

# CAMPSITE RULES AND REGULATIONS

## 1. Conditions of admission and permission to stay :

Permission to enter, set up on a pitch or stay on the campsite can only be given by the campsite manager or his representative. The manager is responsible for the upkeep of the campsite and for ensuring that the present rules are respected.

Staying on the campsite implies full acceptance of all the present rules and commitment to comply with them.

Taking up residence on the campsite is strictly forbidden.

These rules and regulations provide for the safety and comfort of all our customers.

All our customers must first check in at the reception with a photo ID card and fill in a police registration form. People under eighteen not accompanied by a legal guardian will be refused. People not stated in the contract and people having given wrong or incomplete information will not have access to the campsite.

According to the information provided – including dates of birth – our customers will be given permanent bracelets justifying the compliance of their rental contract and their ages and allowing them to enjoy all the facilities.

The booking is accepted only for the people as stated in the contract. In no case will an extra person or a change in the participants' list will be allowed.

Our campsite is dedicated to family holidays and will not accept group reservations.

## 2. Police formalities :

In accordance with article R.611-35 of the Code of Entry and Residence of Foreigners and Right of Asylum, the manager is asked to make all his foreign customers fill in and sign a police registration form upon arrival. The information required includes:

- name and first names
- date and place of birth
- nationality
- permanent address

Children under 15 can appear on one of their parents' registration forms.

## 3. Installation :

All units of accommodation and camping equipment will have to be set up on the pitch indicated and according to the directives given by the manager or his representative.

The pitch is designed for 6 persons maximum, babies included. Under no circumstances will a 7th person be accepted.

## 4. Bracelets :

Permanent bracelets are compulsory for all customers from the very first day of opening.

In order to provide a safe environment to all of you, you may be asked to show your bracelets at any entrance to the campsite, in the shops and at the

swimming-pool at any time. Wearing bracelets is obligatory for everyone to ensure tranquillity and safety to you and your children.

## 5. Display :

The present rules and regulations are displayed at the entrance to the campsite and at the reception. A copy is available upon request.

Officially rated campsites will display their star-rating, their "tourism" or "leisure" status and the number of pitches assigned to each of these categories.

Prices of all the services provided are available at the reception according to the conditions fixed by the Ministry of Consumer Affairs.

## 6. Check-out :

Please inform the reception of your intended departure 48 hours in advance.

## 7. Noise and Silence :

We kindly ask our customers to avoid any noise or conversation that could disturb their neighbours.

Audio equipment and power tools must be adjusted accordingly. Please close car doors and boots as quietly as possible.

## 8. Pets :

Dogs and other pets must be kept on a leash and under constant supervision. Their owners must clean up immediately after them.

A dog waste bag dispenser is available at the reception. See map.

Dog waste bag bins are available on the campsite. See map.

For hygienic reasons, pets are not allowed at the swimming-pool, in the shops and in the sanitary blocks.

Dogs on a lead are permitted on the beach located in front of the campsite.

They must not be left alone on the campsite – even locked-up – in the absence of their owners who are considered civilly responsible for them.

To ensure the tranquillity of his customers, the manager sets quiet hours when total silence must be observed.

In accordance with the law of 22 January 1985, any pet entering the campsite must be vaccinated and tattooed or microchipped, and wear a collar showing the owner's name and address.

Category 1 and 2 dogs are prohibited.

## 9. Visitors :

Any person willing to enter, visit or stay on the campsite must first go to the reception and give the exact number of people.

Visitors must be accompanied by the lead booking person and prove their identities. The lead booking person remains totally responsible for their behaviour and doings and must ensure that they respect the present rules.

They will be given individual bracelets.

Visits: from 8 a.m. to 6 p.m. 4 Euros per adult.

Visitors have access to all the campsite facilities except for the swimming-pool and the entertainments. No bracelet will be given outside the opening hours of the reception.

Staying on the campsite implies full acceptance of all the present rules and commitment to comply with them.

#### 10. Vehicles : circulation and parking :

Barriers : open from 7 am to 11.30 pm. Traffic is not permitted from 11.30 pm to 7 am. Between 11.30 pm and 7 am please park your car at the entrance to the campsite.

An automatic plate recognition system controls the barriers (entry and exit). The management reserves the right to refuse entry or exit to people who do not respect the present rules.

Only one vehicle is authorised on the pitch. Any extra vehicle must be parked in the car park at the entrance to the campsite.

Recharging your electric cars on your pitch or in your mobile-home is forbidden and must be done at our charging stations located in the car park at the entrance to the campsite.

Parking on neighbouring pitches is forbidden. The Highway Code applies. Speed limit is 10 kph. Please use your bikes as much as possible in order to minimize disturbance and pollution.

Look out for children !

The Highway Code also applies to cyclists. For everybody's safety, ride with traffic and use your bike lights at night ! Be cautious and share the road with other users. Pay attention to the pavement conditions. Check your bicycle equipment (brakes, lights...). Hoverboards with seats are strictly forbidden on the whole campsite.

#### 11. Aspect and respect of facilities :

Please refrain from any action which may detract from the cleanliness, hygiene and aspect of the campsite and its facilities, especially in the sanitary blocks.

Customers must use the installations provided for the disposal of wastewater as it is forbidden to let it run directly onto the ground or into the gutters.

Household rubbish and waste of all types must be disposed of in the containers located at the entrance to the campsite.

Clothes washing and dishwashing is strictly forbidden outside the sinks provided for these purposes. Washing should never be hung on lines strung up between the trees.

Plants, trees and flowers must be respected. Do not nail into the trees, cut any branches, or plant anything.

Digging is prohibited and it is forbidden to delimit a pitch by any personal means.

All damage to the campsite's property – plants, trees, fences, pitches, facilities – will be charged to the perpetrator.

All customers undertake to maintain the pitches in the condition they found them on arrival.

#### 12. Access to the swimming-pool :

Swimming is unsupervised. All pool users are responsible for their own safety. Swimming-pool rules are displayed at the entrance to the pool.

Access to the swimming-pool is only allowed to customers wearing bracelets and exclusively on the opening hours displayed at the entrance.

The swimming-pool rules include the Pool Safety Operating Procedures, which are displayed at the pool and available at the reception.

Only certain types of swimwear are accepted.



Maillot 1 pièce Maillot 2 pièces Slip de bain Boxer de bain

#### One-Piece Swimsuits, Two-Piece Swimsuits, Swim briefs, Swim boxers

#### 13. Security :

##### a) Fire :

##### • Fire prevention

Locate the emergency assembly points as soon as you arrive on site.

Locate the fire extinguishers and fire hose reels.

Learn how to operate fire extinguishers.

Clearing and upkeeping the pitches is the best way to prevent fires and stop or slow down the spread of fire.

Open fires (wood, charcoal...) are strictly prohibited – including barbecues.

Only gas or electric barbecues are allowed.

All cooking equipment must be kept in good working order and must not be used under a tent or near a vehicle.

##### • Fire-fighting

In case of fire :

-Remain calm

-Call the Fire Brigade immediately (18), and then the reception (04 68 81 14 48).

-Give details : location, type of fire (tent, trees...), number of victims (injured, intoxicated...)

You can fight the fire – without putting yourself in danger – using fire fighting equipment (extinguishers, hose reels). Aim at the base of the fire.

Smoking in the mobile-home is forbidden.

The mobile-home is equipped with a smoke-alarm.

We ask you to check that it works properly : a light flashes every 30 seconds to visually indicate that it is operating. The mobile-home is also equipped with a fire-extinguisher. Please read the operating instructions. Anyone using it when unnecessary will be charged for the damage.

Locate the evacuation routes as soon as you arrive on site. The alert will be given through loudspeakers. Close windows and doors. Take your identity papers

and some warm clothes. Follow the evacuation routes. Go to the emergency assembly point. Follow the instructions given by the staff wearing yellow safety jackets.

Don't use your car. You would put yourself in danger and impede the progress of the emergency vehicles.

**b) Theft :**

The management cannot be held responsible for any theft. For your safety, don't leave any valuables in your accommodation or on your pitch while you are away. Many bicycle thefts are reported every summer. Please make sure that your bikes are properly locked.

Many mobile phones, beach towels, flip-flops and scooters are also stolen every summer.

Most of the thieves are identified and immediately excluded from the campsite without any form of refund or compensation.

All theft complaints are automatically transmitted to the police station in Argelès sur mer.

**14. Games :**

No violent or noisy games may be organized near to the facilities.

Children must be kept under permanent supervision of their parents.

**15. Tent/Caravan storage :**

Unoccupied tents or caravans may be stored on the campsite only after the agreement of the management and exclusively on a place indicated by them. There may be a charge for this service.

**16. Infringement of present rules :**

Residents who would disturb the comfort of other customers or who would not respect the present rules may be ordered by the manager or his representative to cease all trouble, either verbally or in writing, should it be judged necessary.

In case of serious or repetitive infringement, the manager may cancel the contract.

In case of non-respect of the present rules, the management may evict the resident from the campsite and remove him permanently from the customer list without any possibility of refund, indemnity or compensation.

In case of criminal infraction, the manager may call the police.