RULES AND REGULATION

These internal regulations are valid for all stays in 2027.

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

Reservations will only be confirmed upon receipt of the dated and signed reservation contract and after receipt of the deposit specified in the contract. Written confirmation from the campsite will be sent within 10 days.

The balance is due in full no later than 30 days before the start of the stay and will not be refunded in the event of cancellation. Guests can purchase 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:

- April 9 to June 30, from 8:30 a.m. to 11:30 a.m. and from 3:00 p.m. to 7:00 p.m.
- July 1 to August 31, from 8:00 a.m. to 11:30 a.m. and from 3:00 p.m. to 8:00 p.m.
- September 1 to 26, from 8:30 a.m. to 11:30 a.m. and from 3:00 p.m. to 7:00 p.m.

In addition to these hours, the campsite managers are permanently present (24/7) and are resident on the campsite. The reception desk provides all the information you need about the campsite's services, including information on food and drink options, sports facilities, nearby tourist attractions, and various useful addresses.

A complaints collection and processing system is available to customers. Complaints will only be considered if they are signed, dated, as specific as possible, and relate to relatively recent events.

6. Arrival and departure arrangements

Arrivals are in the afternoon from 3 p.m. until reception closes at the latest, and departures are in the morning before 10 a.m. for rental accommodation and before 11 a.m. for pitches. In the event of a delay not formally notified to the campsite as soon as possible, the reservation will be canceled 24 hours after the scheduled arrival date (i.e., from 3 p.m. the following day), and

the pitch or rental accommodation will be returned for rent. In this case, the deposit and balance paid will be retained by the campsite.

No unplanned entry will be permitted into the campsite after reception closes, without prior notification to management. Any offender will be subject to expulsion.

The manager reserves the right to apply a surcharge for late arrivals after the aforementioned times.

The campsite entrance is closed by a gate between 8 p.m. and 8 a.m. The campsite exit is closed by a gate between 8 p.m. and 7 a.m. No vehicles may enter or leave the campsite during these hours.

Guests are requested to notify the reception desk of their departure no later than the day before departure. Guests intending to leave before reception opening hours must pay the balance of their stay no later than the day before.

For rental accommodations and group bookings, a security deposit will be required upon arrival. This amount will be returned no later than 7 days after the end of the stay, less the cost of any missing or damaged items, after an inventory has been carried out after the guest's departure. Keys will not be given without a deposit.

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

Pets must be declared at the time of booking and the corresponding supplement must be paid. Otherwise, a 100% surcharge will be applied to the supplement (e.g., €4/day instead of €2).

In rental accommodations, owners will ensure that duvets and furniture are protected from hair and scratches by using duvet covers, throws, and any other necessary equipment to avoid damaging the accommodation. Dry cleaning fees may be charged to the guest and deducted from the deposit if hair is found on duvets and bedding.

Pets must never be left unattended. They must not be left on the campsite, even locked up, in the absence of their owners, who are legally responsible for them. Pet owners are requested to pick up after their droppings.

Pets are strictly prohibited from accessing the campsite's restrooms.

10. Vehicle circulation and parking

Traffic is prohibited within the campsite between 8 pm and 7 am.

Each rental accommodation and pitch has a single parking space. All additional vehicles must be declared at reception and paid the corresponding fee in order to park in a designated space within the campsite, subject to availability. Otherwise, vehicles must park outside the campsite.

Parking is strictly prohibited on pitches normally occupied by accommodation unless a designated parking space has been provided. Parking must not obstruct traffic or prevent new arrivals from settling in.

Within the campsite, vehicles must travel at a maximum speed of 10 km/h and respect the direction of traffic. The manager reserves the right to charge penalties to any vehicle that does not respect the direction of traffic.

11. Visitors

Visitors are only permitted for campsite guests who have already stayed at least one week during the current or previous year, and with management approval.

For all others, visitors and their vehicles are prohibited from the campsite at any time of the day or night. Any unregistered visitor or vehicle parked on the campsite without authorization will be charged €15 and must leave immediately.

12. Illicit Substances

The sale and consumption of drugs and any other illicit substances is strictly prohibited within the campsite, subject to immediate expulsion.

Obvious intoxication is not tolerated within the campsite.

13. Noise and silence

Peace and quiet within the campsite are our priorities at all hours of the day. Complete silence must be observed between 10 pm and 7:30 am. A quiet period is required between 12 pm and 3 pm.

- Guests and children are asked to refrain from shouting, making noise, and talking that could disturb their neighbors.
- Festive events (parties, birthdays, team building weekends, etc.) are strictly prohibited on the campsite.
- Music and watching videos/movies are prohibited on unoccupied pitches, except with headphones or earphones.
- Dog owners must watch up after their dog to prevent them from barking.
- Guests must ensure that noise pollution is minimized by not leaving the vehicle engine running when parked and by not slamming doors after 9 pm.

14. Playground

The playground is accessible from 9:00 a.m. to 9:00 p.m.

Children's use of the playground is under the sole supervision and responsibility of their parents. Management declines all responsibility for any accidents that may occur to children.

Management reserves the right to prohibit the playground from unsupervised children, those who do not follow the safety instructions posted in the playground, those who divert the playground from its primary use, those whose noise pollution violates point 12, and any other behavior deemed inappropriate in accordance with these regulations.

No violent or disruptive play may be organized near the facilities or accommodations.

The consumption of alcohol is strictly prohibited in the playground.

15. 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 a flat-rate charge of €50 per charging session, to account for the excess electricity consumption.

16. Security

a) Fire

Open fires (wood, coal, etc.) and all types of barbecues (coal, electric, gas) are strictly prohibited.

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.

18. Violation of internal regulations

In the event that a guest disrupts the stay of other users or fails to comply with the provisions of these internal regulations, the manager or their representative may, orally or in writing, if deemed necessary, formally notify the guest to cease the disturbance and impose a fixed financial penalty of €50.

In the event of a serious or repeated violation of the internal regulations, and after formally notifying the manager to comply, the manager may terminate the contract.

In the event of a criminal violation, the manager may call upon law enforcement.