



RULES PROCEDURE

Conditions of admission and residence :

To be allowed to enter, settle or stay on a campground, you must have been authorized to do so by the manager or his representative who reserves the right not to authorize the entry of any person whose dress or behaviour could disturb the order of the camp or its security. The latter has the obligation to ensure the good conduct and order of the campground as well as compliance with the application of these internal regulations. The fact of staying on the campsite implies acceptance of the provisions of these regulations and the commitment to comply with them.

No one may elect domicile there. Minors not accompanied by one of their parents or legal representatives will not be accepted (parental discharges not accepted).

Police formalities:

Pursuant to Article R. 611-35 of the Code of Entry and Residence of Foreigners and the Right of Asylum, the manager is required to have the client of foreign nationality complete and sign, upon arrival, an individual police form. It must mention in particular: Surname and first names; Date and place of birth; Nationality; The usual residence. Children under the age of 15 may be listed on the card of one of the parents.

Installation :

Outdoor accommodation and related equipment must be installed in the location indicated in accordance with the instructions given by the manager or his representative.

Reception desk:

Open from 09:00 to 12:00 and from 14:00 to 18:00 in low season, from 09:00 to 12:00 and from 14:00 to 19:00 in high season. In order to allow a good organization and a better service we kindly ask you to respect these schedules. The reception desk contains all the information on the services of the campground, information on the possibilities of refueling, sports facilities, tourist attractions in the vicinity and various addresses that may be useful.

Display:

These by-laws are posted at the entrance to the campground and at the reception desk. It is given to each customer who requests it. For classified campgrounds, the classification category with the mention tourism or leisure and the number of tourism or leisure sites are displayed.

The prices of the various services are communicated to customers under the conditions set by order of the Minister responsible for consumption and can be consulted at the entrance of the campsite.

Terms of departure:

Customers are invited to inform the reception desk of their departure the day before it. In camping, guests with a stay without reservation intending to leave before the opening time of the reception desk must make payment for their stay and return any

equipment borrowed the day before. Any extension of stay must have been requested and approved by the manager or his representative. The pitch must be vacated by a maximum of 11:00 a.m. and returned in the condition in which the camper found it when entering the premises. Otherwise an extra night will be charged. In rental, the tourist tax must be paid in cash the day before departure, the mobile home must be vacated and ready to be re-rented (cleaning done) at 9:30 am at the latest.

Noise and silence:

Guests are asked to avoid any noise and discussion that could disturb their neighbors. Sound devices must be adjusted accordingly. Door and trunk closures should be as discreet as possible. The manager ensures the tranquility of his customers by setting schedules during which silence must be total (from 23:00 to 7:00).

Animals:

2 maximum. They must be tattooed, vaccinated, kept on a leash and must never be left free. They must not be left on the campground, even locked up, in the absence of their masters, who are civilly responsible for them. They should not be attached to trees or plantations. They are not accepted in the sanitary facilities and in the rentals (including those of visitors and campers) and must be driven outside the campsite for their natural needs.

The management reserves the right to refuse an animal, dogs of 1st and 2nd category are not accepted.

Visitors

After being authorized by the manager or his representative, visitors may be admitted to the campground under the responsibility of the campers who receive them. Anyone entering the campground must be registered. Visitors are allowed within the strict framework of the internal regulations for a maximum duration of 2H00 / day between 10H00 and 22H00 maximum. They must be announced by residents and present themselves at the reception at each visit. They must pay the corresponding fee and must wear a visitor bracelet. Visitors' cars are prohibited in the campground. Management reserves the right not to allow a visitor to enter.

Vehicle traffic and parking:

A campsite access badge is given to you upon arrival. This badge is strictly personal and cannot allow access to any other vehicle. Traffic is allowed from 07:00 to 23:00. Outside these hours vehicles must be parked outside the campsite). Except in an emergency, the barrier and the gate may under no circumstances be opened outside these hours. Inside the campsite, vehicles must travel at a limited speed: 10 km/h maximum. Only vehicles that belong to campers staying in the campground may circulate in the campground. Parking is strictly prohibited on the pitches



usually occupied by accommodation unless a parking space has been provided for this purpose. Parking must not impede traffic or prevent the installation of newcomers. Vehicles must be parked on the rented site and not on the neighboring site even if it appears unoccupied.

Dress and appearance of facilities: Everyone is required to refrain from any action that could affect the cleanliness, hygiene and appearance of the campground and its facilities, including sanitary facilities.

It is forbidden to throw sewage on the ground or in the gutters, facilities are provided for this purpose. Household waste, waste of any kind, papers, must be deposited in the bins. Selective sorting is mandatory. Washing is strictly prohibited outside the bins provided for this purpose.

It is imperative to protect and respect vegetation. Hanging laundry should never be done from trees. Plantings and floral decorations must be respected. It is forbidden to plant nails in trees, cut branches, make plantings. It is not permitted to demarcate the location of a facility by personal means, nor to dig the ground. Any damage to the vegetation, fences, land or campground facilities will be the responsibility of the author. The pitch that has been used during the stay must be maintained and returned in the state in which the camper found it when entering the premises.

Bracelet:

Wearing the permanent bracelet on the right wrist is mandatory.

Toilet blocks:

The sanitary facilities must be kept in a perfect state of cleanliness. Any anomaly or state of uncleanliness must be reported. Young children must be accompanied by their parents. Games, bicycles, rollerblades, scooters and skateboards are prohibited inside and outside.

Water points:

Water filling for all converted vehicles must imperatively be done in the area reserved for them. The connection to water points or the supply by cans of converted vehicles are strictly prohibited. Washing dishes and emptying chemical toilets are prohibited at water points.

Security:

For the *conform* pitches, only 1 electrical connection is allowed, no power strip connection with the neighbouring pitch. Charging electric vehicles is prohibited.

Fire:

Open fires (wood, coal, etc.) are strictly prohibited. Charcoal and gas barbecues are tolerated under the responsibility of the users, outside the mobile home and only on the grass. Stoves must be kept in good working order and not used in hazardous conditions. In the event of a fire, notify management immediately. The fire extinguishers located in the sanitary facilities and in each rental can be used if necessary.

Thefts: The management has a general obligation to monitor the campground however the camper retains responsibility for his own installation and must report to the person in charge the presence of any suspicious person. Customers are advised to take the usual

precautions for the safeguarding of their equipment and valuables. The management declines all responsibility in case of theft, loss or damage.

Children / Games:

No violent or annoying games can be organized near the facilities. Children are placed under the sole responsibility and custody of their parents who are criminally liable when they use the games made available to them. The use of pistols or other water toys is strictly prohibited. Bicycles, rollerblades, scooters and skateboards are prohibited inside the playground.

Dead garage:

Unoccupied equipment may be left on the ground only after agreement of the management and only at the location indicated. This service will be paid at the rate of a standard location.

Image rights:

During your stay you may be photographed or filmed and appear on future advertising media. Your refusal must be notified by LRAR accompanied by a copy of the identity card of the persons concerned.

Violation of the rules of procedure:

In the event that a resident disturbs the stay of other users or does not comply with the provisions of these internal regulations, the manager or his representative may orally or in writing, if he deems it necessary, give formal notice to the latter to cease the disturbances.

In the event of a serious or repeated breach of the internal regulations and after formal notice by the manager to comply with them, the latter may terminate the contract and require the departure of the user without any refund.

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

Litigation:

In the event of a dispute and after having contacted the establishment's customer service, any customer of the campsite has the possibility to refer the matter to a consumer mediator, within a maximum period of one year from the date of the written complaint by LRAR to the operator. The contact details of the mediator who may be seized are as follows:

BAYONNE MEDIATION - 32 rue du Hameau - 64200 BIARRITZ - 06.79.59.83.38 - www.bayonne-mediation.com