

INTERNAL RULES



I. - General terms and conditions

1 Admission and residence conditions

- To be allowed to enter, settle or stay on a campsite, you must have been authorized to do so by the manager or his representative.
- You must pass through reception on your first arrival.
- The campsite manager or his representative shall ensure that the campsite is kept in good order and that these internal regulations are complied with.
- No-one may take up residence on the campsite. As the campsite is intended for holidaymakers and tourists, no stay resembling precarious housing will be accepted.
- Staying on the campsite implies acceptance of the provisions of these rules and a commitment to comply with them.

2. Police formalities

Minors unaccompanied 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:

- 1° Surname and first names;
- 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 their parents.

3. Installation

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

4. Reception desk

During opening hours, the reception desk will provide you with all the information you need about the campsite's services, refreshment facilities, sports facilities, the tourist attractions of the surrounding area and other useful addresses.

5. Display

- These rules and regulations are displayed at the entrance to the campsite, at the reception desk and on the campsite website.
- 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 desk of their departure the day before. Customers intending to leave before reception opens must return their keys the day before.

7. Noise and silence

- Guests are asked to avoid any noise or discussion that might disturb their neighbors and to respect any requests for quiet.
- Music, singing and loud voices are only tolerated if they do not spread to neighboring plots.
- No noise will be tolerated from 10pm to 7am. Sound equipment must be adjusted accordingly.
- Door and boot locks should be as discreet as possible.
- Vehicle traffic is restricted and requires prior authorisation between 10pm and 7am.

8. Visitors

- After being authorized by the manager or his representative, visitors may be admitted to the campsite under the responsibility of the campers receiving them.
- The campsite's services and facilities are not accessible to visitors, with the exception of the snack-terrace area, subject to availability.

- Use of the campsite facilities (swimming pool, toilets, etc.) is only possible with the express agreement of the manager or his representative and is subject to a supplement.
- Visitors' cars are not allowed on the campsite.

9. Animals

- Large animals (such as mastiffs and rottweilers), any animal classified as category 1 or 2 under current legislation, and animals whose behaviour is not suited to life in a group (noisy or dangerous) are not permitted on the campsite.
- Subject to the above, other pets are welcome provided they are kept on a lead and their droppings are collected.
- Our animal friends are not allowed access to communal facilities (swimming pool, toilets, play areas, snack bars, etc.).
- No animal may be left unattended on the campsite, even if it is locked up in the absence of its owner.

10. Vehicle traffic and parking

- Inside the campsite, vehicles must travel at a limited speed of 10 km/hour.
- Traffic is authorised from 7am to 10pm and after 10pm only with authorisation from the management.
- Only vehicles belonging to campers staying at the campsite may be used.
- Parking is strictly prohibited on pitches usually occupied by accommodation unless a parking space has been provided for this purpose and subject to the applicable supplement regulations.
- Parking must not impede traffic flow or prevent new arrivals from settling in.

11. Behaviour and respect for facilities

- Nudism and the wearing of clothing that might impede communication or recognition between campers are not permitted in the communal areas of the campsite.
- 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 gutters.
- It is forbidden to throw cigarette butts on the campsite.
- Customers must empty waste water into the facilities provided for this purpose.

- Household waste, rubbish of any kind and paper must be deposited in the bins at the campsite entrance. No objects such as camping chairs, tents, mattresses, etc. may be placed in the bins. These items must be removed by their owners.
- 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. near the accommodation, provided that it is discreet and does not disturb the neighbours. It must never be done from trees.
- The pitch used during the stay must be maintained in the same condition as the camper found it on arrival.
- Plantations and floral decorations must be respected. It is forbidden to hammer nails into trees, cut branches or make plantations.
- It is not permitted to demarcate the site of an installation by personal means, nor to dig up the ground.
- Any damage to vegetation, fences, grounds, accommodation, campsite facilities or, more generally, to any property belonging to the campsite, whether loaned or for which a supplement has been paid (snowshoes, kayaks, etc.), will be at the expense of the person responsible.
- Any dirt left on the site requiring cleaning may be deducted from the security deposit or the cost of cleaning may be invoiced.

12. Security

a) Fire

- Open fires (wood, coal, etc.) are strictly prohibited. Stoves must be kept in good working order and not be used in dangerous conditions.
- In the event of fire, notify the management immediately. Fire extinguishers are available 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 persons to the manager. Customers are asked to take the usual precautions to safeguard their equipment.

13. Games - swimming pool

- No violent or disruptive games may be played in the vicinity of the facilities.
- Children must always be supervised by their parents, including in the play area and swimming pool.
- It is forbidden to use the pool outside opening hours (9am-8pm) and outside the opening season (mid-May to mid-September).
- Swimming costumes must be worn; nudity, baggy swimming shorts or any garment covering below the knees and above the neck is not accepted.
- Minors may only use the pool under the constant supervision of their parents.

14. Access to the snack bar and restaurant terrace

- The sale of alcohol to minors is strictly prohibited.
- Events such as barbecues or braziers on the snack terrace may only be organised by the campsite management.
- Minors are only allowed access to the snack bar and terrace under parental supervision.

15. Dead garage

Unoccupied equipment may only be left on the pitch with the agreement of the management and only on the pitch indicated. There is a charge for this service.

16. Breach of internal regulations

- In the event that a resident disrupts 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 formal notice to the resident to cease the disturbance.

- In the event of a breach of the internal rules and regulations and after formal notice to comply, the manager may terminate the contract.
- In the event of a criminal offence, the manager may call in the police.

17. Consumer ombudsman

If you have a dispute, you can contact a consumer ombudsman:

Paris Mediation and Arbitration Centre

39 avenue Franklin D.Roosevelt

75008 PARIS

Contact:

cmap@cmap.fr

<https://www.cmap.fr/>

Tel : 01 44 95 11 40

Questions answered Monday to Friday, 9am to 6pm