

CAMPSITE POLICIES AND PROCEDURES

These regulations were drawn up under the aegis of the Ministry of Tourism, with the partnership of the Directorate for competition policy and fraud control, the FFCC, the representative of users, and the FNHPA, the representative of the profession.

TERMS AND CONDITIONS

1. Entry conditions:

To be eligible to enter, pitch and stay on a campsite, the authorization of the site manager or their representative is required. They are required to ensure the campsite's proper upkeep and order and enforce these company policies and procedures. Simply staying on the campsite implies that the customer has accepted the provisions of these regulations and undertakes to comply with them. Given the campsite's configuration, no caravans more than 8 metres long and no twin-axle caravans are allowed. Minors not accompanied by their parents will not be admitted. All site pitch changes must first have been approved by the reception desk.

2. Legal paperwork:

Anyone staying at least one night on the campsite must first present their identification papers to the site manager or their representative and fill out the legal paperwork.

3. Setting up:

The tent or caravan and related equipment must be set up on the pitch indicated in accordance with instructions given by the site manager or their representative.

4. Reception desk:

The reception desk is open continuously from 8:00 a.m. to 9:00 p.m. All information relating to the campsite's services can be obtained from the reception desk. Information on shops. Sporting facilities, tourist attractions in the area and miscellaneous addresses which may be useful. A complaints book or a special box intended to receive complaints is made available to users. In the event of an emergency, our safety attendant is on duty all night; In the event of a dispute and having referred to the company's "customer" service, all campsite customers can refer complaints to a consumer mediator, within a maximum period of a year from the date of the written complaint is made to the operator by registered letter with acknowledgement of receipt. The contact information of the mediator that can be referred to by the customer, are as follows:

www.bayonne-mediation.com or per post : Bayonne Médiations – 32 Rue du Hameau – 64200 BIARRITZ - FRANCE

5. Charges:

Charges are paid at the reception desk. The amounts charged are posted up at the campsite entrance and at the reception desk. They are payable based on the number of nights spent on the campsite. Campsite users are asked to inform the reception desk of their departure the day before they leave. Campers intending to leave before the reception desk opens must pay their charges the day before their departure.

6. Wristband:

For your own safety you must wear the wristband during all your stay.

7. Noise and silence:

Campsite users are requested to avoid all noise and discussions that could bother their neighbours. All audio equipment must be played at an acceptable volume. Vehicle doors and boots should be closed as quietly as possible. There must be complete silence between 10.30p.m. and 8.00a.m.

8. Visitors:

Having been authorized by the site manager or their representative, visitors may be admitted onto the campsite under the responsibility of the campers receiving them. Each visitor is required to pay a fee of €7. Visiting times are between 9.00a.m. and 10.30p.m. Management reserves the right to limit the number of visitors. Visitors' cars are not allowed in the campsite. Visitors do not have access to the water park.

9. Vehicle traffic and parking:

With your vehicle you have access to the campsite from 7.00am to 11.30pm.

Inside of the campsite, the maximum speed limit for vehicles is 10kph. Vehicle traffic is not allowed between 11.30pm. and 7.00am. Only the vehicles belonging to campers staying on campsite are allowed into the campsite. And must neither obstruct traffic nor prevent the installation of new customers.

10. Upkeep and appearance of facilities:

All users are required to desist from any action detrimental to the campsite's cleanliness, health and safety and appearance. It is forbidden to throw wastewater on the ground or into gutters. Caravan users must necessarily empty their wastewater into the facilities provided for this purpose. Household refuse, waste of any type and papers must be placed in the refuse bins. Washing is strictly prohibited outside the tubs provided for this purpose. Any laundry must be dried in the drier. However, it is allowed until 10 a.m. near the accommodation facilities as long as it is discreet and does not disturb the neighbours. Laundry must never be hung on trees to dry. Care must be taken not to damage plants and floral decorations. Campers are forbidden to hammer nails into trees, cut branches or make plantations. They are not allowed to circumscribe their pitches by personal means or by digging in the ground. Any damage caused to the campsite's vegetation, fences, grounds or facilities shall be charged to the user responsible. The site pitch used during the stay must be maintained in the condition in which the camper found it on entering the premises. Compliance with the instructions posted up by management for health and safety in the toilet facilities, swimming pool, etc. is mandatory.

11. Swimming pool:

In the swimming pool, **swimming trousers are mandatory (Boardshorts are prohibited)**. It is forbidden to drink, eat or smoke. Children must stay under supervision of their parents. Swimming is strictly forbidden outside opening hours and failure to respect this clause will result in the immediate expulsion of the whole family or group of friends.

SAFETY

12. Fire:

Open fires (wood, coal, etc.) are strictly prohibited. Stoves must be kept in good working order and not be used under hazardous conditions. In the event of fire, immediately inform management. Fire extinguishers may be used if need be. An emergency first aid kit is located at the reception desk.

13. Theft:

Management is responsible for effects left at the reception desk and has a general responsibility for supervising the campsite. The camper is responsible for their own pitch and must report the presence of any suspicious individual to the site manager. Although caretaking is provided, campsite users are requested to take the usual precautions to safeguard their belongings. The wearing of the control wrist strap is required in the campsite. The campsite disclaims any liability in the event of theft, damage, broken windows, falling pinecones, etc.

14. Games:

No rough or annoying games may be played near the facilities. The toilet facilities may not be used for lively games. Children must always remain under the supervision of their parents.

15. Posting up:

These company policies and procedures are posted up at the campsite entrance and at the reception desk. They are available to the customer on request.

16. Infringement of company policies and procedures:

If a resident disturbs the stay of other users or fails to comply with the provisions of these company policies and procedures, the site manager or their representative is required to enforce them for the peace of mind and safety of all, and if necessary, expel the disruptive resident(s). In the event of a criminal offence, the site manager may call on the police.

SPECIFIC CONDITIONS

Overnight camping is from 2.00p.m. until the next day before midday. Any day started is due. The overnight rental is from Saturday from 4.00 p.m. and until Saturday after before 10.00a.m.

Pets are not allowed.

See our General Sales Conditions