



## CAMPSITE RULES

### ARTICLE 1: ADMISSION AND RESIDENCE CONDITIONS

Only persons who have been authorised by the Company to enter the establishment may stay there. Only persons mentioned in the booking may stay at the campsite. Staying in the establishment implies acceptance of the provisions of these rules and the obligation to comply with them.

No person may take up residence in the establishment.

### ARTICLE 2: POLICE FORMALITIES AND LIABILITY

On arrival at the campsite, Customers must confirm their identity and complete and sign an information and liability form. Minors who are not accompanied by their parents will only be admitted with written authorisation from their parents. Minors are under the responsibility and supervision of their legal guardians throughout their stay.

### ARTICLE 3: RECEPTION

Reception is open every day from 9am to 12pm and from 2pm to 11pm in low season, and from 8am to midnight in high season.

Receptionists are available to answer any queries you may have about the various hotel services, the surrounding area, multi-sports pitches, activities, etc.

In the event of a complaint, the Customer is asked to make it to the Management as soon as the event occurs.

### ARTICLE 4 : POSTING

These house rules are displayed in the reception area of the establishment. They are also available at all times on the <https://camping-marinaparadis.fr/> website and are given by the receptionists to any customer who requests them.

In accordance with the decree of 18 December 2015, the Company has an obligation to inform its customers about the prices charged. Consequently, the prices of the various services offered are displayed at the campsite entrance and at the customer reception area.

The swimming pool rules are displayed at the entrance to the aquatic area and can be accessed at any time on the campsite's website.

### ARTICLE 5 : ARRIVAL ARRANGEMENTS

Arrivals are possible from 4pm.

The establishment has introduced fast check-in.

By paying the full amount of their stay before their arrival and depositing their deposit online on the SWIKLY website, the Customer can take advantage of this service and immediately collect their keys without any administrative formalities.

### ARTICLE 6 : DEPARTURE ARRANGEMENTS

Customers are requested to vacate the mobile home before 10am.

The keys are handed over in the letterbox next to the campsite gate or directly at reception.

The deposit will be returned to the customer after the visit of our technical and maintenance teams.

Any late departure will be charged at 70 euros.

### ARTICLE 7 : DAMAGE AND DETERIORATION

During their stay, the Customer undertakes to use the mobile home and the furniture provided in an appropriate manner and without causing any damage. The Customer will be held liable for any damage resulting from negligence, fault or error on his/her part - whether the damage is direct or indirect, material or immaterial caused to third parties or to the establishment. In the event of damage or deterioration, the Company reserves the right to invoice the amount required to repair the property as well as the estimated costs for the loss of use of the accommodation.

### ARTICLE 8 : NOISE AND SILENCE

Customers are asked to avoid any noise or discussion that might disturb their neighbours.

Sound equipment must be adjusted accordingly.

Door and boot locks must be as discreet as possible.

It is strictly forbidden to organise parties or events in the mobile homes or on the campsite premises.

### ARTICLE 9 : ANIMALS

Dogs and other animals must be kept on a lead inside the campsite, subject to expulsion. They must not be left on the campsite, even locked up, in the absence of their masters, 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.

Vaccination certificates must be presented on arrival. Category 1 and 2 dogs (i.e. attack dogs and guard and defence dogs such as American Staffordshire terriers, Mastiffs, Tosa and Rottweilers), as well as Pitbulls, Cane Corsos and Malinois Shepherds, are strictly prohibited.

### ARTICLE 10 : NON-SMOKING

Customers are authorised to smoke on the terraces of their mobile homes. Smoking is not permitted in mobile homes.

### ARTICLE 11 : VEHICLE TRAFFIC AND PARKING

Inside the establishment, vehicles must travel at a limited speed (10 km/h). Only vehicles belonging to Guests staying at the establishment may circulate. Traffic is permitted from 8am to 11pm. Parking must not obstruct traffic or prevent new Customers from parking or moving in. Parking is strictly forbidden on sites usually occupied by accommodation unless a parking space is provided for this purpose. Parking spaces are made available to Customers free of charge.

### ARTICLE 12 : BEHAVIOUR

Guests are required to refrain from any action that could damage the cleanliness and hygiene of the establishment.

Household waste, rubbish of any kind and paper must be disposed of in the sorting bins opposite the hotel car park and reception.

Plantations and floral decorations must be respected. It is forbidden to damage trees and plantations, to cut branches, to damage fences, grounds or installations, under penalty of administrative and financial sanctions.

Laundry must be hung on the terrace of the mobile home. It is strictly forbidden to install a washing line between the trees.

It is not permitted to demarcate the pitch of a mobile home by personal means, nor to dig up the ground.

The accommodation made available to the Customer must be maintained and returned in the condition in which it was found on arrival.

The Customer is hereby informed that he/she may be held civilly and/or criminally liable for any behaviour that is contrary to public order, public decency, the image or reputation of the establishment - such as actions, attitudes, behaviour or words that :

- Violent, abusive, racist or threatening towards third parties;
- offend against the decency, good morals, peace and quiet of third parties; or
- Lead to repercussions on the safety of the establishment and/or people present on the site. (This list is not exhaustive)

The Management reserves the right to immediately dismiss, without notice or compensation, any Customer whose behaviour is contrary to public order and morality, or likely to affect the peace and quiet of holidaymakers and/or the good order and/or cleanliness of the establishment.

### **ARTICLE 13 : PLAY AREAS, MULTI-SPORTS PITCHES AND AQUATIC AREAS**

No violent or disruptive games may be played on the premises.

Minors are under the responsibility and supervision of their parents or legal guardians.

Customers must comply with the swimming pool rules displayed in the establishment and available at all times on the website, as well as the safety instructions displayed at the entrance to the aquatic area and on the beaches.

Customers may borrow sports equipment free of charge (on presentation of proof of identity), which they undertake to return at the end of their sporting activity.

With regard to the play areas and inflatables, the Customer must comply with the safety instructions posted at the entrance to the play area and the age groups mentioned. Supervision by a responsible adult is essential.

### **ARTICLE 14 : DEAD GARAGE**

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.

### **ARTICLE 15 : INFRINGEMENT OF THE INTERNAL REGULATIONS**

In the event of the Customer disrupting the stay of other holidaymakers or failing to comply with the provisions of these house rules, the Management reserves the right to

give the Customer oral or written notice to cease the disturbance without delay.

In the event of a serious or repeated breach of the house rules, and after formal notice has been given by the Management to comply, the Company reserves the right to impose a penalty on the Client, which may include expulsion.

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

### **ARTICLE 16 : SAFETY**

Open fires (wood, coal, etc.) are strictly prohibited. In the event of fire, the Customer must notify the management immediately. Fire extinguishers may be used if necessary. A first aid kit is available at the reception desk.

### **ARTICLE 17 : THEFT**

The Company is responsible for items entrusted to reception and has a general obligation to monitor the establishment. To this end, and for everyone's safety, the site is equipped with video surveillance cameras, particularly at reception, in the car park and in the grounds. Customers must report the presence of any suspicious person to the management. Customers are asked to be vigilant with their belongings, which are under their sole supervision.

### **ARTICLE 18 : VISITORS**

After having been authorised by the Management or its representative, visitors are admitted to the campsite under the responsibility of the campers receiving them.

The services and facilities of the campsites are accessible to visitors. However, use of these facilities may be subject to a charge, which must be displayed at the campsite entrance and at reception. Visitors' cars must be parked in the reception car park and may not enter the campsite.

