

CAMPSITE RULES OF PROCEDURE
FLOWER LE BELVEDERE

I. – **General conditions**

1. *Admission and residence conditions*

To be allowed to enter, settle or stay on a campsite, you must be authorised by the manager or his representative. The latter is obliged to ensure that the campsite is kept in good order and that the present internal regulations are respected.

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

No one may take up residence on the campsite.

2. *Police formalities*

Minors who are not accompanied 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 étrangers et du droit d'asile, the manager is obliged to have the foreign client fill in and sign an individual police form on arrival. It must mention in particular:

1. Surname and first names;
2. Date and place of birth;
3. Nationality;
4. The usual place of residence.

Children under 15 years of age can be included in the record of one of the parents.

3. *Installation*

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

4. *Reception desk*

Open from 9 a.m. to 12 a.m. and from 3 p.m. to 6 p.m. during the off-season and from 9 a.m. to 1 p.m. and from 2 p.m. to 8.30 p.m. in July and August. At the reception desk you will find all the information on the services of the campsite, information on the possibilities of refreshment, sports facilities, tourist attractions in the area and various addresses that may be useful.

A system for collecting and handling complaints is available to guests.

5. *Display*

These rules and regulations are displayed at the entrance to the campsite and at the reception desk. It is given to each customer who requests it. For classified campsites, the classification category with the mention tourism or leisure 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 responsible for consumption and can be consulted at the reception desk.

6. *Departure arrangements*

Guests are requested to inform the reception desk of their departure at least 48 hours before their departure. Guests intending to leave before the opening time of the reception desk must pay for their stay the day before.

For rental customers, you must make an appointment 48 hours in advance at the reception desk to determine your schedule (set between 7.30 and 10 am) on the day of your departure. An appointment schedule is organised every 10 minutes.

7. *Noise and silence*

Guests are kindly requested to avoid any noise and discussions that might disturb their neighbours.

Sound equipment should be adjusted accordingly. Door and boot locks should be as unobtrusive as possible.

Dogs and other animals must never be left at large. 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.

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 receiving them. The client may receive one or more visitors at the reception. These visitors will have limited access to the services and facilities of the campsite. **Access to the swimming pool is strictly forbidden to visitors - Regulation of the order of 14 September 2004.**

Visitors' cars are not allowed on the campsite.

9. *Vehicle traffic and parking*

Within the campsite, vehicles must drive at a limited speed.

Traffic is allowed from 7 a.m. to 11.30 p.m. Only vehicles belonging to campers staying on the campsite may circulate on the campsite. Parking is strictly forbidden on the pitches usually occupied by the accommodation unless a parking space has been provided for this purpose. Parking must not hinder traffic or prevent the installation of new arrivals.

10. *Maintenance and appearance of facilities*

Everyone is obliged to refrain from any action that could harm the cleanliness, hygiene and appearance of the campsite and its facilities, especially sanitary facilities. It is forbidden to throw waste water on the ground or into the gutters. Customers must empty waste water into the facilities provided for this purpose. Household refuse, waste of any kind, papers, must be deposited in the bins. Washing is strictly forbidden outside the bins provided for this purpose.

Laundry will be hung on individual dryers. However, it is tolerated until 10 am in the vicinity of the accommodations, provided that it is discreet and does not disturb the neighbours. It should never be done from the trees.

Plantations and floral decorations must be respected. It is forbidden to put nails in trees, to cut branches, to make plantations. It is not permitted to mark out the location of an installation by personal means, nor to dig up the ground. Any damage to the vegetation, fences, grounds or facilities of the campsite 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.

11. *Security*

a) Fire.

Open fires (wood, coal, etc.) are strictly prohibited. Stoves must be kept in good working order and not used in dangerous conditions. In the event of fire, notify the management immediately. Fire extinguishers can be used if necessary. A first aid kit is available at the reception desk.

b) Theft.

The management is responsible for the items left at the office and has a general obligation to monitor the campsite.

Campers are responsible for their own facilities and must report any suspicious persons to the management. Guests are advised to take the usual precautions to safeguard their equipment.

12. *Games*

No violent or disturbing games may be played in the vicinity of the facilities. The meeting room may not be used for boisterous games. Children must always be under the supervision of their parents.

13. *Dead garage*

Unoccupied equipment may only be left on the pitch after approval by the management and only at the indicated location. There is a charge for this service.

14. *Infringement of the rules of procedure*

In the event that a resident disturbs 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 formal notice to the latter to stop the disturbance. In the event of serious or repeated infringement of the internal regulations 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 in the police.

15. *Mediation of consumer disputes*

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 Le Belvédère free of charge. The "consumer law" mediator thus proposed is CM2C.

This mediation facility can be reached by:

- electronically: submit an application online at the following website www.cm2c.net
- or by post: CM2C – 14 rue Saint-Jean, 75017 Paris
- or by telephone: (+33) 06 09 20 48 86