GENERAL TERMS AND CONDITIONS OF SALE

2027 SEASON

1. Details of the campsite

SARL L'Artaudois

Share capital: €57,015.93

Chemin de l'Artaude – 83220 LE PRADET – France

SIRET: 337 966 352 Toulon Commercial Register | Intra-Community VAT number: FR69337966352

Tel.: 04 94 21 72 61 | Email: info@artaudois.fr

Website: www.campingartaudois.com

Camping L'Artaudois is open from 1 April to 30 September.

2. Purpose and acceptance of the general terms and conditions

These general terms and conditions of sale (hereinafter the 'GTC') govern bookings and stays made with Camping L'Artaudois, for pitch-only bookings and rental accommodation.

Booking a stay implies the customer's unconditional acceptance of these GTC and remains subject to acceptance by Camping L'Artaudois. The booking becomes binding in accordance with the terms set out below.

Camping L'Artaudois offers family-oriented holidays. Groups are not accepted. The campsite reserves the right to refuse any booking that is contrary to this purpose or that seeks to circumvent it, as well as any booking from a customer with whom there has been a previous dispute.

The person making the booking must be at least 18 years of age, legally capable of entering into a contract, and must guarantee the accuracy of the information provided.

Minors not accompanied by their legal guardian are not permitted on the campsite.

In the event of exceptional circumstances or administrative or government measures affecting the campsite's operations, special arrangements may be implemented in accordance with the applicable rules.

Double-axle caravans or trailers, boats and boat trailers are strictly prohibited on the campsite. If they have not been declared at the time of booking, they may be refused on arrival.

These Terms and Conditions are deemed to have been accepted upon confirmation of a booking made online or upon payment via the link sent by email, accompanied by these Terms and Conditions, for a booking request made by telephone.

3. Booking Request and Payment

The booking becomes effective upon receipt of the booking confirmation from Camping L'Artaudois, following acceptance of these Terms and Conditions and receipt of the required payment. In the event that a booking request is refused, any sum already received in respect of that request will be refunded. For any booking request made via a paper ANCV form or ANCV Connect, a prior request must be made by email. Payments made via ANCV or ANCV Connect are non-refundable; should a booking request via a paper ANCV form or ANCV Connect have been made without prior written consent and cannot be accepted by the campsite (due to lack of availability or the request not complying with these Terms and Conditions), the sums paid will be retained.

All bookings are made in a specific person's name and may not be transferred without the campsite's prior consent.

Cheques are not accepted.

The applicable price is that quoted at the time of the provisional booking or confirmation, subject to availability and any statutory changes to the VAT rate. Any statutory change to the VAT rate may be reflected in the price payable.

Stays are invoiced on the basis of the rates in force on the day of booking. Offers and promotions are not retroactive and cannot be combined.

Unless otherwise specified in the relevant price list or offer, the **basic package for the stay** does not include the following potential supplements: additional guests or vehicles, pets, trailers, cancellation insurance, booking fees, waste management charges and tourist tax.

The tourist tax is set by the relevant authorities and may be subject to change during the booking period. Any change to its amount will be reflected in the price of the stay. Camping L'Artaudois will inform the customer of this and provide them with the updated applicable rate.

For all booking requests made by bank transfer, payment must be received within 72 hours. For all payments made via ANCV or bank transfer, proof of payment sent by registered post or a bank transfer receipt must be sent to info@artaudois.fr within 48 hours. If payment or proof of payment is not received within the specified timeframes, the booking request may be automatically refused.

4. Payment terms

For bookings made more than 30 days before the start date of the stay, a deposit of 30 per cent of the total cost of the stay is required, plus a booking fee of €15 and, where applicable, the premium for any cancellation insurance taken out.

The balance must be paid no later than 30 days before the arrival date.

If the balance is not paid by the specified deadline, Camping L'Artaudois may consider the booking to have been cancelled by the customer. The financial consequences of such a cancellation are those set out in the 'Cancellation and Changes' section of these Terms and Conditions.

For a booking made 30 days or less before the start date of the stay, the total amount for the stay is payable at the time of booking.

For bookings made less than 15 days before arrival, only payments by credit card or bank transfer are accepted. Less than 7 days before arrival, only payments by credit card, instant bank transfer and ANCV Connect are accepted.

Paper ANCV Chèques-Vacances handed over to the campsite must be valid on the day they are handed over and at least until 31 December of the year of the stay.

Where a guest has paid all or part of the balance for their stay by credit card or bank transfer, but does not have their Chèques-Vacances to hand by the payment deadline, they may, on arrival and subject to their validity and compliance, substitute all or part of the amount thus paid with ANCV Chèques-Vacances.

The amount corresponding to the Chèques-Vacances actually handed over and accepted by the campsite will then be treated as a replacement for part of the initial payment made by credit card or bank transfer. Any overpayment resulting from this substitution will be refunded to the customer by bank transfer within 15 days of receipt of their bank details.

This transaction is subject to a processing fee of €10, which will be deducted from the refunded amount.

The refund relates exclusively to the sum initially paid by credit card or bank transfer and replaced by the Chèques-Vacances. It does not constitute a refund of the Chèques-Vacances by the campsite.

5. Pitches and set-up conditions

Pitches priced as 'small tent' are available in limited numbers and on a selection of pitches. If these are unavailable, they cannot be replaced by a tent or caravan pitch at the same rate.

Any pitch booking is valid for one family and a single unit: tent, caravan with awning or motorhome. A single supplement for a second tent measuring 3 m x 3 m may be accepted, except on 'small tent' pitches, which are limited to a tent measuring a maximum of 2 m x 2 m.

Caravans longer than 7 m, as well as motorhomes or tents exceeding 7.5 m, or double-axle vehicles, are not permitted.

It is forbidden to install a swimming pool, a hot tub, a boat or any other facility on a pitch that has not been provided for or authorised by the campsite.

Only one motorbike, one car not exceeding 5 m in length or one trailer is permitted on the pitch, subject to the traffic and parking rules set out in the campsite regulations.

6. Accommodation rentals

The 'early arrival' option, priced at €35, must be booked at the time of reservation. Subject to the campsite's organisational arrangements and reception opening hours, this option allows you to collect your keys before 1 pm.

In high season, accommodation rentals are available for a minimum of one week, with arrivals on Saturdays or Sundays subject to availability. Arrivals are normally scheduled between 3 pm and 7 pm.

Any special conditions applicable to certain accommodation types or periods, in particular minimum stay requirements, may be specified at the time of booking.

7. Security deposit

For all rentals, a security deposit of €300 is required prior to arrival. This is intended to cover, in particular, the fixtures and fittings provided, the access badge and the cleanliness of the accommodation.

The security deposit may be paid:
- via our partner Swikly, in accordance with the terms and conditions set out at the time of booking or prior to arrival;
- or in cash directly at the campsite.

Where the security deposit is paid via Swikly, it will be released within 15 days of departure provided no damage, missing items or excessive dirt is found.

Where the security deposit is paid in cash, arrival and departure must take place during reception opening hours to allow for the necessary checks. The deposit is refunded on the day of departure following an inventory and inspection of the accommodation, provided there is no damage, missing items or additional cleaning charges to be invoiced.

In the event of damage, missing items, loss of a badge or failure to clean the pitch or inadequate cleaning, the campsite may retain all or part of the security deposit, depending on the amount of costs actually incurred or the applicable flat-rate charge.

If the cost of damage, losses, cleaning charges or other sums due exceeds the amount of the security deposit, the guest remains liable for the difference.

The security deposit does not exempt the guest from taking out third-party liability insurance and, where necessary, insurance covering risks associated with their stay.

8. Promotional offers

Promotional offers are valid subject to availability and in accordance with their specific terms and conditions.

In the event of a change or partial cancellation of the stay resulting in non-compliance with the specific terms and conditions of an offer, particularly regarding the minimum duration or dates of stay, the discount granted may no longer apply and the benefit initially granted may be added back to the price of the stay.

Unless otherwise stated, promotional offers are not retroactive and cannot be combined with other promotions, discounts or discount codes.

9. Pets

Exotic pets and dogs classified as categories 1 and 2, which are prohibited by the campsite, are not permitted.

Dogs that are permitted must be kept on a lead and must not cause any nuisance to other guests.

Any pet accompanying the guest must be declared at the time of booking. The guest must be able to present an up-to-date veterinary health certificate.

In the standard Pampelonne, standard Estagnol and Sormiou mobile homes, two vaccinated dogs weighing less than 10 kg may be permitted, subject to the campsite's prior approval and the applicable rate.

Pets must not be allowed on sofas or beds and must not be left alone in the accommodation.

In the event of hair, traces or odours of urine or faeces requiring special cleaning, a cleaning fee of between €50 and €120 may be charged, to which the cost of replacing or repairing any damaged equipment may be added.

10. Cancellation and changes to your stay

Any request for cancellation or amendment must be made in writing, with the date of dispatch serving as proof.

Cancellation and curtailment insurance may be offered through our independent partner insurer, Flex by Neat. Where taken out, it is governed by the terms and conditions of the insurance policy. The insurance premium is payable in accordance with the terms of this policy and is not refunded by the campsite in the event of cancellation. Payments made using paper Chèques-Vacances or Chèques-Vacances Connect are non-refundable by the campsite.

In the event of a cancellation or refund as provided for in these general terms and conditions, where the stay has been paid for, in whole or in part, using Chèques-Vacances, the campsite will not be able to issue a refund for the portion paid using Chèques-Vacances. Where applicable, this amount may be converted into a credit note valid only for the current season, in accordance with the conditions set out in these general terms and conditions.

10.1 Cancellation by the customer

In the event of a cancellation received in writing no later than 85 days before the start date of the stay (D-85 inclusive), Camping L'Artaudois will refund the sums paid, less a flat-rate processing fee of €50, an administration fee of €15 where this has been charged, and any insurance premium paid.

In the event of a cancellation received 84 days or fewer before the start date of the stay (D-84 and below), no refund will be made by the campsite, which will retain the sums paid, subject to any cover that may be available under a cancellation insurance policy taken out by the customer.

In the event of a delayed arrival, the customer must notify the campsite in writing or by telephone as soon as possible and, at the latest, before the reception closes. In the absence of any notification of a delay or postponement of arrival, the accommodation may be made available for sale again 24 hours after the scheduled arrival date. The customer will then forfeit their booking, without any refund.

A stay that is interrupted or cut short due to the customer's actions, particularly in the event of late arrival or early departure, shall not give rise to any refund from the campsite.

10.2 Changes to the stay

Any changes are subject to the Management's approval and to availability at the time of the request. These may relate, in particular, to the dates of the stay, the size of the accommodation, the duration of the stay, any supplements, the number of guests or their identities.

In the event of a reduction in the length of stay or a change to a cheaper category, no refund will be granted. An additional charge may be applied where the change results in an increase in price. A change fee of €30 may be applied.

Any additions or changes to the list of guests in holiday accommodation may incur an additional charge if not notified before the first day of the stay.

11. Cancellation by the campsite

In the event of cancellation of the stay by Camping L'Artaudois, except in cases of force majeure or where otherwise provided for by law, the sums paid for the stay will be refunded in full.

Such cancellation shall not give rise to any additional compensation from the campsite, subject to any rights that cannot legally be excluded.

12. Arrival and check-in

On arrival, the guest must report to reception to complete check-in.

Arrivals are normally checked in before 7.00 pm. In the event of a late arrival, the guest must contact the campsite on 04 94 21 72 61 before 6.00 pm to find out the arrangements for their arrival.

Without prior notice, late arrival may not be possible until the following morning from 9.00 am, and no refund will be given for the stay due to this late arrival.

Arrivals are no longer accepted after 10.00 pm.

The management reserves the right to refuse entry to anyone not named on the booking.

Each guest will be given a wristband on arrival. It must be worn throughout the stay.

If no prior booking has been made, the full cost of the stay must be paid on arrival. Promotional offers are subject to the conditions specified at the time of booking.

13. Arrival at accommodation and complaints

With the exception of bare pitches, guests are asked to check, as soon as possible after arrival, the general condition of the accommodation, its level of cleanliness, and the contents and condition of the equipment provided.

Any fault, damage or missing item must be reported to the campsite as soon as possible and, ideally, within 24 hours of arrival, so that the campsite can take action and, where possible, rectify the issue during your stay.

Failure to report an issue within this timeframe does not prevent the guest from reporting a problem at a later date that was not apparent on arrival.

Any incident occurring during the stay must be reported to the campsite representative as soon as possible.

No accommodation will be made available to a guest who has not brought or hired the necessary bed linen where this is required for the accommodation in question.

14. During the stay

Water and electricity consumption, and, in the case of holiday lets, gas consumption, are included in the price of the stay, subject to any specific conditions that may have been stated at the time of booking.

The guest is responsible for their personal belongings, equipment and vehicle. Camping L'Artaudois cannot be held liable for their loss, theft or damage where no fault or negligence on its part is attributable.

The guest remains liable for any damage they may cause – whether through their own actions or those of persons, animals or visitors for whom they are responsible – to other people, property or the campsite's facilities.

Any additional activities, whether free or paid for, mentioned in promotional materials may, in certain circumstances beyond the campsite's control, be amended, suspended or cancelled without the campsite being held liable on that basis alone.

All guests must comply with these Terms and Conditions of Sale and the campsite's rules and regulations. The tenant named on the booking is responsible for any disturbances or nuisances caused by people staying with them or visiting them.

For safety and insurance reasons, the authorised number of occupants on each pitch or in each accommodation unit must not be exceeded, including babies. Any over-occupancy found may result in the booking being refused or, if discovered during the stay, a request for the excess persons to leave and, in the event of a serious or persistent breach, the termination of the stay.

The campsite's technical staff may need to enter accommodation in the guest's absence where this is required for technical, safety, maintenance or emergency reasons.

Only one vehicle per pitch is permitted. Any additional vehicles must be declared and parked in the visitors' car park at the current rate.

For fire and electrical safety reasons, charging electric vehicles is prohibited using the sockets on pitches and in accommodation units. This prohibition is intended, in particular, to prevent risks associated with the use of the campsite's electrical installations for charging purposes for which they were not designed.

Should unauthorised charging of an electric vehicle be detected, a flat fee of €90 may be charged. This fee covers, in particular, the electricity consumed as well as the costs and risks associated with the unauthorised use of the campsite's electrical installations.

The use of charcoal barbecues or any open fires is prohibited.

It is forbidden to set up an inflatable swimming pool, spa or hot tub on a pitch.

15. Additional guests and visitors

Persons not named on the tenancy agreement prior to the start of the stay may be accommodated subject to the accommodation's capacity and payment of the applicable surcharge, plus the tourist tax applicable at the time of the stay and the waste disposal charge.

Rate per person per night	1 April to 4 July and 31 August to 30 September	5 July to 30 August
Guests aged 4 and over	€7	€10
Children aged 0 to 3	€4.50	€7.50
Visitor +2 hours	€2	€4
Additional vehicle or trailer (single-axle, under 5m, excluding vans or lorries)	Free	€5
Tourist tax	Current statutory rate	Current statutory rate
Waste management contribution	€0.38 per person	€0.38 per person
Pets (if permitted) other than Category 1 and 2 dogs	€4.50	€4.50

Visitors must be met by their host at reception and signed in the visitors' register. They will be given a visitor's wristband and a ticket to display on the vehicle's windscreen.

Any visit lasting more than 2 hours is subject to the current visitor rate. Visitors' vehicles must be parked in the visitors' car park or outside the campsite.

Visiting hours are between 9.00 am and 11.00 pm at the latest.

Any visitor who enters without authorisation, is not wearing their wristband or has not reported to reception may be asked to leave the campsite.

Visitors are not permitted in the aquatic area.

Visitors' pets must be kept on a lead, their waste must be picked up, and they must not enter the accommodation or cause a nuisance to other guests.

To ensure the peace and comfort of residents, gatherings on a pitch, regardless of the type of accommodation, are limited to a maximum of 10 people, including visitors. If there are more than this number, guests are asked to use the communal areas provided for this purpose, in particular the picnic area or the restaurant, whilst complying with the rules applicable to these areas.

16. Linen

The household linen provided, in particular sheets and towels, must be used under normal conditions and with due care.

In the event of stains requiring special treatment, particularly those caused by food, drink, dirt, cosmetics, bodily fluids or other unusual soiling, or in the event of damage to the linen, the room in question may be charged at the laundry service provider's current rate.

The towels provided must not be used at the swimming pool.

For stays of more than 7 nights, linen must either be replaced weekly using a weekly kit available at reception (at an additional cost) or be washed and looked after directly by the tenant in accordance with the care instructions.

17. Aquatic Centre

The aquatic area is open from 1 May to 30 September. Opening hours may vary depending on the season.

Swimming is unsupervised. Children, regardless of their age, must be accompanied and supervised at all times by a responsible adult. Children who cannot swim must wear suitable safety equipment, such as a life jacket or armbands.

Pets are not permitted in the aquatic area.

The aquatic area is reserved exclusively for campsite guests. Wearing a wristband is compulsory within the aquatic area. Anyone breaching this rule may be excluded from the aquatic area and, in the event of a serious or repeated breach, may be subject to the measures set out in these General Terms and Conditions and the internal regulations.

In accordance with the hygiene rules applicable to the pool area, suitable swimwear is compulsory. Only boxer shorts, swimming briefs, one-piece and two-piece swimsuits are permitted. Other items of clothing, including swim shorts, high-cut swimwear, swim dresses and tankinis, are not permitted.

Swim nappies are compulsory for children under 3 years of age.

Food, cigarettes and e-cigarettes/vapes are prohibited in the aquatic area.

Visitors are not permitted in the pools or in the areas reserved for guests around the pools.

The rules and regulations for the aquatic area are displayed on site and must be observed.

In the event of failure to comply with the applicable rules, access to the aquatic area may be suspended or refused.

18. Restaurant

The restaurant is open from 1 May to 30 September.

Except in July and August, the restaurant is closed one day a week. Opening days and times may be adjusted by the management depending on visitor numbers and operational constraints.

19. Departure

19.1 Bare pitches

You must vacate your pitch by 11.00 am at the latest. The pitch must be left clean and in the same condition as it was found on arrival.

Any delayed departure may result in an additional night's charge being applied at the current rate.

If a fridge has been hired, it must be left defrosted, clean and in good condition. The key to the padlock must be returned to the person designated by the Management.

19.2 Rental accommodation

Check-out from holiday accommodation must take place by 10.00 am at the latest.

A few days before departure, the guest is asked to make an appointment at reception for the inventory and handover inspection.

Even if the guest has taken out the cleaning option, they must still wash up, clear the table, empty and clean the fridge, defrost the freezer compartment and take out the rubbish.

If the guest leaves the accommodation without carrying out the final inspection when an appointment had been arranged, or outside the hours during which a campsite representative is present, the campsite may carry out the necessary checks itself and apply any deductions based on the condition found.

In the event of departure outside normal hours, where this is permitted, campsite staff may be required to carry out the inspection without the guest being present.

The security deposit shall be refunded or released in accordance with the terms set out in Article 7. Any deductions shall correspond to damage, losses, cleaning costs or other sums due in respect of the stay.

In the event of a delayed departure from the accommodation, an additional day may be charged at the current nightly rate.

After returning the keys and/or access card and removing the vehicle, the guest may, subject to the opening hours of the facilities, continue to access the campsite's services until 7 pm on the day of departure for a fee of €5 per person.

20. Failure to comply with the General Terms and Conditions and the campsite rules

All guests must comply with these Terms and Conditions and the campsite's rules and regulations.

Where a guest disrupts the stay of other guests or fails to comply with the applicable provisions, the manager or their representative may, either verbally or in writing, request that they cease the disruption or comply with the rules.

In the event of a serious or repeated breach, and following a formal notice to comply with the rules where necessary, the manager may terminate the accommodation contract, without prejudice to any sums that may be due in respect of damage caused.

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

21. Photographs and videos

For the purposes of organising activities, communication and the promotion of the campsite, photographs and videos may be taken in communal areas and during activities.

Wide shots, atmospheric views or group photographs in which no individual is singled out or reasonably identifiable may be used for the campsite's promotional purposes.

Where a person is identifiable and is the focal point of the image or is the subject of an individual photograph intended for promotional use, separate consent may be sought where necessary.

Consent given by a guest at the time of booking does not automatically constitute consent for other people staying with them, in particular for adults or minors accompanying them.

The guest may inform reception of their wish not to be photographed or filmed for promotional purposes.

22. Hygiene and the environment

Household waste must be disposed of in the appropriate bins. Waste sorting facilities are provided.

Everyone must refrain from any action likely to compromise the cleanliness, hygiene or appearance of the campsite and its facilities, particularly the toilet blocks.

Dogs must be walked outside the campsite grounds and their faeces must be collected.

Insects and other animals form part of the campsite's natural environment. The campsite cannot be held liable for their presence or movements where no fault or negligence on its part is attributable.

23. Right of withdrawal

In accordance with Article L. 221-28 of the Consumer Code, the 14-day right of withdrawal does not apply to accommodation services other than residential accommodation where such services are to be provided on a specific date or during a specific period.

Any cancellation insurance taken out is a separate contract subject to the insurer's terms and conditions. Any rights of withdrawal or termination are those provided for in the insurance contract and by the applicable regulations.

24. Personal data

Camping L'Artaudois processes the personal data necessary for managing booking requests, fulfilling the accommodation contract, invoicing, welcoming guests, complying with legal and regulatory obligations and, where applicable, managing the commercial relationship.

The data controller is: SARL L'Artaudois, Chemin de l'Artaude, 83220 LE PRADET, email: info@artaudois.fr.

Data may be disclosed, to the extent necessary for them to carry out their duties, to service providers and subcontractors involved in particular in booking, payment, insurance, IT management, data hosting or services necessary for the provision of the holiday.

Data is retained for periods proportionate to the purposes for which it is processed and to the applicable legal obligations. The specific retention periods may be set out in the campsite's privacy policy.

Data subjects have, in accordance with the conditions laid down by the regulations, the rights of access, rectification, erasure, restriction of processing, objection and, where applicable, data portability.

To exercise their rights, data subjects may contact the campsite at info@artaudois.fr or by post at the campsite's address. They may also lodge a complaint with the CNIL.

A detailed privacy policy is available on the campsite's website.

25. Customer reviews

Reviews and testimonials voluntarily submitted by customers may be published or shared on Camping L'Artaudois's communication channels, in accordance with the applicable rules.

The campsite does not alter the content or meaning of a review with the aim of changing its scope or assessment.

Purely formal corrections, in particular those intended to correct factual errors or to remove personal data, may be made provided that they do not distort the meaning of the review.

26. Complaints and consumer mediation

Any complaint or dispute must first be addressed to Camping L'Artaudois, preferably in writing, at the campsite's postal address or by email to info@artaudois.fr, to enable the campsite to seek an amicable solution.

If no amicable agreement can be reached, the consumer may, free of charge, refer the matter to the consumer ombudsman responsible for the trader, namely AVENIR CONSO, within one year of the written complaint being sent to the trader.

The case must be referred to the consumer ombudsman:
- either by completing the form provided for this purpose on the AVENIR CONSO website: https://www.avenir-conso.com/
- or by post addressed to AVENIR CONSO, 197 Boulevard Saint-Germain, 75007 PARIS.

27. Force majeure

Neither party shall be held liable for any breach resulting from an event constituting force majeure within the meaning of applicable law, where such an event prevents or delays the performance of its obligations.

In particular, events beyond the control of the party concerned, which were unforeseeable at the time the contract was concluded and whose effects cannot be avoided by taking appropriate measures, may be deemed to constitute force majeure where they meet the legal criteria for such an event.

The campsite shall inform the guests concerned as soon as possible should such events affect the provision of their holiday.

28. Rules and Regulations

The rules and regulations of Camping L'Artaudois constitute a separate document, which is displayed and provided to the guest in accordance with the applicable procedures. They apply to all guests, visitors and occupants of the campsite.

Staying at the campsite implies acceptance of and compliance with the campsite rules.

The campsite rules are not reproduced in these General Terms and Conditions.

29. Entry into force

These General Terms and Conditions apply to bookings made for the 2027 season. They may be updated to take account of changes in the law, regulations or the campsite's operating conditions.

In the event of any amendment to these General Terms and Conditions after a booking has been made, the terms applicable to the customer shall be those communicated to them at the time the contract was concluded, subject to mandatory legal provisions.

CAMPING SITE RULES AND REGULATIONS
These rules have been drawn up under the auspices of the Ministry of Tourism, in partnership with the DGCCRF, the FFCC (representing users) and the FNHPA (representing the industry).

1°) Conditions of admission: To be permitted to enter, set up camp and stay on a campsite, one must have been authorised to do so by the site manager or their representative. The site manager is obliged to ensure the good conduct and order of the campsite, as well as compliance with these rules and regulations. 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 there.

2°) Police formalities: Minors not accompanied by a legal guardian (father, mother or guardian) are not permitted. Pursuant to Article R. 611-35 of the Code on the Entry and Residence of Foreign Nationals and the Right of Asylum, the manager is required to ensure that foreign nationals complete and sign an individual police registration form upon arrival. It must include, in particular: surname and forenames; date and place of birth; nationality; and usual place of residence. Children under the age of 15 may be included on the form of one of their parents.

3°) Setting up: Outdoor accommodation and associated equipment must be set up at the designated pitch in accordance with the instructions given by the manager or their representative.

4°) Reception: Open from 9.00 am to 12.00 pm and from 2.00 pm to 7.00 pm.
At the reception desk, you will find full details of the campsite's services, information on where to buy provisions, sports facilities, tourist attractions in the surrounding area and various addresses that may prove useful. A system for receiving and handling complaints is available to guests.

5°) Fees: Fees are payable at the reception desk. The rates are displayed at the campsite entrance and at the reception desk. They are charged according to the number of nights spent at the campsite. Campsite guests are asked to notify the reception desk of their departure by the day before they leave.

6°) Noise and quiet: Campsite users are strongly urged to avoid any noise or conversation that might disturb their neighbours. Audio equipment must be set at an appropriate volume. Car doors and boots must be closed as quietly as possible. Dogs and other animals must never be allowed to roam freely. They must not be left on the campsite, even if locked up, in the absence of their owners, who remain civilly liable for them. Complete silence must be observed between 11.00 pm and 7.00 am.

7°) Visitors: Once authorised by the manager or their representative, visitors may be admitted to the campsite (excluding the aquatic area) under the responsibility of the campers hosting them. Campers may welcome one or more visitors at reception. If these visitors are permitted to enter the campsite, the camper hosting them may be required to pay a fee, provided the visitor has access to the campsite's services and/or facilities (excluding swimming pools). This fee is displayed at the entrance to the campsite and at reception. Visitors' cars are not permitted on the campsite.

8°) Vehicle traffic and parking: Within the campsite, vehicles must not exceed **a speed limit of 10 km/h**. Vehicles are not permitted on the campsite between 11.00 pm and 7.00 am. Only vehicles belonging to campers staying on the site may be driven on the campsite. Parking is strictly prohibited on the pitches normally occupied by accommodation units, unless a designated parking space has been provided for this purpose. Parking must not obstruct traffic or prevent the settlement of new arrivals.

9°) Maintenance and appearance of facilities: Everyone is required to refrain from any action that could compromise the cleanliness, hygiene or appearance of the campsite or its facilities, in particular the sanitary facilities.
It is forbidden to pour waste water onto the ground or into drains. Caravan owners must empty their waste water into the facilities provided for this purpose. Household rubbish, waste of any kind and paper must be placed in the bins. Everyone is required to refrain from any action that could compromise the cleanliness, hygiene and appearance of the campsite and its facilities, particularly the sanitary facilities. Washing is strictly prohibited outside the sinks provided for this purpose. However, hanging out washing is permitted until 10.00 am on your respective pitches, provided it is done discreetly and does not disturb neighbours. It must never be hung from trees. Plants and floral displays must be respected. Campers are prohibited from hammering nails into trees, cutting branches or planting anything. It is also not permitted to mark out the boundaries of a pitch using personal materials, nor to dig into the ground. Any damage caused to vegetation, fences, the site or the campsite's facilities shall be borne by the person responsible. Washing cars is prohibited on the campsite. The pitch used during the stay must be left in the same condition as the camper found it on arrival.

10°) Safety
a) Fire: Open fires (wood, charcoal, etc.) are strictly prohibited. Camping stoves must be kept in good working order and must not be used in dangerous conditions. In the event of a fire, notify the management immediately. Fire extinguishers may be used if necessary. A first-aid kit is available at reception.
b) Theft: The management is responsible for items left at the office and has a general duty to monitor the campsite. Campers remain responsible for their own pitches and must report the presence of any suspicious persons to the manager. Although security is provided, campsite users are advised to take the usual precautions to safeguard their belongings.

11°) Games: No violent or disruptive games may be organised near the facilities. The meeting room may not be used for boisterous games. Children must always be under the supervision of their parents.

12°) Storage of unoccupied vehicles**:** Unoccupied vehicles may only be left on the site with the management's permission and only in the designated area.

13°) Notice Board**:** These rules and regulations are displayed at the entrance to the campsite and at reception. A copy is provided to guests on request. For classified campsites, the classification category (stating 'tourism' or 'leisure') and the number of tourism or leisure pitches are displayed.

14°) Breach of the rules and regulations: Should a resident disrupt the stay of other users or fail to comply with the provisions of these rules and regulations, the manager or their representative may, either verbally or in writing if deemed necessary, issue a formal notice requiring the resident to cease such disruption. In the event of a serious or repeated breach of the rules and regulations, and following a formal notice from the manager to comply, the manager may terminate the contract. In the event of a criminal offence, the manager may call upon the police.

15°) Swimming **pool:** The pool is unsupervised. Children must be under the constant supervision of their parents and/or a responsible adult whilst swimming.