

# RULES OF PROCEDURE

Staying at the campsite implies the acceptance of these rules and the commitment to comply with them and to apply the COVID-19 sanitary rules in force under penalty of exclusion (barrier gestures, social distancing, hydro-alcoholic gel ...).

## 1. - Opening - Closing of the campsite

The establishment is completely closed from 19 September 2020 to 16 April 2021. There will be no exceptions to this rule, as no one is allowed to enter the premises.

All season: opening of the gate 7.30 am to 11.30 pm.

## 2. - Reception desk / Permanence

Low season - Opening hours: 9.30am-12pm / 3pm-6pm

High season - Opening hours: 9h-13h / 14h-20h30

At the reception desk you will find all the information about the services of the campsite, information about food and drink, sports and wellness facilities, tourist attractions in the area and various addresses that may be useful.

## 3. - Admission requirements

In order to be allowed to enter, settle and stay on a campsite, you must be authorised by the manager or his representative. It is his obligation to ensure that the campsite is kept in good order and orderly condition and that the application of these rules and regulations is respected.

The fact of staying on the campsite implies acceptance of the provisions of these rules and the commitment to comply with them. No one may elect domicile there.

## 4. - Police Formalities

Minors who are not accompanied by their parents will only be admitted with their parents' written permission. In application of article R. 611-35 of the Code on the Entry and Residence of Foreigners and the Right of Asylum, the manager is required to have an individual police form completed and signed by the foreign national upon arrival. It must mention in particular:

- Surname and first names;
- Date and place of birth;
- Nationality;
- Habitual residence.
- The registration of your vehicle

Children under the age of 15 may be included on one parent's card.

## 5. - Installation

The tent, caravan, motor home or any other equipment must be installed on the pitch indicated by the manager or his representative. Users must respect the general aesthetics of the campsite, in particular, the plot must not be encumbered with any other installation, or movable property other than the tent, caravan or motor home being used, in accordance with the regulations on outdoor accommodation.

## 6. - Royalties

Fees are paid at the reception desk on arrival. Their amount is fixed according to the displayed tariff, to these fees, the tourist tax is added. It is due according to the number of nights spent on the site for people over 18 years old. The balance of the total amount of the tenant's fees is to be paid 30 days before arrival, after deduction of your deposit. Camp-site users are invited to inform the reception office of their departure the day before. Campers intending to leave before the opening time of the reception office must have paid the balance and their fees. Departures can only be made during the opening hours of the barrier.

## 7. - Noise and Silence

Campground users are urged to avoid any noise and discussions that might disturb their neighbours. Sound equipment must be adjusted accordingly. Door and boot locks should be as unobtrusive as possible. The Manager ensures the peace of mind of his clients by setting times during which silence must be total: from 0.30 am to 6.30 am.

## 8. – Visitors

After having been authorised by the manager or his representative, visitors may be admitted to the campsite under the responsibility of the campers who receive them. The camper may receive one or more visitors. If these visitors are allowed to enter the campsite, the camper who receives them may be required to pay a fee, this fee shall be displayed at the entrance to the campsite and at the reception desk.

Visitors' cars are not allowed in the campsite. Access to the swimming pool is not permitted.

## 9. - Traffic and Parking

Inside the campsite, vehicles must drive at a speed limit of 10 km/h and respect the interior signage. Traffic is prohibited between 11.30 p.m. and 7 a.m. Only one vehicle is allowed per pitch unless the management agrees and the additional fee is paid.

Only vehicles belonging to campers staying on the campsite may circulate in the campsite. The parking area must not hinder traffic or prevent new arrivals from settling in.

Outdoor parking: users are invited to take the usual precautions to safeguard their vehicle and equipment. The campsite declines all responsibility in the event of damage, breakage or theft.

Visitors must park their vehicle outside the campsite and report their arrival to the reception desk.

## 10. - Rental conditions and maintenance of facilities

Everyone is required to refrain from any action that could harm the cleanliness, hygiene and appearance of the campsite and its facilities, particularly the sanitary facilities. It is forbidden to throw waste water on the ground or in the gutters. Children must always be under the supervision of their parents. Caravanners" must empty their waste water in the facilities provided for this purpose. Household waste, rubbish of any kind, papers, must be deposited in the collective bins at the entrance to the campsite. It is forbidden to wash cars inside the campsite. It is forbidden to take water from the fire hydrants and fire hoses, the latter being reserved for the use of the fire brigade to the exclusion of all others. Washing is strictly forbidden outside the bins provided for this purpose. Clothes can be hung up near the shelters, provided that it is very discreet and does not disturb the neighbours. The material provided for hanging up the clothes must be partially removed when the camper leaves. Planting and floral decorations must be respected. It is forbidden for the camper to drive nails into trees, to cut branches, to make plantings. It is also not permitted to mark out the site of a facility by personal means, nor to dig up the ground. Any damage to the vegetation, fences, terrain or facilities of the campsite will be repaired at the expense of the perpetrator. The pitch which will have been used during the stay must be maintained in the state in which the camper found it on entering the premises.

## 11. – Security

### *a - Fire*

Open fires, especially barbecues, (wood, coal, etc...) are strictly forbidden outside the dedicated pitches. The stoves must be kept in good working order and must not be used in dangerous conditions. Fire extinguishers are available to all; in case of fire, immediately notify the management. The campsite is equipped with an audible alarm, as soon as it sounds you must go to the assembly point which is on the Petanque ground, you must never turn back. At the assembly point stay calm and wait for instructions. A first aid kit is available at the reception desk.

### *b - Cigarettes*

Smokers are advised to remain vigilant when smoking outside their residence. It is strictly forbidden to drop cigarette butts on the floor, the use of ashtrays is compulsory..

### *c - Theft*

Immediately report to the manager or his representative, the presence in the campsite of any suspicious person. Users are invited to take the usual precautions to safeguard their equipment stored on the campsite. The management is not the custodian and guardian of objects and equipment.

## 12. – Games

No violent or disturbing games may be organised in the vicinity of the facilities. The playground is available to children under the sole responsibility of their parents. It is imperative to respect the age range of each game. Access to the various collective facilities, playground, swimming pool, etc. is the sole responsibility of the users. Unaccompanied visitors and unaccompanied minors are not allowed in the facilities.

## 13. - Our animal friends

Dogs and cats must not be left at liberty, or even locked up in the campsite, in the absence of their master who is civilly responsible for them. Their behaviour must not be detrimental to the tranquillity, safety and cleanliness of the campsite. Their droppings must be collected by their owner. Animals are not allowed in the showers.

The customer must provide a certificate of insurance and vaccination concerning him/her, in accordance with the internal regulations and the memos. Dogs of 1st category " attack dogs " (pit bulls...) and 2nd category " guard and defence dogs " (Rottweilers and types...) are forbidden. For any animal, a supplement will be applied in rental but also on a bare pitch (rate displayed in force).

## 14. – Swimming pool

The swimming pool area is a covered and heated area from 17 April to 17 September 2021 from 10:00 to 20:00 every day. Due to technical problems that may occur during the season, the management reserves the right to close the pool area temporarily to carry out the necessary repairs.

*a - Access:* Access to the swimming pool is free and strictly reserved for campsite guests, who must comply with the health and safety rules and the internal rules of the swimming pool, which are posted at the entrance to the footbath. Minors must be accompanied by their parents, who are exclusively responsible for their supervision. Animals are strictly forbidden in the pool area.

The management and its staff decline all responsibility in the event of an accident in the pool area. For reasons of hygiene, swimming shorts, Bermuda shorts and Burkinis are not allowed and it is forbidden to drink, eat or smoke and to bring shoes into the pool area. Showering is compulsory.

*b – Responsibility:* Compliance with the swimming pool's internal rules is compulsory and is imposed on all guests upon admission. The swimming pool is not supervised and its use is at the risk of the swimmers.

At certain times, the manager or one of his representatives may be responsible for ensuring the application of the internal rules of the swimming pool. In the event of non-compliance with these rules and depending on the seriousness of the disturbance, the management may decide on the temporary or permanent exclusion of the offender.

## 15. - Sauna / Fitness room

These activities are not without consequences for health depending on the individual. We invite you to be cautious and to ask your doctor about these practices. Access is forbidden to people with skin lesions, bandages are forbidden. Access to the Sauna is strictly forbidden to pregnant women (excessive heat). The practice of the Sauna is reserved for people who have no health concerns and who do not suffer from high blood pressure, cardiovascular disease, diabetes... The vasodilation of the vessels, due to the excessive heat of the sauna (85°), quickly triggers an acceleration of the heartbeat and reinforces the effects of alcohol, drugs or medication. Failure to respect the rules, safety and hygiene regulations, and damage or negligence (soiling, theft, etc.) which could lead to direct or indirect damage to equipment, people or future services, are your responsibility and will be invoiced. You are responsible for your physical conditions of access and we decline all responsibility in the case of effects resulting from the services.

We decline all responsibility in the event of physical damage (falls - burns linked in particular to the wearing of jewellery) or material damage, loss or alteration of jewellery, cameras, telephone.

Despite all the care taken in welcoming you and maintaining our structure, we reserve the right to close it in the event of unforeseeable force majeure, absence of the service provider or a breakdown causing equipment failure. For the quietness and hygiene of the premises, animals are forbidden.

Access is exclusively reserved for adults. However, we tolerate minors over 15 years old, accompanied by an adult. We welcome a maximum of 3 people in the sauna and from 1 to 5 people in the fitness room, for obvious safety reasons.

A decent attitude, marked by restraint and discretion is required in order to respect the serenity of the premises. Sexual relations are strictly forbidden in the sauna area. It is forbidden to bring in glass objects, consume alcoholic drinks, illegal substances and smoking. Failure to comply with health and safety regulations will result in the eviction without notice and without reimbursement of the right of access of any person whose behaviour would be contrary to these rules.

## 16. - Dead garage

Unoccupied equipment may only be left on the site after the management's agreement and only at the designated location. A fee, the amount of which will be posted at the reception desk, will be due for the "dead garage".

## 17. - Campsite manager

He is responsible for the order and good running of the camp. He has the duty to punish serious breaches of the rules and if necessary, to expel their authors. Disrespectful or even aggressive behaviour towards the manager or clients will result in expulsion without notice.

## 18. – Fences

It is forbidden to add to the fences delimiting the pitches other boundaries without written authorisation from the management. It is obligatory to leave one side of the pitch open, on the caravan side, in order to be able to remove the caravan from the pitch in an emergency.

## 19. – Miscellaneous

Each tent, caravan or motorhome can install a removable canvas awning in front or on the side. It is strictly forbidden to put two of them.

No development may be carried out on the pitches without prior written permission from the manager. The pitches are only intended for leisure use, to the exclusion of all industrial, commercial or craft activities, or in general professional activities. Under no circumstances may users elect domicile or set up their main residence on the pitches.

## **20. - Sanitary / Sanitation**

The campsite is equipped with an autonomous sanitation system with a septic tank. For this, but also for ecological reasons, we ask all our guests to use suitable, bleach-free cleaning products, such as Sanytol. These spaces must be left clean. In case of non-respect of the premises, and after several warnings, the client may be evicted without further notice. Shaver sockets must only be used for this purpose, no other connection (kettle, coffee machine, etc...) will be authorised.

## **21. – Display**

The present rules of procedure are posted in the reception office and in the sanitary block. They are given to the customer on request and are available on the campsite's website (at the very bottom of the home page). They may be modified at any time and without notice.

## **22. – Infringement of the rules of procedure**

In the event that a camper disrupts the stay of other users or does not respect the provisions of these rules, the manager or his representative may, orally or in writing if he deems it necessary, give notice to the camper to cease the disruption. In the event of serious or repeated infringement of the internal regulations and after formal notice by the manager to comply with them, the manager may automatically terminate the contract. In the event of a criminal offence, the manager may call in the forces of law and order.

## **23. – Degradations**

Any damage will be the subject of a repair invoice and will be charged to the customer, through his insurance or not. It is expressly reminded that children are under the responsibility of their parents.

## **24. – Jurisdiction clause**

In accordance with the provisions of the Consumer Code concerning "the mediation process for consumer disputes", the customer has the right to use the mediation service offered by Camping Le Belvédère free of charge.

The "consumer law" mediator thus proposed is MEDICYS.

This mediation service can be reached by:

- electronic way: [www.medicys.fr](http://www.medicys.fr)

- or by post: MEDICYS - Centre de médiation et règlement amiable des huissiers de justice - 73 boulevard de Clichy, 75009 Paris.

In the event of difficulties arising in connection with the execution of these internal regulations, the rental agreement or following its termination for any reason whatsoever, and if no amicable solution can put an end to the dispute, the courts shall have sole jurisdiction.

You are coming to a family campsite, our job is to welcome you in the best conditions and with a smile, when you arrive at our campsite you have read the General Terms and Conditions of Sale and the Internal Regulations, you know that we ask you for a deposit of 350 euros for a rental and that this is not cashable, you know that the balance of your stay for your rentals is payable 30 days before your arrival and you know that the campsite pitch is payable on arrival ... we are only here so that you can spend the most pleasant holidays possible.

The only special conditions that we would like to apply in the campsite are common rules of life around the notion of **RESPECT**, in all its forms, we count on you to explain it to your children!

First of all, respect for others:

- Be as careful as possible not to make too much noise.
- Dogs must be kept on a leash
- Politeness is essential and allows better relations between all!

Then respect for nature :

- **Selective sorting is obligatory**
- Do not put waste on the ground (including cigarette butts, especially to avoid the risk of fire).
- Don't waste water, it is very precious, especially in this region (washing vehicles is forbidden in the campsite).
- Energy is also very precious and expensive, and we are counting on you to save it as much as possible.
- Composting your organic waste is strongly recommended,
- Your campsite is equipped with a plant-based sanitation, an environmentally friendly system. You are asked not to flush anything down the toilet, other than the paper provided for this purpose. Please do not throw wipes into your toilet (none, even if the manufacturer indicates on the packaging that they can be); do not throw away any sanitary protection or other nappies either... There are bins provided for this purpose, all of which would form plugs that would complicate the system enormously. For more information, please do not hesitate to ask the campsite team for advice.

Finally, respect for equipment and infrastructures:

- We ask you to pay attention to the various common areas (sanitary facilities, play areas, swimming pool, reading corner, etc.).
- The green spaces are important, be careful, do not step on the separations of the pitches otherwise it will never grow and do not steal our plantations either, by the time you get home, they will be dead ...

The whole team of Camping Le Belvédère thanks you for your understanding. Please do not hesitate to talk to us about any problems you are facing, we will do our best to satisfy you.

