

## INTERNAL RULES

### **1. Admission and residence conditions**

To be allowed to enter, settle or stay on the Venise Verte 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 an undertaking 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 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 the following information : surname and first names; date and place of birth; nationality; usual place of residence.

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

The campsite reserves the right to refuse to accept unaccompanied minors.

### **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. TV cables and extension leads for electrical connections are not provided. The reception can lend you equipment subject to availability.

### **4. Reception office**

Open out of season from 9am to 12.30pm and from 2pm to 6pm. In season from 8.30am to 12.30pm and from 2pm to 8pm (April to September).

At the reception desk, you'll 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 available to customers

### **5. Payment**

Payments are made at the reception desk. The amount is set according to the current tariff displayed at the entrance to the campsite and on the website. An estimate will be issued on request. Invoices are due according to the number of nights spent on site, counted from midday to midday for pitches and from 4pm to 10am for accommodation.

Customers with a pitch reservation must pay the balance of the invoice on arrival and no later than the day before departure.

Accommodation customers must pay their bill one month before arrival.

### **6. 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 on our notice boards.

### **7. Terms of departure**

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

### **8.Noise and silence**

Guests are asked to avoid any noise or discussion that might disturb their neighbours between 10.30pm and 8.30am.

Sound equipment should be adjusted accordingly. Doors and trunks must be closed as discreetly as possible. No motorised traffic is permitted between 10.30pm and 8.30am. A car park is available at the entrance to the campsite. The campsite manager ensures the peace and quiet of his customers by setting times when there must be complete silence (from 10.30pm to 8.30am).

### **9. 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. The campsite's services and facilities are accessible to visitors. However, use of these facilities is subject to a charge according to the rates displayed at the entrance to the campsite and at the reception desk.

Visitors' cars are not allowed on the campsite.

Visitors must leave the campsite by 10.30pm.

**Access to the pool is strictly forbidden to all visitors unless they pay the daily "extra person" rate.**

### **10. Animals**

They are accepted provided they are calm, tattooed, vaccinated and kept on a lead.

Only category 3 dogs are allowed. Pet owners must keep their pets clean and pick up after them. 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.

### **11. Vehicle traffic and parking**

Inside the campsite, vehicles must travel at a speed limited to 10km/h.

Traffic is permitted from 8.30 am. to 10.30 pm.

Only vehicles belonging to campers staying at the campsite may be used. 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. Parking available at the campsite entrance.

The campsite declines all responsibility in the event of damage, breakage or theft.

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

In the aquatic area, swimwear must be worn and the consumption of food, alcohol and cigarettes is strictly prohibited.

The jacuzzi is only accessible to people over the age of 16 for health reasons.

Everyone is required to refrain from any action that could damage the cleanliness, hygiene and appearance of the campsite and its facilities, particularly the sanitary facilities. Squeegee after a shower and brush in the toilets if necessary.

It is forbidden to dispose of waste water on the ground or in the gutters. Campers and caravanners must empty waste water into the facilities provided for this purpose (at the campsite entrance).

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

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

Laundry may be hung out to dry in the communal dryer. However, it is tolerated until 10 a.m. near 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 not permitted to demarcate the site of an installation by personal means, nor to dig up the ground.

Any damage to vegetation, fences, grounds or campsite facilities will be at the expense of the person responsible. The pitch used during the stay must be maintained in the same condition as the camper found it on arrival. Drinking water is a precious resource, please preserve it. Washing vehicles is prohibited. Please report any water leaks to us.

### **13. Security**

**a) Fire** : Open fires (wood, coal, etc.) are strictly prohibited. Stoves must be kept in good working order and not used in dangerous conditions.

In the event of fire, notify the management immediately. Fire extinguishers may be used if necessary.

A first-aid kit and defibrillator are available at the reception desk.

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

**c) Limited speed** : For all movements, please use the lanes provided for this purpose and respect the signs, 10 km/h.

**d)**The management has a general duty to supervise the campsite. In an emergency outside reception opening hours, please ring reception or call 05 49 35 90 36.

### **14. 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 and accompanied to the toilets.

### **15. Dead garage**

Unoccupied equipment may only be left on the pitch with the agreement of the management and only on the pitch indicated. There is a charge for this service. The Management is not responsible for equipment left in a dead garage.

### **16. Infringement of the internal rules**

In the event of a resident disrupting the stay of other users or failing to comply with the provisions of these house rules, the manager or his representative may, orally or in writing, if he 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. The manager is responsible for the order and good order of the campsite, and has a duty to punish serious breaches of the rules and, if necessary, to expel those responsible.

### **17. Image rights**

For the purposes of advertising the campsite, you authorise Camping la Venise Verte, without compensation, to use on any medium photos and videos of you, your children or personal belongings that may be taken during your stay. In accordance with the French Data Protection Act, you have the right to access, rectify and object to any personal data concerning you. To do so, simply send a written request to the campsite.

### **18. Damage**

Any deliberate or unintentional damage will be billed to the customer and paid for by insurance or otherwise. Children are the responsibility of their parents.

### **19. Claims**

The person in charge must maintain order and good behaviour in the camp. He/she has a duty to penalise serious breaches of the rules and, if necessary, to expel the perpetrators. We invite you to make your complaints at reception. They will be taken into consideration if they are dated, signed, as precise as possible and relate to recent events.

**According to the order of 17 February 2014 : Ministry of Crafts, Trade and Tourism**