

# CAMPING LES VISTES CAMPSITE RULES

## 1. Conditions for entering and staying at the campsite:

To be allowed to enter, take up occupation and stay in the campsite you must have been authorised by management after having checked in. Management is obliged to ensure that these rules are respected and the campsite is kept in good order. By staying in the campsite, you accept the provisions contained in these rules and undertake to comply with them. No-one may use the campsite as their permanent residence.

## 2. Police formalities

Children who are not accompanied by their parents will only be admitted with written authorisation from their parents. Under Articles R814-2 and 814-3 of the French Code of Admission and Residence of Foreigners and Right of Asylum in France, the manager is required to ask foreign guests to fill in and sign an individual police form on arrival. In particular, it must include:

1° Surname and first names;

2° Date and place of birth;

3° Nationality;

4° The usual residence of the foreign guest;

5° The foreign guest's mobile phone number and email address;

6° The date of arrival at the establishment and the expected date of departure.

Data for children under 15 years old may be included on the form of the record of an accompanying adult.

## 3. Setting up on a pitch

Outdoor accommodation and the related equipment must be set up on the designated pitch in accordance with the instructions given by the manager or their representative.

## 4. Reception

Open from 9am to 12.30pm and from 3.30pm to 7pm in high season. Open from 9.30am to 12pm and from 3.30pm to 7pm in low season. At the reception, you will find all the information about the campsite services, where to obtain food and drink, sports facilities, tourist attractions in the surrounding area and various local shops which may be useful. A staff member can be reached every day by telephone in high season.

## 5. Display

These rules are displayed at the entrance to the campsite and at reception. If you so request, you may obtain a copy of these rules. The prices for the different services are provided to guests under the conditions set by order of the Minister for Consumer Affairs and can be viewed at reception. If you so request, you may obtain a copy.

## 6. Procedures for checking-in and checking-out

For camping pitches, you may arrive and check-in as of **3.30 pm**, and for rental units from **4 pm** until **7 pm**

You are requested to inform the reception on the previous day that you are leaving. You must pay for your stay on the day before you leave.

Camping pitches must be vacated by **12 noon** and rental units by **10 am**. Otherwise, you will be invoiced for an additional day.

If you expect to arrive late, we ask that you inform us as soon as possible. The pitch will remain available until 12 noon the following day. If we have not received any email, letter or a telephone call from you, your booked pitch will become vacant again and we will retain your deposit.

If you plan to check-out early, this must be done before **8pm**.

If you plan to arrive late or leave early, the corresponding payment for the booked period shall be due in full and no refund or any deduction will be granted.

## **7. Noise and silence**

Guests are asked to avoid producing any noise or having loud discussions which can disturb their neighbours. Audio equipment should be adjusted accordingly. The entire campsite must be completely silent from **10.30 pm to 8 am**. Noise around reception and the sales outlet is tolerated up to midnight.

## **8. Visitors**

You are welcome to have visitors (subject to a visitor fee) on your pitch during reception opening hours; they visit you under your liability. They must leave their car in the car park and go to reception on arrival. They must show a proof of ID at reception. Visitors are not allowed to enter the pool area. No visitor may stay overnight on your pitch without obtaining permission from campsite management.

## **9. Vehicle traffic and parking**

Within the campsite, vehicles must drive at a reduced speed. The speed limit is 10km/h. Only the vehicles of those actually staying in the campsite (on a pitch or in a rental unit) may enter. One single vehicle per rented pitch or unit is allowed, unless you have obtained permission from management and paid the additional fee. The parked vehicle must not impede traffic or prevent new arrivals from settling in. You must park your car in the main car park in July/August. You may only drive your car to the pitches or rental units when loading or unloading voluminous or heavy items and or taking disabled people to the site. You must get permission from management to load your vehicle or drive around the campsite if you plan to leave late or early.

It is strictly forbidden to connect electric vehicles to the terminals on the pitches or in the rental units. You are not permitted to wash your vehicle in the campsite.

## **10. Maintenance and appearance of facilities**

You are obliged to refrain from doing anything which may damage the property, cleanliness or the appearance of the campsite and its facilities, including shower and toilet blocks. It is forbidden to throw wastewater on the ground. You must empty wastewater into the facilities provided for this purpose.

Household waste, waste of any kind and paper must be deposited in the bins. You may not wash clothes anywhere other than in the sinks provided for this purpose and clothes must never be hung on trees.

Please respect the floral decorations. It is forbidden to put nails in trees, cut off branches or plant anything. You may not personalise the boundary of a pitch or a rental unit, or dig the earth. Offenders will be charged for repairs due to damage to plants, fences, ground or facilities in the campsite. The pitch or rental unit used during the stay must be kept in the same condition as you found it on arrival. We ask you to be economical with water in order to respect the environment.

Management reserves the right to close a shower block for cleaning and maintenance, or if there are not enough guests in the campsite.

## **11. Safety**

**a) Fire** Open fires (wood, coal, etc.) are strictly forbidden. Barbecues are only allowed on the specific campsite facilities and only when lit by management. Camping stoves must be maintained in good working order and not used under unsafe conditions. Smokers are asked to remain vigilant and are prohibited from throwing cigarette butts on the ground. In the event of fire, you must immediately inform management. Fire extinguishers can be used if necessary. A first aid kit is available at the reception.

**b) Theft.** Management is liable for objects deposited in its safe at reception and has a general obligation to monitor the campsite. You are liable for your own equipment or facilities and must report any suspicious persons to the manager. You are requested to take the usual precautions to safeguard your belongings.

## **12. Games**

No violent or disruptive games may be played near the facilities. The games room cannot be used for active games. Children should always be supervised by their parents. You must comply with the permitted age range for each game. Petanque and ball games must take place on the pitches provided for this purpose, it is formally forbidden to play games on pathways or pitches.

## **13. Unoccupied tents, caravans and camper vans**

You may only leave unoccupied equipment or vehicles on the pitch after agreement from management and only on the specified pitch. You may be charged a fee for this service.

## **14. Pets**

Other than dogs categorised as dangerous (French category 1 and 2), dogs are welcome (subject to a fee) provided you can present an up-to-date vaccination booklet. They must be tattooed/chipped and kept on a lead within the campsite. You may not leave them in the campsite when you are away. Designated Areas for play and for their toilet needs have been provided. These places must be kept clean. Pets are not allowed in the showers or in the pool area. We would like to remind you that you must keep your pet under control.

The dog must wear identification devices.

Only pets and domestic animals are allowed on the campsite. The campsite's calm environment must be respected.

## **15. Swimming pool.**

Please refer to the swimming pool rules.

## **16. Campsite's liability**

The campsite is not under any circumstances obliged to monitor personal effects or objects within the campsite. Other than its legal liability, the campsite does not accept liability in the following cases:

- theft, loss, damage or deterioration of personal effects of any kind whatsoever, during or subsequent to your stay;
- technical equipment breaking down or being out of service, some campsite facilities being completely or temporarily out of service, when this is outside the control of the campsite and related to a force majeure event;
- occasional measures, taken by the campsite management, to limit access to certain facilities, including swimming pools, when it becomes necessary to comply with safety standards or for periodic maintenance work;
- damage caused by or suffered by vehicles parking or driving within the campsite, even if such vehicles have been expressly authorised to enter;
- cuts to water or power supply;
- problems with water drainage or leaks;
- difficulties with Wi-Fi reception;
- possible infestations of insects or vermin;
- changes to the entertainment programme or activities on offer;

For reasons such as the number of guests or the weather, the campsite reserves the right to change or cancel some arrangements, services or events planned. If you book in the low season, we recommend that you contact the campsite to check these points.

You must give the campsite owner a specific period to resolve any problems encountered. The campsite owner undertakes to maintain and repair all the facilities, infrastructure, rental units and easements.

### **17. Your contractual liability**

You undertake to ensure that you and your accompanying family or friends use the equipment and facilities in accordance with the purpose and normal usage. You notably undertake to leave the rental unit or pitch in a good condition when you leave it at the end of your stay. If you are in breach of this provision, you will be liable for any damage to the premises or loss or destruction of furniture in the rental units or public buildings of the campsite. You are deemed to be personally liable for any damage, loss, deterioration, disturbances or noise caused by anyone staying with or visiting you. You acknowledge that you have read the campsites rules and undertake to ensure that you and the people travelling with or visiting you comply with such rules.

You must immediately inform management of any accident or problems which occur on a rented site, even if there appears to be no damage.

You must attest that you have taken out a civil liability insurance policy to cover damage caused to any rented or allocated property.

### **18. Image copyrights:**

During your stay, you may be photographed and appear in one of our publications or any type of media, without this being restricted in time. If you wish to refuse, please inform us in writing.

### **19. Breach of campsite rules**

If a guest at the campsite disturbs the stay of other guests or does not comply with the provisions set out in these rules, management, if it deems necessary may issue verbal or written formal notice to cease the disturbance. In the event of a serious or repeated breach of the campsite rules and after management has issued formal notice to comply, it may terminate the agreement without issuing a refund. In the event of a criminal offence, management may call on the police or gendarmes.

### **20. Mediating consumer disputes**

In accordance with the provisions of the French Consumer Code for the mediating process for consumer disputes, guests may use the mediation service provided free of charge by Les Vistes Campsite. The consumer rights mediation service provided is CM2C. This mediation service must be contacted by: - email: [www.cm2c.net](http://www.cm2c.net) ; - or by post: CM2C 14 rue Saint Jean 75017 Paris France, If any problems arise related to performing these rules, the booking agreement or subsequent to a cancellation for any reason whatsoever, and if no amicable solution can resolve the dispute, the courts of Alès or Nîmes shall have sole jurisdiction.

# SWIMMING POOL RULES

## **1 – Pool season**

The swimming pool is open from 1 May to 30 September.

The paddling pool is heated from the beginning of May to 30 September. Opening times 9 am - 9 pm

Management reserves the right to change the opening times or to close the swimming pool for technical or health reasons, due to bad weather or for safety reasons.

## **2 - Swimwear and user behaviour**

Swimming costumes are mandatory.

It is not permitted to wear long shorts, Bermuda shorts or T-shirts in the pool. Boxer swimming shorts are accepted.

Any action or behaviour which undermines decency, good morals, the peaceful enjoyment of swimmers, or the good order or cleanliness of the establishment is formally prohibited. It will be sanctioned by the person being immediately removed from the swimming pool area.

You are not permitted to use audio, musical or noisy devices, which may disturb the peace and quiet of others or to take photographs without the consent of the persons concerned.

## **3- Health**

Animals are strictly forbidden in and around the pool area.

You must take a shower and walk through the foot bath when entering and leaving the pool. You may not enter the pool area wearing shoes. Please leave them at the entrance.

People with contagious diseases and/or skin diseases, people who are obviously dirty, and people who are intoxicated are not allowed in the pool.

You may not eat, drink, smoke, chew gum, spit or throw rubbish in the pool area. A bin is provided for rubbish at the entrance. Only bottles of water are tolerated.

Only toddlers who are potty-trained or who are wearing special nappies for swimming are allowed in the swimming pool.

You must ensure that the pool area is kept tidy.

## **4- Liability and supervision**

Access to the swimming pool is strictly reserved for guests staying at the campsite, who must comply with these rules.

There is no lifeguard at the swimming pool.

Minors must be accompanied by their parents who alone are responsible for supervising them.

Management cannot under any circumstance be held liable in the event of an accident.

## **5- Safety**

If you use the swimming pool, you are requested to comply with the pool's rules for your own safety.

You are not permitted to:

- Disturb other users with games or noisy or immoral activities;
- Push or throw water over people sitting around the poolside;
- Simulate drowning;
- Enter the swimming pool covered in suntan oil;
- Climb the fences or partitions;
- Dive;
- Swim at night, except during special night-time events;
- Play with maintenance equipment;
- Open the skimmers or go into the technical pool room;
- Handle the robotic pool cleaner unless specifically authorised to do so;
- Use soap or any other similar product in the pool;
- Eat or drink at the poolside;
- Smoke at the poolside;
- Splash people in the pool;
- Splash water out of the pool by any means (such as dive-bombing, etc.).
- Throw objects, stones, or anything else into the water;
- Run around the pool;
- Urinate in the water;
- Clutter up the pool with inflatable objects; Ball games are tolerated as long as they don't disturb anyone.
- Leave personal effects on the sunbeds when you are no longer in the pool area.
- You are liable for your use of outdoor furniture provided around the swimming pool and must make every effort and take precautions to keep it in a good condition.

## **6- Respect for the facilities**

It is prohibited to damage the equipment or facilities. Any damage shall be repaired at the expense of the offenders.

## **7- Sanctions**

Staff may exclude anyone from the pool who is in breach of these provisions.

## **8- Lost property**

The campsite is not insured against the loss or theft of jewellery, valuables or cash, even if left with the staff. You should therefore not bring any valuables to the pool. Lost property must be handed in or claimed from the campsite reception.