them.

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

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

#### **6. Departure arrangements**

Customers are asked to inform the reception office of their departure the day before. Customers intending to leave before the reception desk opens must pay for their stay the day before.

#### **7. Noise, silence and neighbourly relations**

Guests are asked to avoid any noise or discussion that might disturb their neighbours.

Sound equipment must be adjusted accordingly. Door and boot locks must be as discreet as possible.

Dogs and other animals must never be allowed to run 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. Neighbourly relations shall be established with tolerance, conciliation and benevolence in compliance with the internal regulations.

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

#### **8. Vehicle traffic and parking**

Inside the campsite, vehicles must drive at a limited speed. Traffic is permitted from 7.30 a.m. to 10.30 p.m.

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

#### **9. 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 reception. Campsite services and facilities are accessible to visitors. However, 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.

Visitors' cars are not permitted on the campsite.

#### **10. Behaviour and appearance of facilities**

Everyone is required to refrain from any action that could damage the cleanliness, hygiene and appearance of the campsite and its facilities, particularly sanitary facilities. It is forbidden to dispose of waste water on the ground or in the gutters.

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

Household waste, rubbish of any kind and paper must be disposed of in the rubbish bins.

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

Laundry may be hung out to dry in the communal dryer.

However, it is tolerated until 10 a.m. in the vicinity of the accommodation, provided that it is discreet and does not disturb the neighbours. It must never be done from trees.

Planting and floral decorations must be respected. It is forbidden to hammer nails into trees, cut branches or plant trees.

It is forbidden to demarcate the site of an installation by personal means, or to dig up the ground.

Any damage to vegetation, fences, grounds or campsite facilities 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. Safety**

##### **a) Fire.**

Open fires (wood, coal, etc.) are strictly prohibited. Stoves must be kept in good working order and must not be used in dangerous conditions.

In the event of fire, notify the management immediately.

Fire extinguishers may be used if necessary.

A first aid kit is available at the reception desk.

##### **b) Theft**

The management is responsible for items left at the office and has a general obligation to monitor the campsite. Campers remain responsible for their own facilities and must report the presence of any suspicious person to the manager. Customers are asked to take the usual precautions to safeguard their equipment.

#### **12. Games**

No violent or disruptive games may be played in the vicinity of the facilities.

The meeting room may not be used for boisterous games. Children must always be supervised by their parents.

#### **13. Dead garage**

Unoccupied equipment may only be left on the site with the agreement of the management, and only in the location indicated. A charge may be made for this service.

#### **14. Infringement of the campsite rules**

In the event that a resident disrupts the stay of other users or does not respect the provisions of these internal rules, the manager or his/her representative may, orally or in writing, if he/she deems it necessary, give formal notice to the resident to cease the disturbance.

In the event of serious or repeated breaches of these rules and regulations, and after the manager has served formal notice to comply, the contract may be terminated.

In the event of a criminal offence, the manager may call in the police.

## **II. - APPENDICES**

### **1. Noise**

Silence is the rule from 10.30 p.m. to 7 a.m., with the exception of occasional events organised by management to entertain customers.

### **2. Traffic**

The speed limit for traffic within the premises (including the car park) is 10 kph. Pedestrians and motorised traffic may only use the lanes provided for this purpose (it is forbidden to cross other people's property).

### **3. Animals**

1st category dogs (attack dogs) are not allowed on the campsite (article 211.5 I of law no. 99-5 of 06/01/99). Only animals in compliance with current legislation will be admitted (presentation of their vaccination certificate at reception). Pet faeces and any filth must be collected by their owners and disposed of in the rubbish bin. Animals are not allowed in the toilets.

### **4. Insurance**

Everyone is reminded that they must be covered by civil liability insurance when staying at the campsite and that their own belongings must also be insured against theft, fire, water damage and the risk of explosion.

### **5. Miscellaneous**

- Car washing is not permitted on the campsite.
- Toilet buckets or chemical toilets must be emptied and rinsed in the special drain.
- Only use electrical equipment that complies with safety standards. The power of all electrical appliances must never exceed the capacity of the fuse or differential circuit breaker installed.
- Play areas and pitches are closed from 10pm to 9am.
- Pitch rental prices are quoted per night, with the camping day running from midday to midday. Pitches must therefore be vacated by midday. Mobile home rental prices are

quoted per night. Pitches must be vacated by 10am. Any day started is due.

1-Play areas, bouncy castles, swimming pools and water play areas have specific rules for use - each customer or visitor is required to comply with and respect them. In particular, you are reminded that you must wear a swimming costume at the pool. Swimming shorts and burkinis are not permitted.

2-In the event of an emergency: call the emergency services and notify reception immediately.

Annexes may be added: temporarily linked to the need to manage exceptional situations. Due to the exceptional nature of the situation: their application will be immediate.

### **6. Electrical vehicles**

The electrical installations in our mobile homes are not suitable for recharging electric vehicles. Therefore, for your safety, it is strictly forbidden to connect an electric or hybrid vehicle to the mobile home's electrical installations. In the event of infringement of this provision, the customer will be held responsible for any damage (short-circuit, fire, etc.), material or immaterial, caused by the connection, to the campsite and/or third parties.