

# RULES AND REGULATION

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*These internal regulations are valid for all stays from January 1, 2025.*

## 1. Admission and stay conditions

To be allowed to enter, settle in or stay on the campsite, you must have been authorized to do so by the manager or his representative. The latter has the obligation to ensure the good maintenance and good order of the campsite as well as compliance with the application of these internal regulations.

Staying on the campsite implies acceptance of the provisions of these regulations and the commitment to comply with them. No one can take up residence there.

## 2. Reservation and payment of the stay

The reservation will only be taken into account upon receipt of the dated and signed reservation contract and after receipt of the deposit defined in the contract. A written confirmation from us will be sent within 10 days.

In the event of cancellation made formally more than 2 months before the start date of the stay and accompanied by proof proving the customer's inability to stay at the campsite on the planned dates, the deposit will be returned by the campsite. After this period, it will remain acquired at the campsite. The balance of payment is payable in full no later than 2 weeks before the start of the stay and will not be refunded in the event of cancellation. Customers can take out cancellation insurance.

## 3. Police formalities

Anyone who needs to stay at least one night in the campsite must first present their identity documents to the person in charge of the reception office and complete the formalities required by the police. Minors unaccompanied by their parents will only be admitted with written authorization from them.

Children under the age of 15 can appear on one of the parents' records.

## 4. Display and prices

These internal regulations are posted at the entrance to the campsite and at the reception office. 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 set by order of the Minister responsible for consumption and can be consulted at reception.

## 5. Reception desk

Open 7 days a week:

- From 05/04 to 04/07 from 8:30 a.m. to 12:00 p.m. and from 3:00 p.m. to 7:00 p.m.
- From 07/05 to 08/31 from 8:00 a.m. to 12:00 p.m. and from 3:00 p.m. to 8:00 p.m.
- From 01/09 to 28/09 from 8:30 a.m. to 12:00 p.m. and from 3:00 p.m. to 7:00 p.m.

To these times is added a permanent presence (7 days a week and 24 hours a day) of managers who reside on the campsite.

At the reception desk you will find all the information on the campsite's services, information on supply possibilities, sports facilities, tourist attractions in the surrounding area and various addresses which may prove useful.

A complaints collection and processing system is available to customers. Complaints will only be taken into consideration if they are signed, dated, as precise as possible and relate to relatively recent facts.

## 6. Arrival and departure arrangements

Arrivals are during the opening hours of the reception in the afternoon and departures in the morning before 10 a.m. Outside of these hours, please consult us beforehand.

The manager reserves the right to apply fees for late arrivals and departures after the times mentioned above.

No unplanned entry and not reported to the management will be authorized in the campsite in the event of late arrival, after reception closes. Any offender will be liable to expulsion.

The campsite is closed by a gate between 10 p.m. and 7 a.m. No vehicle will be able to enter or leave the campsite during these hours.

Customers are invited to notify the reception desk of their departure the day before departure at the latest. Customers intending to leave before the opening time of the reception office must make payment of the balance of their stay, at the latest the day before.

For rental accommodation and group reservations, a security deposit will be requested from the customer upon arrival. This sum is returned no later than 7 days after the end of the stay, deducting, possibly, the cost of missing or damaged equipment, after the inventory is carried out after the client's departure. No key will be given without a deposit.

Cleaning is not included in the price of the stay. Clients must leave the accommodation clean, according to the grid provided upon arrival. Failure to comply with these rules will result in a deduction from the deposit according to the rate indicated on the cleaning schedule. Customers can subscribe to a cleaning package when booking and up to 7 days before their departure.

## **7. Facilities**

Outdoor accommodation and related equipment must be installed at the location indicated in accordance with the directives given by the manager or his representative. It is prohibited to hang hammocks from trees in the campsite.

## **8. Maintenance and appearance of the 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 prohibited to throw waste water on the ground or in the gutters. "Caravanners" must empty their waste water at the drainage area.
- Household waste and waste of all kinds (butts, plastic bottles, paper, etc.) must be placed in the bins located at the campsite exit. Selective sorting bins are available in the center of Roquebillière or in the old village.
- The bins located near the sanitary facilities are exclusively reserved for "hygienic" waste and not for household waste.
- Plantings and floral decorations must be respected.
- It is strictly forbidden to light candles or smoke inside the rentals.
- It is strictly forbidden to hang laundry on the fence demarcating the campsite from the municipal park as well as on the trees and shrubs of the campsite.
- It is strictly forbidden to hang hammocks from trees and shrubs.

The pitch or rental accommodation used during the stay must be maintained in the condition in which the camper found it when entering the premises. Any damage to the pitches, rentals and common areas may not only be subject to a deduction from the deposit, but may also be subject to immediate termination of the contract without reimbursement.

## **9. Animals**

Pets are allowed on the campsite as long as they do not disturb the peace and cleanliness of the campsite, up to a maximum of 2. per pitch and 1 per rental. They must be declared when booking with a copy of their vaccination record, with the exception of 1st and 2nd category dogs which are prohibited.

In rental properties, owners will take care to protect duvets and furniture from hairs and scratches with duvet covers, throws, etc. and any other necessary installation to avoid damaging the rental property. Dry cleaning costs may be charged to the customer and deducted from the deposit in the event of hair on duvets and bedding.

Animals should never be left free without supervision. They must not be left at the campsite, even locked up, in the absence of their owners, who are civilly responsible for them.

Animal owners are asked to pick up their droppings.

## **10. Vehicle circulation and parking**

Each rental and pitch has only one parking space. All additional vehicles must be declared at reception and pay the corresponding fees in order to be able to park in a defined space within the campsite, depending on availability. Otherwise, vehicles will have to park outside the campsite.

Inside the campsite, vehicles must travel at a maximum of 10km/h, respecting the direction of traffic. The manager reserves the right to charge penalties to any vehicle not respecting the direction of traffic.

Traffic is prohibited within the campsite between 10 p.m. and 7 a.m.

Parking is strictly prohibited in locations usually occupied by accommodation unless a parking space has been provided for this purpose. Parking must not obstruct traffic or prevent the installation of new arrivals.

Motorcyclists should take care to limit noise pollution by not leaving the vehicle engine running when stationary.

## **11. Visitors**

After having been authorized by the manager or his representative, visitors can be admitted to the campsite under the responsibility of the campers who receive them between 10 a.m. and 10 p.m. Outside these times, the night will be charged. Access to the toilet blocks is prohibited to visitors.

Visitors' vehicles must be declared at reception and pay the corresponding fees in order to be able to park in a defined space within the campsite, depending on availability. Otherwise, vehicles will have to park outside the campsite.

## **12. Noise and silence**

Tranquility and calm within the campsite are our priorities at all hours of the day. There must be total silence between 10 p.m. and 7:30 a.m. Quiet time is requested between 12 p.m. and 3 p.m. Customers, their children and visitors are asked to avoid all shouts, noises and discussions that could disturb their neighbors.

Music is prohibited within the campsite if headphones or earphones are used. Door and trunk closures should be as discreet as possible. Dog owners should not let them bark.

## **13. Playground**

Use of the play area by children is under the sole supervision and responsibility of the parents. The management declines all responsibility in the event of an accident which may occur to children.

The management reserves the right to prohibit the play area from unsupervised children, those who do not respect the safety instructions posted in the play area, those who divert the games from their main use, those whose nuisance sound goes against point 12 and any other behavior deemed inappropriate with regard to these regulations.

No violent or disturbing games must be organized near the facilities or accommodation.

The playground is accessible from 9 a.m. to 9 p.m.

## **14. Environment and ecology**

Climate change doesn't take a vacation.

Therefore, we invite all our campers to pay attention to their energy consumption and to implement environmentally friendly measures during their stay:

- The campsite is located in a region regularly affected by drought where water is precious. Let's not waste it. Please close all taps, especially the mixers in the shared toilets. Water is drinkable throughout the campsite, we invite all our customers to use water bottles instead of plastic bottles.
- Air conditioning releases particles which contribute to the increase in "greenhouse" gases. We invite our customers to use it in moderation, only when all doors and windows are closed, with a minimum temperature of 24°C. The air conditioning must be turned off as soon as the accommodation is not occupied. Failure to comply with these rules will result in full withholding of the deposit.
- We invite our customers to turn off the heater and unplug electrical appliances when not in use. Please turn off all lights, especially in shared bathrooms.

- We invite our customers to collect and sort their waste. Selective sorting bins are present in the villages of Roquebillière and Roquebillière Vieux.
- It is strictly forbidden to recharge electric vehicles within the campsite, with the exception of using the charging station provided for this purpose. Failure to comply with these rules will result in full withholding of the deposit.

## 15. Security

### a) Fire

Open fires (wood, charcoal, etc.) as well as charcoal and electric barbecues are strictly prohibited. Gas barbecues are authorized on the pitches under the supervision and responsibility of each owner. They will be prohibited in the event of strong wind upon information from the operator. Stoves must be kept in good working order and not used under a tent, near a car or a tree.

Ashtrays are available outside to put out cigarette butts. Please do not throw them on the ground and keep the campsite clean.

Fire extinguishers are available to everyone as well as water hoses (RIA) located at various points on the campsite. In the event of a fire, notify management immediately.

The campsite is equipped with an audible alarm; as soon as it sounds, campers must go to the assembly point by following the evacuation signs.

A first aid kit is available at the reception desk.

### b) Theft

The camper remains responsible for his own installation and must report the presence of any suspicious person to the person in charge. The management is not responsible for thefts committed inside the campsite. Customers are advised to take the usual precautions for backing up their equipment.

### c) Flooding

In the event of heavy rain, the campsite may flood and each camper must follow the safety and evacuation instructions. In the event of an orange flood alert, the campsite must be evacuated by order of the prefecture.

As the water can rise suddenly and at any time due to the operation of hydroelectric power stations and dams, it is strictly forbidden to swim in the river.

## 16. Violation of internal regulations

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

In the event of a serious or repeated violation of the internal regulations and after formal notice by the manager to comply with them, the manager may terminate the contract.

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