

DEPARTEMENT DES LANDES

Commune de **VIELLE – SAINT GIRONS**

Camping EUROSOL ****

RULES & REGULATIONS

I - General Terms

1. Conditions of entrance and stay

Nobody is authorized to enter, settle or stay on a campsite without previous authorization of the manager or his representative. The latter is required to ensure that the campsite is properly maintained and that these rules and regulations are respected.

Staying on the campsite implies that you accept and adhere to the provisions of these rules and regulations.

Nobody may take up residence on the campsite.

2. Police formalities

In accordance with Article R. 611-35 of the *Code de l'entrée et du séjour des étrangers et du droit d'asile*, the manager is required to ensure that all campers of foreign nationality fill out and sign an individual police form upon arrival.

This form must contain the camper's: Name and surname, Date and place of birth, Nationality, usual place of residence.

Children 15 and under may be included on one of their parents' forms.

Minors not accompanied by their parents will not be admitted.

3. Setting up

The outdoor shelter and related materials must be set up on the indicated pitch according to the instructions given by the manager or his representative.

4. Reception office

Open from 9 a.m. to 12.30 and from 2 p.m. to 8.00 p.m. in high season. In lower season reception opens from 9 a.m. to 12.00 and from 3 p.m. to 7.00 p.m.

The reception office will provide all information on camp facilities, refuelling options, sport facilities, nearby attractions and useful addresses. A complaint collection and resolution system is made available to campers.

5. Display

These rules and regulations are posted at the entrance to the campsite and in the reception office. They will be provided to any camper upon request.

For designated campgrounds, the rating category with the "tourism or recreation" distinction and the number of tourism or recreation sites will be displayed.

The prices of the various services will be communicated to campers in the manner specified by the order issued by the Minister for Consumer Policy and can be consulted at the reception office.

6. Departure procedure

Campers are asked to inform the reception office of their departure the day before (if possible).

Campers intending to leave before the reception office opens must pay for their stay the day before.

7. Noise and silence

Campers are asked to avoid any noise or conversation which may disturb their neighbours, and to turn down their music and radio devices accordingly. Doors and boots must be closed as quietly as possible.

Dogs and other animals must never be let loose. They must not be left on the campsite, even if they are caged, in the absence of their masters, who are civilly responsible for them.

The manager will ensure his campers' peace of mind by determining the hours between which complete silence is required (10.30 p.m. to 6.00 a.m.).

8. Visitors

Visitors who have been authorized by the manager or his representative may be allowed into the campsite under the responsibility of the campers entertaining them.

Clients may greet visitors at the reception office. Certain campsite's services and facilities are accessible to visitors. However, the use of this equipment may be subject to the payment of a fee that must be displayed at the entrance to the campsite and at the reception centre.

Visitors are not allowed in the swimming pool area!

Visitors' cars are not allowed on the campsite.

9. Vehicle traffic and parking

Vehicles must drive at a reduced speed inside the campsite.

Traffic is allowed between 6.00 a.m. and 10.30 p.m.

Only vehicles belonging to campers staying on the campsite can be driven on the campsite. Parking is strictly prohibited on pitches normally occupied by tents or caravans unless a parking place has been provided for this purpose. Parking must not disturb traffic or the setup of newcomers' equipment.

10. Facility maintenance and appearance

Each person is required to refrain from any acts which might negatively affect the cleanliness, hygiene or appearance of the campsite or its facilities, including sanitary facilities. It is forbidden to dump wastewater on the ground or in the gutters. Clients must dispose of wastewater in the facilities provided for this purpose.

Household waste, scraps of any kind and paper must be placed in bins.

Washing is strictly forbidden outside the sinks provided for this purpose.

If necessary, washing will be hung in the drying room. However, it is allowed until 10am near the tents and caravans providing it is discreet and does not disturb the neighbours. It must never be hung on trees.

Plants and floral decorations must be treated with care. It is forbidden to hammer nails into trees, cut branches or plant anything.

It is forbidden for campers to mark off pitches through their own means or dig into the ground.

Repairs for damages made to the vegetation, fences, terrain or facilities of the campsite will be paid by the offender.

The pitch used during the stay must be kept in the condition it was in when the camper arrived.

11. *Security*

a) Fire

Open fires (wood, charcoal, etc.) are strictly prohibited. Stoves must be kept in good operating condition and may not be used in dangerous conditions.

In the event of a fire, immediately inform the manager. Fire extinguishers are available if needed. A first-aid kit is available at the reception office.

b) Theft

Management is responsible for items left at the reception office and is also liable for the general surveillance of the campsite. Campers remain responsible for their own pitches and must inform the manager of any suspicious persons. Clients are asked to take all normal precautions for the protection of their equipment.

12. *Games*

No violent or bothersome games may be organized near the facilities. The meeting room cannot be used for rambunctious games. Children must be under parental supervision at all times.

13. *Unoccupied tents and caravans*

Unoccupied tents or caravans may only be left on the campsite with the manager's approval, and only on the approved pitch. This service may require a fee.

14. *Violations of the rules and regulations*

If a camper disturbs the stay of other users or does not respect the provisions of these rules and regulations, the manager or his representative may give him formal written or verbal notice to stop the disturbance, if he finds it necessary.

In the case of a serious or repeated violation of these rules and regulations, and after formal notice to comply has been issued by the manager, the manager may terminate the contract.

In the event that a criminal offence is committed, the manager may call the police.

II – SPECIAL TERMS

For safety reasons, caravans longer than 6 meters and double axle caravans are not allowed on the camp site (unless especially requested upon booking and authorised by the camp site management).