

# Internal Rules of the Campsite Les Amiaux at Saint Jean de Monts

## I – GENERAL RULES

### 1 ) ADMITTANCE TO THE CAMPSITE

An explicit authorisation of the campsite manager (or his representative) is required to enter the campsite, to occupy a pitch, to set up a tent or a caravan. The campsite manager is responsible for the site maintenance and for the safety of customers; he will supervise the application of these rules. Entering the campsite implies the acceptance of the internal rules and a commitment to abide by them.

Nobody can take up residence on site.

### 2 ) POLICE REQUIREMENTS

The holidaymakers aged under 18 by themselves will be allowed only with a written authorisation of their father or of their mother.

Pursuant to Article R. 611-35 of the « Code de l'entrée et du séjour des étrangers et du droit d'asile », a foreign customer has to complete and sign a police record on arrival. It includes:

1. The surname and first names; 2. The date and place of birth; 3. The nationality; 4. The usual residence.

Children under 15 years old may be included in the record of one of the parents.

### 3 ) INSTALLATION

Every tent or caravan, and all related equipment, must be set up on the pitch indicated by the manager (or his representative).

### 4 ) RECEPTION

The reception office is open from 9.00 a.m. to 12.00 a.m. and from 2.00 p.m. to 6.00 p.m.

Customers can retrieve various information about on-site services, shops, sports facilities, local tourist attractions and get useful addresses.

Any complaint shall be either i) written on a specific register or ii) written on a blank sheet and inserted in a specific box. Complaints with no signature, with no date, that do not refer to recent events or that are not detailed, will not be taken into account.

### 5 ) DISPLAY

The internal rules of campsites are displayed at the campsite main entrance and at the reception office. Any customer can get a copy of them.

For the classified campsites, the classification category with the mention Tourisme or Loisirs and the number of pitches are displayed.

Customers are informed of the campsite fees according to the decree of the minister in charge of consumption. These fees are displayed at the reception.

### 6 ) TERMS OF DEPARTURE

Holidaymakers are requested to inform the reception of their departure on the previous day. Customers who intend to leave before the reception opening must pay the day before their departure.

### 7 ) NOISE AND SILENCE

Customers are required not to make noise, not to have loud talks that can disturb their neighbours. Radio, cassette and CD-players, television sets, shall be tuned accordingly. Car boots and doors should be shut as silently as possible.

Dogs and other animals must be kept on a leash. They must not be left alone on the campsite, even locked in a caravan, in the absence of their master, who is legally responsible of their behaviour.

The customers quietness is assured by the campsite manager that sets the hours during which silence is compulsory.

### 8 ) VISITORS

Visitors may be admitted in the campsite with an explicit authorisation of the manager (or his representative); the customer that hosts them is responsible for their behaviour.

A customer can welcome his/her visitors inside the reception office. If they are authorised to enter the site, the customer is then responsible for the payment of their charges; charges arise when visitors use the campsite facilities or benefit from activities. Charges for visitors are listed on a board at the campsite entrance and at the reception office.

Visitors' cars are forbidden inside the campsite.

## 9 ) VEHICLE TRAFFIC AND PARKING

Speed is limited to 10 km/h (6¼ mph).

Traffic inside the campsite is strictly prohibited from 11 p.m. to 7 a.m. Only vehicles belonging to customers are allowed. Parking is strictly prohibited on the pitches for tents and caravans; moreover parked cars must not hold up traffic and prevent newcomers from occupying their pitch.

## 10 ) APPEARANCE AND UPKEEP OF PITCHES

Every customer must endeavour to preserve the cleanness of his/her pitch, to keep a high level of hygiene and to refrain from initiatives that could affect the site appearance. It is strictly forbidden to throw wastewater on the ground or in drainage ditches.

Caravan users must get rid of wastewater in the installations built for that purpose. Household refuse, papers, waste of all kind should be disposed in garbage cans.

Clothes and plates must be washed in the sinks provided for that purpose.

Wet clothes can dry near tents and caravans until 10 o'clock, provided this is done discreetly and does not affect neighbours. Clothes must not hang on a line tied to a tree.

Plants and flowerbeds should be treated with care. Customers cannot drive nails into trees, cut down branches, plant flowers.

Customers cannot mark their pitch limits and dig holes.

Anyone causing damage to plants, to fences, to installations, to any part of the campsite, will have to pay for compensation.

The pitch must be kept undamaged, in good order.

## 11 ) SAFETY

### a) Fire

Fire at ground level (wood, coal, etc) is strictly forbidden. Customers must keep their portable stoves in good condition of working and must not use them in a dangerous way.

In case of fire, inform the campsite manager immediately. Fire extinguishers are available to all.

A first aid kit is available at the reception.

### b) Theft

The campsite manager is responsible for objects deposited at the reception. He is bound to a general surveillance of the site. The customer is responsible for his/her equipment and must report the presence of suspicious individuals to the manager.

Customers are expected to take usual precautions to secure their belongings.

## 12 ) GAMES

Violent, noisy, troublemaking games are strictly prohibited in the campsite.

Common rooms cannot be used for rough games. Parents have to watch over their children.

## 13 ) EQUIPMENT LEFT ON THE CAMPSITE

No one shall leave equipment on a pitch without the manager's authorisation.

This service is charged.

## 14 ) INFRINGEMENTS TO THE INTERNAL RULES

Should a customer make trouble, should a customer infringe any of the present rules, the manager (or his representative) would require him to stop immediately.

Should there be a grave infringement, or repeated infringements, the manager would be able to terminate the contract after a formal notice stating his will to make an end to the trouble.

Should there be a penal infringement, the manager would call the police.

## II - LITIGATION

In case of a litigation and after informing the campsite customer service, a customer can ask the assistance of a consumer ombudsman by writing a letter with acknowledgment of receipt to: Centre de la Médiation de la Consommation des Conciliateurs de Justice, 14 rue Saint Jean, 75017 PARIS - 06 09 20 48 86.

## III – RULES SPECIFIC TO THE CAMPSITE

Occupancy of a pitch entails charges. Charges depend on the number of nights spent in the campsite, counted from 12.00 noon. to 12.00 noon.

The holidaymakers aged under 18 cannot be admitted without a parent; the latter must stay on site during the whole stay.

The campsite does not allow electric vehicles to be charged from the electric hook-up bollards on the pitches.