

INTERNAL RULES 2026



1. Conditions of admission and stay

To be admitted to enter, settle or stay on a campsite, **you must have been authorised** to do so by the manager or his representative. It is the manager's duty to ensure that the campsite is kept in good order and that these internal regulations are complied with.

Staying on the campsite implies acceptance of the provisions of these rules and a commitment to comply with them. No-one may take up residence on the campsite.

It is therefore compulsory to report to reception. A wristband is given to each participant in the stay to ensure the safety of customers, to make the most of all the facilities and to prevent outside intrusion. It must be worn. Walkers are not permitted.

2. Police formalities

Minors unaccompanied by their parents will only be admitted with written authorisation from 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 mention in particular:

1. Full name ;
2. Date and place of birth;
3. Nationality ;
4. Usual place of residence.

Children under the age of 15 may appear on the form of one of the parents.

3. Installation

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

4. Reception office

Open from Monday to Sunday

- July and August: 8.30am to 12.30pm and 3pm to 7pm
- April, May, June and September: 8.30am to 12pm and 3pm to 6pm.

At the reception desk, you'll find all the information you need about the campsite's services, refreshment facilities, sports facilities, tourist attractions in the surrounding area and other useful addresses.

A system for collecting and dealing with complaints is available to customers.

5. Display

These rules and regulations are displayed at the entrance to the campsite and at the reception desk. They will be given to any customer who requests them.

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

On arrival, you will be asked to check the inventory and condition of your accommodation. A list will be provided to guide you. In order to allow our maintenance teams to work, it is imperative that rental properties are vacated before **10.00 am** and pitches before **12.00 pm**.

Any keys returned after 10am will result in an additional night being charged. On arrival, customers must pay a deposit of **€250 for the accommodation** and **€75 for cleaning**. This deposit is paid to cover any damage to campsite property in general. If the amount of the deposit is insufficient, the customer undertakes to pay the difference on presentation of the invoice for the restoration of the premises. The campsite also reserves the right to withhold the end-of-stay cleaning deposit if accommodation is returned uncleaned. The deposit will be released and the Customer will be notified by email within **7 to 10 days** of his or her departure from the campsite, after deduction of any cleaning costs. This deposit does not constitute a limit of liability. Customers intending to leave before the opening time of the reception desk must pay for their stay the day before.

7. Noise and silence

Guests are asked to avoid any noise or discussion that might disturb their neighbours. Sound equipment must be adjusted accordingly. Door and boot locks must be as discreet as possible.

Dogs and other animals must never be allowed to run at large. **They must be kept on a lead** and their faeces must be picked up.

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

The manager ensures the peace and quiet of his customers by setting times when there must be **complete silence**: between **11.30 p.m. and 7.30 a.m.**

8. Visitors

Customers may receive visitors to the campsite during the day. These visits are subject to authorisation by the manager or his representative. The customer must therefore notify him no later than the day before the visit..

Visitors must report to reception. These visits are subject to a charge according to the rates displayed at the campsite entrance and reception. After being authorised by the manager or his representative, visitors may be admitted to the campsite under the responsibility of the campers receiving them. The services and facilities of the campsites are accessible to visitors. Visitors' cars must be parked inside the campsite in the spaces designated by the manager or his representative.

9. Vehicle traffic and parking

Inside the campsite, vehicles must travel at a speed limited to **10km/h**.

Traffic is permitted from 8.30 a.m. to 11.00 p.m. During these hours, customers' vehicles must be parked inside the campsite on the pitch allocated to them. Outside these hours, customers' vehicles may be parked in the outside

car park. **Customers are asked to return their vehicles as soon as the gates reopen.**

Only vehicles belonging to campers staying at the campsite and authorised visitors may circulate on the campsite. Parking is strictly forbidden on pitches usually occupied by accommodation unless a parking space has been provided for this purpose. Parking must not impede traffic or prevent new arrivals from settling in.

10. Behaviour and appearance of facilities

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 the gutters. Customers must empty waste water into the facilities provided for this purpose.

Household waste, rubbish of any kind and paper must be disposed of in the rubbish bins. The campsite practises selective sorting: glass container, yellow container for recyclable waste and brown container for household waste.

Washing is strictly forbidden outside the bins provided for this purpose.

Vehicles may not be washed.

Laundry may be hung out to dry in the communal dryer. However, it is tolerated until 10 a.m. in the vicinity of the accommodation, provided that it is discreet and does not disturb the neighbours. It must never be done from trees.

To keep the pool in a hygienic state, only swimwear is allowed in the pool (no shorts, but briefs or boxer shorts). Eating and drinking are prohibited. Showers and foot baths are compulsory.

Planting and floral decorations must be respected. It is forbidden to hammer nails into trees, cut branches or plant trees. It is forbidden to mark out the location of an installation by personal means, or to dig up the ground. Any damage to vegetation, fences, grounds or campsite facilities will be charged to the person responsible.

The pitch used during the stay must be maintained in the same condition as the camper found it on arrival.

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11. Safety

a) Fire.

Open fires (wood, coal, etc.) are strictly prohibited unless authorised by the manager or his representative.

Stoves must be kept in good working order and must not be used in dangerous conditions. In the event of fire, notify the management immediately. Fire extinguishers may be used 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 person to the manager. Customers are asked to take the usual precautions to safeguard their equipment.

c) Electric vehicles.

Our accommodation is not suitable for charging electric or hybrid vehicles. This may cause damage to the vehicle, lead to serious accidents in the rental property (explosion, fire, short circuits) and cause significant damage to the campsite's electrical network. Our insurance does not cover any damage caused by charging a vehicle. The vehicle owner is solely and exclusively liable for the entire cost of any damage.

For these reasons and **for your safety**, it is strictly **forbidden to charge the battery of an electric or hybrid vehicle by connecting it to the electrical socket in your accommodation.**

Charging stations are available 1.5 km away, in the town of Naucelle.

12. Play ground and Pool

No violent or disruptive games may be played in the vicinity of the facilities.

Children must always be supervised by their parents.

13. Dead garage

Unoccupied equipment may only be left on the site with the agreement of the management, and only in the location indicated. A charge may be made for this service.

14. Infringement of the internal rules

In the event that a resident disrupts the stay of other users or does not respect the provisions of these internal rules, the manager or his/her representative may, orally or in writing, if he/she deems it necessary, give the resident formal notice to cease the disturbance.

In the event of a serious or repeated breach of the internal rules, and after the manager has served formal notice to comply, the contract may be terminated.

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