

Rules of Procedure – Internal regulations

24.01.2024

I. – GENERAL CONDITIONS

1. Conditions of Admission and Stay

To be allowed to enter, settle or stay on a campsite, you must have been authorised to do so by the manager or his representative. It is the manager's duty to ensure that the campsite is kept in good order and that these internal regulations are complied with.

Staying on the campsite implies acceptance of the provisions of these rules and a commitment to comply with them.

No-one may take up residence on the campsite.

2. Police Formalities

Minors unaccompanied by their parents will only be admitted with the written authorisation of their parents.

In application of article R. 611-35 of the Code de l'Entrée et du Séjour des Etrangers et du Droit d'Asile (French Code on the Entry and Residence of Foreigners and the Right of Asylum), the manager is required to have foreign customers complete and sign an individual police form on arrival. This must include in particular :

1° Full name ;

2° Date and place of birth ;

3° Nationality ;

4° habitual place of residence.

Children under the age of 15 may appear on the form of one of the parents.

3. Installation

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

4. Reception Desk

Opening times : Opening hours are specified outside the reception.

At the reception desk you will find all the information you need about the campsite's services, refreshment facilities, sports facilities, tourist attractions in the surrounding area and other useful addresses.

A system for collecting and dealing with complaints is at the disposal of customers.

5. Display

These rules and regulations are displayed at the entrance to the campsite and at the reception desk. They will be given to any customer who requests them.

For classified campsites, the classification category and the number of tourism or leisure pitches are displayed.

The prices of the various services are communicated to customers under the conditions laid down by order of the Minister for Consumer Affairs and can be consulted at reception.

6. Check-out

Customers are asked to inform the reception desk of their departure the day before. Customers intending to leave before the reception desk opens must pay for their stay the day before.

7. Noise and Silence

Guests are asked to avoid any noise or chatter that might disturb their neighbours.

Sound equipment must be adjusted accordingly. Door and boot locks must be as discreet as possible.

Dogs and other animals must never be allowed to run at large. They must not be left on the campsite, even locked up, in the absence of their owners, who are civilly responsible for them.

The campsite manager ensures the peace and quiet of his customers by setting times when there must be complete silence.

8. Visitors

After being authorised by the manager or his representative, visitors may be admitted to the campsite under the responsibility of the campers receiving them.

Customers may receive one or more visitors at reception. Campsite services and facilities are accessible to visitors. However, use of these facilities may be subject to a charge, which must be displayed at the entrance to the campsite and at the reception desk.

Visitors' cars are not allowed on the campsite.

9. Vehicle traffic and parking

Inside the campsite, vehicle speed must be limited to 10km/h.

Traffic is permitted from 6.00 am to 0.00 am (midnight).

Only vehicles belonging to campers staying at the campsite may circulate within the campsite. Parking is strictly forbidden on pitches usually occupied by accommodation unless a parking space has been provided for this purpose. Parking must not impede traffic or prevent new arrivals from settling in.

10. Maintenance and appearance of installations

Everyone is required to refrain from any action that could damage the cleanliness, hygiene and appearance of the campsite and its facilities, particularly sanitary facilities.

It is forbidden to dispose of waste water on the ground or in the gutters.

Customers must empty waste water into the facilities provided for this purpose.

Household waste, rubbish of any kind and paper must be disposed of in the rubbish bins.

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

Laundry may be hung out to dry in the communal dryer. However, it is tolerated until 10 a.m. in the vicinity of the accommodation, provided that it is discreet and does not disturb the neighbours. It must never be done from trees.

Planting and floral decorations must be respected. It is forbidden to hammer nails into trees, cut branches or plant trees.

It is forbidden to demarcate the site of an installation by personal means, or to dig up the ground.

Any damage to vegetation, fences, grounds or campsite facilities will be charged to the person responsible.

The pitch used during the stay must be maintained in the same condition as the camper found it on arrival.

11. Safety

a) Fire

Open fires (wood, coal, etc.) are strictly prohibited. Stoves must be kept in good working order and must not be used in dangerous conditions. In the event of fire, notify the head office or any staff member immediately. Fire extinguishers may be used if necessary. A first aid kit is available at the reception desk.

b) Theft

The management is responsible for items left at the office only and has a general obligation to monitor the campsite. Campers remain responsible for their own facilities and must report the presence of any suspicious person to the manager. Customers are asked to take the usual precautions to safeguard their equipment.

12. Games

No violent or disruptive games may be played in the vicinity of the facilities. The meeting room may not be used for boisterous games. Children must always be supervised by their parents.

13. Equipment storage

Unoccupied equipment may only be left on the site with the agreement of the management, and only in the location indicated. A charge may be made for this service.

14. Internal Rules of Procedure violation

In the event that a resident disrupts the stay of other users or does not respect the provisions of these internal rules, the manager or his/her representative may, orally or in writing, if he/she deems it necessary, give the resident formal notice to cease the disturbance.

In the event of a serious or repeated breach of the internal rules, and after the manager has served formal notice to comply, the contract may be terminated.

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

II. – SPECIFIC CONDITIONS

1. Noise and silence, animals

Dogs and other animals must remain silent day and night.

It is forbidden to walk dogs and other animals in the aisles of the campsite or on the pitches in order to prevent dog faeces or urine. Dog owners caught doing their dogs' business elsewhere than in the fields provided for this purpose at the campsite entrance will be billed for CANINE DEJECTION TREATMENT, the rate for which is displayed in the areas provided for this purpose.

The manager ensures the peace and quiet of his customers by setting times when there must be complete silence : from 11.30pm to 7am.

It is not permitted to carry out maintenance or repair work on the campsite in order to preserve the peace and quiet of other holidaymakers.

2. Maintenance and appearance of installations

Communal showers and washing-up sinks are reserved exclusively for holidaymakers on camping pitches without private sanitary facilities. In the event of unauthorised use (holidaymakers in rental accommodation or pitches with private sanitary facilities), the current rate will be charged each time, as displayed in the appropriate areas.

3. Safety - supervision - wearing appropriate clothing and swimming accessories

Please note that our swimming pool is not supervised. Users are solely responsible for their own swimming. Only users who know how to swim may access the pools alone and unsupervised. Non-swimmers must be accompanied and must wear suitable swimming equipment or accessories to ensure their safety (armbands) throughout their access to the pools.

In addition, all users must wear clothing suitable for bathing and swimming. It is forbidden for users to enter the pools wearing clothing that prevents free movement and/or complete control of swimming.

4. Video surveillance

The Customer is informed that the Camping Les Champs Blancs is under video surveillance for the safety of goods and persons.

More specifically, video surveillance cameras have been installed in the following areas : entrance, reception, access to communal toilets, multisports, table tennis, water park, traffic areas.

The images recorded by the video surveillance system will be kept, except in exceptional circumstances, for a maximum of 30 days and may be viewed in the event of an incident by the person in charge of security and/or the police.

Customers are reminded that they may exercise their right of access to the images that concern them or ask any questions about the video surveillance system by contacting management directly or by e-mail at the following address : contact@campingleschampsblancs.com.

In accordance with the Act of 6 January 1978 and Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016, customers are informed that they also have the right to access, rectify, object to, delete and port their personal data. They may exercise these rights by contacting the management or by e-mail at the following address : contact@campingleschampsblancs.com. Lastly, they may lodge a complaint with the CNIL.

5. Groups

In the case of groups, the person in charge must provide the written and signed agreement of the parents of each minor child, accompanied by a photocopy of an identity document from both parents, as well as a health questionnaire submitted no later than 7 days before entry to the establishment. In addition, groups of more than 6 people will have to pay a management fee.

6. Dress code

From 9 p.m. onwards, in the shops, proper dress is required : T-shirts must be worn, no swimming costumes, no bare feet.

7. Internal Rules of Procedure violation

In the event of serious or repeated breaches of the house rules, and after formal notice to comply, the manager may terminate the contract and expel the offenders.

8. Charging electric vehicles

For safety reasons, it is not permitted to recharge electric vehicles from campsite or mobile home pitches. The campsite provides a charging service for electric vehicles for a fee. Information is available at reception.