

# CAMPSITE RULES & REGULATIONS

## 1 - CONDITIONS OF ADMISSION:

A/ You may enter, take place in or stay on the campsite only with permission from the management or their representative and only if you respect the campsite rules and regulations. Staying on the campsite implies acceptance of and compliance with these rules and regulations. Anyone intending to stay on the campsite for at least one night must show ID to the campsite management or their representative, and comply with the check-in formalities required by the police. Anyone under the age of 18 years may stay without adult accompaniment on the condition that they produce written parental consent and that their rental contract has been signed by a parent or legal guardian. The campsite wristband must be worn

B/ The tent or caravan and its accessories must be installed on the indicated pitch and according to the instructions given by the management or their representative. Our power supply outlets comply with European standards. Only one tent, caravan or camper-van is allowed per pitch. On arrival, users must inform reception of the expected duration of their stay and provide an insurance document certifying that their liability is covered in case of damage or fire caused by the user to the detriment of other campsite users.

C/ Security deposits: For rentals, you will be requested to pay a security deposit on arrival to cover any damage or cleaning costs. This deposit will be returned to you after the outgoing inspection. A sum corresponding to any damage to the accommodation will be deducted from the security deposit. If, on departure, the balance for your stay has not been paid, the corresponding amount may be deducted from, or added to, the security deposit.

D/ It is forbidden for users to engage in any act of trade or advertising while staying on the campsite.

E/ Swimming pool area: Only proper swimming briefs/trunks are permitted. All long garments and accessories are strictly forbidden in the pool area. In the event of non-compliance with these rules and regulations, management reserves the right to expel users from the pool area or from the campsite. It is forbidden to wear clothing or accessories that may hinder the swimmer's breathing or compromise hygiene and safety. Cf Article 1 Law no. 2010-1192 of 11th October 2010 & memorandum dated 2nd March 2011.

## 2 - RECEPTION AREA:

Opening times are subject to modification and can be consulted via the RESASOL application.

Low season: 10am-12pm and 3pm-6.30pm; high season: 9am-12.30pm and 2pm-8pm from Sunday to Friday, and 9am-8pm on Saturdays.

Full details of campsite services and facilities, supply solutions, sports amenities, nearby tourist attractions and various useful addresses can be found in the reception area.

## 3 - FEES:

A/ Fee amounts are indicated on the digital display in reception, on our website and in the General Terms and Conditions.

B/ Fees must be paid before arrival, on 1st June for stays booked for after this date, at the time of booking for stays taking place within a month of booking, and on arrival at the campsite for stays that have not been booked in advance.

## 4 - BEHAVIOUR:

Appropriate attire is compulsory. Users must refrain from any behaviour potentially damaging to the conditions of cleanliness and hygiene or to the appearance of the campsite. Users are urged to refrain from making any noise or engaging in discussions that might disturb their neighbours. The volume of sound-emitting devices must be adjusted accordingly. Car doors and boots should be closed as quietly as possible. No noise will be tolerated between midnight and 6am. It is forbidden to dispose of dirty and/or waste water on the ground or in the gutters. Drainage facilities are provided for this purpose. Household rubbish, paper and other waste must be disposed of in the recycling bins placed at the campsite entrance. Users must always leave the sanitary facilities in a state of cleanliness. Laundry washing is strictly forbidden other than in the special sinks provided. At the end of your stay, your pitch must be left exactly as you found it. Any costs relating to damage caused to campsite vegetation, fences, pitches or facilities will be incurred by the perpetrator of such damage. Plants, shrubs and floral decorations must be respected. Clients must refrain from driving nails into trees, cutting off branches, or planting. Nor is it allowed to use personal items (wire, chains, branches, etc.) to mark out a pitch, or to dig channels in the ground. It is forbidden to drive into the ground any stake of more than 30 cm in length, because of the presence of underground electric cables. It is forbidden to install TV aerials in the trees. For safety reasons, it is forbidden to install clothes lines between trees or any other structure. It is strictly forbidden to build fences, to remove the means of mobility from caravans or mobile homes, whatever their dimensions (tow bar, wheels, etc.), or to leave any used items behind. It is forbidden to install mobile homes, or so-called light constructions that can be dismantled, without official authorisation. The maximum surface area occupied by installations must not exceed 30% of the pitch. Any extensions or additional items made from wood, sheet metal or any other material (decking exceeding a height of 60cm, rigid awning, conservatory, garden shed, fencing or plantations) are strictly prohibited. Only soft caravan side awnings will be tolerated (easily-removable canvas awnings with light tubular frames) and must be dismantled at the end of each stay. It is also strictly forbidden to install any electrical appliance under these awnings.

It is strictly forbidden to connect your electric vehicle to your rental, whatever it is and for any duration whatsoever. The occupation of spaces dedicated to electric vehicle charging by a thermal vehicle or an electric vehicle not in charge is prohibited and will be charged to the owners of the vehicle concerned.

## 5 - TRAFFIC:

Inside the campsite, vehicles must respect a maximum speed limit of 10 km/h. Traffic is strictly prohibited between 11pm and 6am, except for maintenance and emergency vehicles. Vehicles must not be parked in such a way as to obstruct traffic, prevent new clients from settling in, or hinder services within the campsite.

## 6 - PETS:

A maximum of two pets, excluding attack and protection dogs (French categories 1 & 2) are allowed on pitches and in certain rental units for an extra fee (see [table](#)). They are strictly prohibited from other rental units. It is COMPULSORY for pets to be kept on a lead and to wear a collar. Pets must be tattooed and vaccinated (vaccination record required) and must be declared at reception. Pet owners must have the up-to-date vaccination record available for inspection on request. Pets must never be allowed to roam freely. They must not be left unattended on the campsite, even if tethered or shut indoors. Owners take financial and civil responsibility for any damage caused in their absence by their pets. Pets are not allowed in public spaces.

## 7 - VISITORS:

Visitors are allowed to enter the campsite with the agreement of the management and under the responsibility of the campsite clients they are visiting. Campsite rules and regulations also apply to visitors. Visitors must ask at reception for permission to enter the premises, indicating whom they are visiting. They must wear a campsite visitor's wristband. Visitors and guests may under no circumstances enter the campsite with their vehicle. For the comfort of users, admission to the site is forbidden to outsiders, including itinerant traders, door-to-door sales representatives, walkers, picnickers, etc. Authorised visitors are not allowed to use the pool area or join the campsite activities.

## **8 - SAFETY:**

A/ It is forbidden to organise violent or potentially disturbing games on the campsite.

B/ It is strictly forbidden to light a fire (barbecue, wood fire, electric or gas device, etc.). Camping stoves must be kept in perfect working order and must not be used in a tent, near a car, or in any other dangerous situation. Barbecues may be used only in the dedicated barbecue areas. In the event of fire, management should be notified immediately. It is strictly forbidden to use camping stoves running on alcohol or petrol.

C/ A first-aid kit is available at reception.

D/ The campsite entrance barrier remains closed from 11pm to 6am.

E/ The management has a general obligation to supervise the campsite, but clients must nevertheless take all the usual precautions to protect their equipment. Management shall under no circumstances be held liable for the loss of personal items, theft, injury or damage caused to holidaymakers or their belongings during their stay, unless it can be proven that the campsite is responsible; in particular, management is not responsible for items stolen from pitches. Management does take responsibility for items left in the office. For this purpose, individual safety-deposit boxes can be rented by users to safeguard their belongings.

F/ Management declines all responsibility for accidents involving children, who must remain under the permanent supervision of parents.

## **9 - ENVIRONMENT:**

You are staying in a pine forest which protects you from the heat but also has two nature-related disadvantages: falling fir cones during the summer heat, and falling branches in high winds or storms. Despite the efforts made in terms of forest maintenance and pruning, the campsite management cannot be held responsible for such natural phenomena, except in the event of proven negligence. Car-washing is prohibited except in the dedicated area.

## **10 - DEAD GARAGE:**

In the event of failure to leave on the planned date, the campsite will proceed to free the pitch concerned by moving the tent, caravan or camper-van to the external car park. Such occupation of the pitch or car park without right or entitlement will result in the invoicing of an occupancy fee of €30.00 per day (including VAT) until the unit is completely removed from the premises.

## **11- MAIL AND PARCELS:**

Postcards to be posted should be placed in the dedicated letterboxes. The campsite cannot be held responsible for the non-delivery of postal mail or parcels. If a client leaves behind an item that is later found by the campsite staff, the client will be contacted and informed of the cost of returning the item. Following this discussion, the client must pay the postal costs before the parcel is sent.

## **12 - RESPECT OF OTHERS:**

A/ According to current legislation, the consumption of alcohol is strictly forbidden in public spaces (except the bar and restaurant).

B/ Complaints will be considered only if they include a date and signature, provide precise information and pertain to recent events that have been verified.

## **13 - INFORMATION NOTICES:**

These campsite rules and regulations are available in digital form at reception and in printed form on the client's request.

## **14. IMAGE REPRODUCTION RIGHTS:**

The campsite's name and image are its sole property.

Clients may be photographed or filmed during their stay at the campsite. The campsite and the RESASOL booking centre may use such photos or films for marketing or advertising purposes, unless you inform reception, in writing and on your arrival, that you are opposed to such practice.

Photos and maps shown on our various communication tools are non-contractual and shall not constitute a basis of argument in the event of a claim.

## **15. BREACH OF CAMPSITE RULES**

If a client disrupts another user's stay or fails to respect the terms of these campsite rules, the manager or a management representative may, if he/she deems necessary, give oral or written notice to that client to stop such behaviour. Any violation of the campsite rules may lead to the perpetrator being legally expelled. In case of serious or repeated violation of the campsite rules and after due warning, the management or their representative may take legal action to terminate the contract. In the event of a criminal offence, the manager may inform the forces of law and order.

**16. EXEMPTION:** A one-off exemption from these rules and regulations does not imply any other exemption. The campsite reserves the right to modify these rules and regulations at any time and with immediate effect.