

1. POLICE FORMALITIES

All persons staying at least one night in a campsite must provide the campsite manager or their representative with proof of identity prior to stay and complete the required police formalities. Unaccompanied minors will not be admitted.

2. INSTALLATION

Outdoor accommodation and associated equipment must be installed in the specified location in accordance with the directives provided by the campsite manager or their representative. Double-axle caravans are not authorised on the campsite.

3. RECEPTION DESK

March/November

Open Monday, Tuesday, Wednesday and Thursday from 10.00am to 12.30pm

Closed Friday, Saturday and Sunday

In the event of a problem outside of opening hours, on-call staff may be reached by telephone.

April/May/October

Open daily from 9.00am to 12.30pm and from 2.00pm to 6.00pm

In the event of a problem outside of opening hours, on-call staff may be reached by telephone.

June/September

Open daily from 9.00am to 12.30pm and from 2.00pm to 6.30pm

In the event of a problem outside of opening hours, on-call staff may be reached by telephone.

July/August

Open daily from 8.00am to 8.00pm

In the event of a problem outside of opening hours, on-call staff may be reached by telephone.

The reception desk provides full information on campsite services, catering possibilities, sports facilities, local tourist information and various useful addresses.

A procedure for recording customer complaints is available at the reception desk. In order to be taken into account, complaints must be signed and dated, relate to relatively recent facts and must provide as much detail as possible.

4. DISPLAY

The present internal rules are displayed at the entrance to the campsite and at the reception desk. A personal copy is available to customers on request.

5. RATES AND TERMS OF DEPARTURE

Rates must be paid at the reception desk. The rates are displayed at the entrance to the campsite and at the reception desk. Rates are charged according to the number of nights spent on the campsite.

Customers are requested to notify the reception desk 1 day prior to their departure. Customers wishing to depart before reception desk opening hours must settle the payment of all rates due on the day before their departure.

6. NOISE AND SILENCE

Customers are requested to avoid all noise and conversation levels which may disturb their neighbours. Sound devices must thus be set accordingly. The closing of car doors and boots must also be as discreet as possible.

Total silence is required between 11.00pm and 7.00am.

7. PETS

A valid anti-rabies vaccination certificate must be presented to the reception desk.

Category 1 and 2 "attack" dogs are strictly forbidden on the campsite.

Pets must be kept on a leash at all times (everywhere on the campsite, including within the owner's accommodation). Pets must not be left alone on the campsite, even indoors, without the presence of their owner, who is civilly liable for their animal(s). Pets are strictly forbidden in sanitary facilities.

Animal droppings must be picked up by their owners.

8. VISITORS

Once authorised by the campsite manager or their representative, visitors may be admitted to the campsite under the responsibility of their hosts.

Customers may welcome their visitor(s) at the reception desk. Campsite services and facilities are open to visitors. However, a fee may be charged for the use of such facilities, in accordance with the rates displayed at the entrance to the campsite and at the reception desk.

Visitors' vehicles are prohibited on the campsite grounds.

9. VEHICLE TRAFFIC AND PARKING

The maximum speed limit for vehicles within the campsite is 10 km/h.

Vehicles may be used between 7.00am and 11.00pm.

Vehicles other than those belonging to customers of the campsite are prohibited. Parking is strictly forbidden in areas normally reserved for accommodation, unless a specific parking place has been provided for. Parked cars must not disrupt vehicle or pedestrian traffic, or hinder the installation of new arrivals.

10. ASPECT AND MAINTENANCE OF ACCOMMODATION

Customers must avoid any act liable to affect the cleanliness, hygiene and general aspect of the campsite and its facilities, in particular the sanitary facilities.

It is prohibited to pour waste water on the ground or in gutters.

Customers are required to empty waste water in the facilities designed specifically for this purpose.

Household waste, paper and any other form of waste must be deposited in the dustbins.

Washing is strictly forbidden outside of the basins specifically designed for this purpose.

Plantations and floral decorations must be respected. It is prohibited to insert nails in trees, cut branches or plant greenery.

It is prohibited to mark the boundaries of an accommodation site using personal means, or to dig the ground.

All repairs to damage caused to plants, fencing, the campsite grounds or facilities will be charged to the person(s) responsible for said damage.

Customers must maintain their accommodation site in the condition they found it on their arrival.

11. SAFETY

Fire

Open fires (wood or charcoal, etc.) are strictly forbidden. Stoves must be maintained in satisfactory working order and must not be used in dangerous conditions.

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

Theft

Management is responsible for property left at the reception desk and has a general obligation to supervise the campsite grounds. Customers are responsible for their own accommodation and must notify management of the presence of any suspicious individuals. Customers are advised to take the usual precautions to protect their property.

12. PLAY

Violent or noisy games must not be organised in the vicinity of accommodation areas.

Children must be supervised by adults at all times.

13. STORAGE

Unoccupied equipment may not be left on the grounds without prior consent of the campsite manager or their representative and exclusively in the specified location. This service may be subject to payment.

14. BREACH OF THE INTERNAL RULES

In the event a customer disrupts the stay of other users, or fails to comply with the provisions of the present rules, the manager or their representative may, if deemed necessary, issue a formal oral or written demand to said customer to cease such disorder.

In the event of a serious or repeated breach of the internal rules and further to formal notification by the manager or their representative, the latter may terminate the customer's contract.

In the event of a criminal offence, the manager or their representative may call the police.