

## CAMPSITE INTERNAL REGULATIONS

*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.*

**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. No one may take up residence there.

Given the configuration of the campsite, caravans which have a twin axle, and over 8m, motorhomes over 8.5m and tents over 7m, are not accepted. Minors unaccompanied by their parents will not be admitted, even if they have parental authorization. Pets are not allowed.

**2. Legal paperwork:** Anyone who plans to stay at least one night at the campsite must first present their identity documents to the site manager or their representative and complete the formalities required by the police.

**3. Setting up:** The tent, caravan, or motorhome and related equipment must be installed on the designated site in accordance with the instructions given by the manager or his representative. Any change of site must first be subject to prior approval by the office.

**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 case of emergency, our night watchman is available throughout the night (+33 6 45 91 10 30). 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 day before departure before 8 p.m. 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 before 8 p.m.

**6. Wearing the Permanent Bracelet:** For your safety, wearing a wristband is mandatory throughout your stay at the campsite. It also allows access to our services and activities. It must be worn on your wrist.

**7. Noise and silence:** Campsite users are asked to avoid any noise or loud discussions that could disturb 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 7.00a.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 prohibited in the campsite.

**9. Vehicle traffic and parking:** With your vehicle you have access to the campsite from 7.00am to 11.30pm.

Inside the campsite, the speed limit is 10 km/h. Traffic is prohibited between 11:30 p.m. and 7:00 a.m.: it is not possible to leave or enter the campsite with your vehicle during these hours. Cars must be parked outside the campsite. Only vehicles belonging to campers staying there may circulate inside the campsite. Parking is prohibited on free pitches and must not obstruct traffic or prevent new arrivals from settling in.

**10. Upkeep and appearance of facilities:** Everyone is required to refrain from any action that could harm the cleanliness, hygiene, and appearance of the campsite and its facilities.

**A. Wastewater:** It is forbidden to dispose of wastewater on the ground or in gutters. Caravaners must empty their wastewater in the designated facilities.

**B. Garbage:** Please do not accumulate bottles and other waste on the pitch. Household waste must be placed in the containers located outside the campsite on the right as you exit, in sealed bags. Recycling is done outside the campsite on the left as you exit. Bulky items and gas bottles must be taken to the recycling center by the customer.

**C. Sanitary Facilities:** Washing dishes and laundry is strictly prohibited outside the designated dishwasher sink/laundry tubs. The dishwasher sink/laundry tubs will be cleaned and the strainer emptied of all waste. Showers and toilets must be left as clean as upon arrival. It is forbidden to throw anything down the toilet that could clog the pipes.

**D. Respect for the campsite:** Laundry may never be hung from trees. Clotheslines are installed for this purpose near the showers and toilets. However, it is permitted on the campsite, provided it is on a clothesline, discreet and does not disturb neighbours.

Planting and floral decorations must be respected. Campers are prohibited from driving nails into trees, cutting branches, or planting anything. It is not permitted to mark the location of a campsite using personal means, nor to dig the ground. Any damage caused to vegetation, fences, grounds, or campsite facilities will be the responsibility of the perpetrator. The pitch and rental accommodations used during the stay must be kept in the same condition in which the camper/renter found them upon arrival. Cigarette butts, bottles, paper, and other waste must be collected daily. Compliance with the instructions is mandatory.

**11. Swimming pool:** Open from 10 a.m. to 7 p.m. 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.

### 12. Safety :

**A. Fire:** All wood fires are strictly prohibited. Wood, charcoal, and electric barbecues are permitted by management under the responsibility of their users. Stoves must be maintained in good working order and not used in dangerous conditions. In case of fire, notify management immediately. Fire extinguishers are available for use if necessary. A first aid kit is located at the reception desk.

**B. Theft:** Management is responsible for items left at the reception desk and has a general obligation to monitor the campsite. Campers remain responsible for their own facilities and must report the presence of any suspicious persons to the manager. Although security is provided, campsite users are encouraged to take the usual precautions to safeguard their equipment. Wearing a wristband is mandatory on the campsite. The campsite declines all responsibility for theft, damage, broken glass, falling pine cones, golf balls, etc.

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

**14. Posting up:** These internal regulations are posted at the reception desk and on our website. They are available to the customer on request.

**15. 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.

**16. Others:** Overnight camping is from 2.00p.m. until the next day before midday. Any day started is due. Weekly rentals run from Saturday, starting at 4:00 p.m., to the following Saturday, before 10:00 a.m.

See our General Sales Conditions.