

## Conditions of admission and stay:

To be allowed to enter, settle or stay on the campsite, you must have been authorized by the manager or his representative. The latter is responsible for ensuring that the campsite is kept in good order and that these internal regulations are respected.

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

No one may take up residence there.

## Reception:

During the opening hours of the reception, if we are not physically present at the reception, we can be reached by phone at (+33)5.46.47.97.84.

Outside of business hours, in case of emergency, a bell is located on the left pillar of the reception desk if you have not been able to reach us by phone.

At the reception: all the information on the services of the campsite, information on the possibilities of refreshments, the sports facilities, the tourist attractions of the area and various addresses that may be useful.

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

## Visitors:

After being authorized by the manager or his representative, visitors may be admitted to the campsite under the responsibility of the guests who receive them.

Visitors do not have access to the services offered by the campsite (swimming pool, gym, etc.). They may not enter the pool or gym enclosure.

Visitors' cars are not allowed on the campsite.

## Vehicle Traffic and Parking:

Inside the campsite, vehicles must drive at a speed limit of 10km/h and respect the direction of traffic.

Traffic is allowed from 7:30 a.m. to 10:30 p.m.

Only vehicles belonging to guests staying on the campsite may circulate in the campsite.

Parking should not impede traffic or prevent newcomers from settling in.

For safety reasons and to avoid causing any nuisance, drivers are invited to:

- Limit the movement of their vehicle around the campsite,
- Give top priority to: pedestrians, bicycles, children, service vehicles, emergency vehicles

Only one vehicle is allowed per plot.

If you arrive after 10:30 p.m. or leave before 7:30 a.m., your vehicle must be parked outside the campsite.

## Arrivals and departures:

Arrivals are between 4 p.m. and 7 p.m.

In case of delay, please notify us in writing. Any late arrival must be validated by the campsite. After 8 p.m., reception will only be possible the next day.

If we do not receive any information about a delay, the accommodation can be assigned to another guest the next day at 12 noon. The sums paid will not be refundable and remain deemed to have been acquired at the campsite.

In case of delayed arrival (implying the continuation of the stay) no deduction or refund of these days.

For each arrival an identity document may be requested, a copy will be kept with your stay file.

Departures in high season (Saturdays and Wednesdays from July to mid-September) are between 7am and 10am. The rest of the season, departures are between 8 a.m. and 10 a.m.

Departures are taken in the order of requests when the inventory is ready to be carried out.

Your accommodation must be in a perfect state of cleanliness (if you have not subscribed to the end-of-stay cleaning package) at the time of the check-out inventory, and the fridge must be defrosted the day before, emptied and cleaned of its water. See cleaning procedure sheet.

A departure before 7 a.m. must be validated by the campsite.

In case of early departure before the end of your stay, no refund will be made for any reason.

## Deposits:

Two deposits must be deposited on arrival by credit card imprint, and will be returned to you at the end of your stay after an inventory of fixtures:

- Deposit of 120€ for cleaning, if you have not taken the end-of-stay cleaning package.

The accommodation must be left in a perfect state of cleanliness. In case of insufficient cleaning, the amount of 120€ will be retained.

- Deposit of 400€ for the accommodation

This deposit covers the first costs of any damage or lack of equipment in the accommodation, as well as the loss of badges.

In case of loss of the barrier badge or the gym badge, the amount of €20 per badge will be deducted from the deposit.

In case of damage: the invoice for the repair(s) will be sent to you.

You will be asked to pay these invoices within 15 days. If payment is not made within this 15-day period, the deposit cheque will be cashed by the campsite. The refund of the difference between the deposit and the invoice will be made 30 days later (the time required by the bank to ensure that the deposit is replenished).

If the cost of repairing the damage exceeds the amount of the deposit, you agree to pay the balance.

There is no contradictory inventory carried out for rentals. These are deemed to be delivered to you complete with their accessories and in perfect condition of cleanliness and operation.

If, upon arrival, an item appears to be missing or damaged (except for normal wear and tear), you must notify us at reception on the day of your arrival. Otherwise, you will be held liable.

In case of breakage of dishes or small equipment, you can come and report it to the reception for replacement with our stock.

### Occupancy of rental properties:

Once the booking has been confirmed, any unplanned stay of an additional person must be previously validated by the manager. Rental rates are based on a maximum number of people. If this number is exceeded, and within the limit of the maximum capacity of the rental, a rate per day is applied according to the price list. The payment of this supplement and the tourist tax for additional people will be made before the arrival of the additional people.

It is strictly forbidden to smoke or to use electronic cigarette inside the accommodation. In the event of an offence and the smell of tobacco is observed, a deduction of €100 from the deposit will be made.

### Animals:

Only one dog is allowed per accommodation. They must be up to date with their vaccinations and you must be in possession of their vaccination records.

They must be kept on a leash within the campsite.

Category 1 and 2 dogs are not allowed.

You should not leave your dog alone in the accommodation. To protect the home, provide a bed for your dog. Duvets, blankets, sofas and beds are not allowed.

Cats and other animals are not allowed.

You must pick up and dispose of your pet's droppings.

You must make sure that your pet does not disturb the serenity of the campsite.

In case of non-compliance with the above elements, you must have your pet kept in a boarding facility at your own expense and without delay.

### Silence and serenity:

Guests are asked to avoid all noises and discussions that could disturb their neighbours.

Sound devices must be adjusted accordingly. Door and trunk locks should be as discreet as possible.

The manager ensures the tranquility of his customers by setting hours during which there must be total silence, so the silence must be total between 10 p.m. and 8 a.m.

### Flight - Safety:

The campsite cannot be held liable in the event of theft or damage to your belongings that occur on the campsite.

Customers are advised to take the usual precautions for safeguarding their belongings and must report to the manager the presence of any suspicious person.

According to the legislation in force and for your safety, the campsite informs you that it is an establishment placed under video

surveillance. If you have any questions about the operation of the video surveillance system, please contact the reception.

### Fire:

Open fires (wood, coal, etc.) are strictly prohibited.

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

A first aid kit is available at the reception desk.

### Swimming pool:

Access to the swimming pool is strictly reserved for customers staying on the campsite and is forbidden to visitors.

Each user must comply with the rules posted at the entrance to the space.

Minors must be accompanied and are under the full responsibility of their parents.

The pool area is unsupervised, the campsite declines all responsibilities in the event of an accident within the swimming pool.

For hygienic reasons, swim shorts are not permitted.

The manager reserves the right to close the pool in the event of a problem with the water treatment and depending on the weather conditions.

### Gym:

Access to the gym is strictly reserved for **adult** customers staying on the campsite and is forbidden to visitors.

Teenagers are only allowed in the gym when accompanied by an adult.

The use of weight machines is not recommended for children under 16 years of age.

Each user must comply with the rules posted at the entrance to the space.

Each user must use clean sports shoes and protect contact with the facilities with a towel as a hygienic measure.

Any device used is the sole and entire responsibilities of its user.

The gym area is unsupervised, the campsite declines all responsibility in the event of an accident on its premises.

### Layout and appearance of the facilities

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

Household waste, waste of any kind, papers, must be deposited in the bins according to selective sorting.

It is forbidden to dump polluted, dirty or seawater-based water on the ground or in the plantations.

Plantings and floral decorations must be respected. It is forbidden to drive nails into trees, to cut branches, to make plantations.

Any damage to vegetation, fences, grounds or campground facilities will be the responsibility of the person who has done so.

Tents are not permitted.

**Sanitation:**

Wipes, tampons, sanitary napkins and other items other than toilet paper should absolutely not be flushed down the toilet.

The campsite is cleaned up by a lifting pump. It is strictly forbidden to throw anything other than toilet paper into the toilet at the risk of damaging the installation.

**Barbecue:**

A communal barbecue area is available to guests on the campsite. Charcoal and fire starters are not provided. The gates provided must be cleaned after using, their cleanliness is not the responsibility of the campsite.

The use of the barbecue remains the sole and entire responsibility of the guests.

Individual barbecues, planchas and electric barbecues are not permitted.

**Games:**

For safety reasons and the risk of damage, bowling and ball games are prohibited within the campsite, as well as violent, annoying games or games that may harm physical or material integrity.

Children should always be under the supervision of their parents.

**Wi-Fi:**

Customers undertake not to use internet access via the Wi-Fi network for the purpose of reproduction, representation, making available or communication to the public of works or objects protected by copyright or not related rights, such as texts, images, photographs, musical works, audiovisual works, software and video games, without authorization. Sharing software, when connected to the internet, can automatically make downloaded files available. If sharing software has been used to download copyrighted works, it is best to disable it.

**Laundry:**

A washing machine and dryer are available to guests in the laundry room. Tokens are on sale at the reception during opening hours.

It is forbidden to install wires to hang laundry.

**Recycling:**

We thank you for following the sorting instructions as much as possible. Several bins are available in the room provided for this purpose:

- Household waste bin: accommodates your waste which must be disposed of in hermetically sealed bags.
- Packaging tray: accommodates all unsoiled plastic, metal or paper packaging
- Compost bin: welcomes your organic waste according to the instructions provided.
- Glass tray: accommodates your glass jars and bottles (without lids or caps)
- Shell/cockle bin: only accepts empty shells and shells, without packaging or other waste. Shells (shrimps, crabs,

spider crabs, etc.) are prohibited. The collection is mainly done during the high season.

- Basket for cork and plastic stoppers: accommodates your corks.

**Parasols:**

Their use is the responsibility of the customers. In case of strong wind or if you are not there, remember to fold it up and store it in a sheltered place.

**Image rights:**

During your stay at the campsite, you may be photographed or filmed for the design of our brochures or the illustration of our website and social networks or any other advertising medium. If you do not wish to be photographed, filmed or your image published, simply notify the reception in writing upon arrival.

**Violation of the rules of procedure:**

In the event that a resident disturbs the stay of other users or does not comply with the provisions of these internal regulations, the manager or his representative may, orally or in writing, if he deems it necessary, give formal notice to the latter to cease the disturbances.

In the event of a serious or repeated breach of the internal rules and after formal notice by the manager to comply with them, the latter may terminate the contract.

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

**Consumer mediation:**

In the event of a dispute with our campsite that has not reached an amicable agreement after a complaint previously lodged with us, you have the option of using a mediation procedure free of charge.

Here is the contact information for our mediator:

CM2C - [www.cm2c.net](http://www.cm2c.net) - 49 Rue de Ponthieu, 75008 Paris  
[cm2c@cm2c.net](mailto:cm2c@cm2c.net) - 01 89 47 00 14