

# **RULES AND REGULATIONS**



**ELIGIBILITY :** In order to be allowed to enter and settle on the campsite, you must be authorised by the person in charge of the reception desk or by the manager. The manager is responsible for ensuring that the campsite is kept in good order and that the present internal regulations are respected. Staying on the La Grand'Métairie campsite in Saint Hilaire La Forêt implies acceptance of the provisions of these rules and the commitment to comply with them.

**POLICE FORMALITIES :** Any person who has to stay at least one night on the campsite must first present their identity papers to the manager in charge of the reception desk and complete the formalities required by the police. Minors not accompanied by their parents will not be admitted. Pet owners must provide a pet passport.

**INSTALLATION :** The tent or caravan and all equipment must be installed on the pitch indicated by the manager or his representative.

**RECEPTION :** Open from 9.00am to 12.30 and 14.00pm to 18.00 everyday. At the reception desk on arrival, you will find all the information on the campsite's services, information on the possibilities of supplies, sports facilities, the tourist attractions of the area and various addresses that may prove useful. A special box for complaints is available to users. Complaints will only be taken into consideration if they include the following information: name, surname, address, signature, date, as precise as possible and relating to real and recent facts.

**PAYMENT :** Balances are to be paid thirty days before arrival for all bookings and at the latest on arrival for all non-reserved stays. The amount of the stay is based on the current posted tariff, according to the number of nights spent on the site, possibly according to the subscribed packages and taking into account the nights of "garage mort". For users who have not booked, the departure date is given on arrival. However, in the event of early departure, users are requested to inform the reception office the day before departure. Camping pitches must be vacated before noon, and rentals before 10.00 am.

**NOISE AND SILENCE :** Campers are urged to avoid any noise or discussion that might disturb their neighbours. Sound equipment must be adjusted accordingly. Doors and trunks must be closed as quietly as possible. Dogs and other animals must not be left in the camp, even locked up, in the absence of their owners who are civilly responsible for them. There must be complete silence between 11.30pm and 6am.

**ANIMALS :** They must be kept on a lead. No rambling will be tolerated. The passport of dogs and cats must be presented to the reception desk at the time of registration. These animals must all be wearing a collar. In accordance with article 211/1 of the rural code, and the decrees and ministerial orders of application, dogs of the first category "attack dogs" (Pitt Bull type) and of the second category "guard and defence dogs" (Rottweiler type) are prohibited. Dogs and other animals may not be left free, or even locked up on the campsite, in the absence of their owners who are civilly responsible for them.

**VISITORS :** To ensure the peace and quiet of the users, access to the campsite is forbidden to non-campers, hawkers, canvassers, walkers, picnickers, etc. However, after having been authorised by the person in charge of the reception desk, visitors may be admitted to the campsite under the responsibility of the campers who receive them. Visitors' vehicles are not allowed in the campsite and must remain parked in the car park provided for this purpose. Access to the aquatic area is strictly forbidden.

**VEHICLE TRAFFIC AND PARKING :** Inside the campsite, vehicles must drive at a speed limit of 10 km/h. They must be parked and driven in accordance with the signs. Motor vehicles are not allowed to circulate on the campsite between 23:00 and 6:00. All traffic is forbidden to vehicles that do not belong to campers. Parking must not hinder traffic or prevent the installation of new arrivals. Only one vehicle per pitch is allowed. Bicycles and scooters are not allowed to circulate in the built-up common areas.

**OUTFIT AND APPEARANCE OF FACILITIES :** Everyone is obliged to refrain from any action that could harm the cleanliness, hygiene and appearance of the campsite and its facilities. It is forbidden to throw polluted water on the ground. The water points in the alleys are for supply purposes only and must not be used for washing up. Caravanners must empty their waste water into the facilities provided for this purpose. Household waste must be deposited in the containers located in the garbage room near the inner car park. Selective sorting must be respected according to the instructions posted on the sorting columns. The sanitary facilities must be kept in a constant state of cleanliness by the users. Washing is strictly forbidden outside the bins provided for this purpose. Washing cars and other vehicles, boats, etc. is strictly forbidden on the campsite. The hanging of laundry will be tolerated near the rentals, provided that it is very discreet and does not disturb the neighbours. It should never be done from trees. Plantations and floral decorations must be respected. The camper is not allowed to put nails in the trees or cut branches. It is also forbidden to mark out the pitch with personal means (wires, chains, branches...), nor to dig the ground and make gullies. It is forbidden to drive stakes longer than 30 cm into the ground because of the presence of buried electrical cables, to use weed killers and other products or materials that could harm the flora or fauna. Any damage to vegetation, fences, soil, installations or equipment will be charged to the person responsible.

**SAFETY :** The introduction into the campsite of any firearm of any kind is strictly forbidden.

- a) Fire: Open fires (campfires) are strictly forbidden. Stoves must be kept in good working order. Alcohol or petrol stoves and electric barbecues are not permitted. Fire extinguishers are available to all. In the event of a fire, please notify the manager immediately. A first aid kit is available at the reception desk. The telephone in the reception area can only be used to call the emergency services.
- b) Theft: Users are asked to take the usual precautions to protect their equipment against theft. The management is in no way responsible for any theft that may occur, and the camper remains responsible for his or her equipment.

**GAMES :** No violent or disturbing games may be organised. The TV rooms and games room may not be used for lively games. The management declines all responsibility for any accidents that may occur to children, who must always be under the supervision of their parents, including in the children's play area. The age indicated on the structures must be respected.

« GARAGE MORT » : Unoccupied equipment may only be left on the site with the agreement of the manager and only in the designated area. The manager is not responsible for this equipment in the absence of the owner. A fee, the amount of which will be displayed in the office, will be due for the "garage mort".

**YEAR-ROUND RENTAL :** Long term rentals require additional items and are subject to a specific contract (in addition to these rules) which users are required to respect.

**INFRINGEMENT TO THE INTERNAL RULES :** In the event that a resident disturbs the stay of other users or does not respect the provisions of the present internal rules, the manager or his representative may orally or in writing, if he deems it necessary, give formal notice to the latter to cease the disturbance. In the event of serious or repeated infringement of the internal regulations and after formal notice by the manager, the latter may terminate the contract and have the said troublemakers removed. In the event of a criminal offence, the manager may call in the police. In case of early termination of the stay due to the non-respect of the present rules, no refund will be made.

**LITIGATION :** In accordance with article L.152-1 of the consumer law, the contact details of the consumer mediator that the client can contact are as follows: CMAP (mediation and arbitration centre of Paris-CCI of Paris).

**SPECIAL CONDITIONS :**

- a) Any consumption or trade in drugs, whatever their origin, is strictly forbidden on the "La Grand'Métairie" campsite, as well as any excessive consumption of alcohol that creates a state of inebriation and may cause discomfort to other campers.
- b) The wearing of an identification bracelet, given to each user on arrival at the campsite, is compulsory in order to control and limit access to any outside person and also to optimise the safety of children. The campsite reserves the right to exclude any person not wearing the bracelet.
- c) In the event of a health crisis, the campsite manager reserves the right to limit or control access to the facilities.