



# OFFICIAL RULES OF PROCEDURE FOR CAMPSITES CAMPING AND CARAVANNING SITES ADAPTED TO THE PORT POTHUAU CAMPSITE 2024

## I. CONDITIONS OF ADMISSION AND STAY

In order to be admitted to enter, to settle down, to stay on a camping-caravanning site, it is necessary to have been authorised by the person in charge of the reception office (or by the manager...). The fact of staying on the PORT-POTHUAU campsite implies the acceptance of the provisions of the present regulations and the commitment to comply with them. No one may take up residence on the site. The maximum capacity of a camping pitch is 6 people, this number cannot be exceeded, even temporarily, even if it is a baby. Any minor not accompanied by at least one legally responsible adult (parent or guardian) is not allowed to stay on the campsite. Any infringement may lead to the expulsion of the perpetrator, with recourse to the police if necessary.

## II. POLICE FORMALITIES

Any person who is to stay at least one night in the camp must first present their identity papers to the reception desk manager and complete the formalities required by the police.

In application of article R. 611-35 of the Code de l'Entrée et du Séjour des Etrangers et du Droit d'Asile (Code on the Entry and Stay of Foreigners and the Right to Asylum), the manager is required to have the foreign client fill in and sign an individual police form on arrival.

It must mention in particular :

- 1) Surnames and first names ;
- 2) Date and place of birth;
- 3) Nationality;
- 4) habitual place of residence.

Children under 15 years of age may be included on the form of one of the parents.

## III. INSTALLATION

The mobile home, tent, caravan or camper van, the related equipment and the vehicle must be installed on the indicated pitch and in accordance with the instructions given by the manager. The surroundings must be kept clean and tidy.

## IV. RECEPTION DESK

It is open from 9.00 am to 7.00 pm in low season and from 8.30 am to 8.00 pm in high season. However, this schedule can be adapted according to circumstances after notice posted at the reception desk. At the reception desk, you will find all the information about the camp's services, information about food and drink, sports facilities, tourist attractions in the area and various addresses that may prove useful. A system for collecting and processing complaints is available to guests.

## V. FEES

Fees are paid at the reception desk. The amount of the fees is fixed according to the posted tariff. They are due according to the number of nights spent on the site and are calculated from noon to noon. Camp users are requested to inform the reception office of their departure at least the day before. Clients intending to leave before the opening time of the reception office must pay their fees the day before. For campers staying for more than one week, the fees will be paid weekly.



## VI. NOISE AND SILENCE

Camp users are urged to avoid noise and discussion that may disturb their neighbours. Sound equipment should be adjusted accordingly. Car doors and trunks should be closed as quietly as possible. There should be complete silence between 11.30 p.m. and 6 a.m.

## VII. PETS

Pets are allowed under certain conditions and at a charge: Clients must have indicated at the time of booking the presence of their pet and the weight (only less than 10 kg in mobile homes) as well as the breed (category 1&2 refused). Dogs and other animals must never be left 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. They must be kept on a leash, wear a collar with the name of their owners who must have insured or vaccinated them, and the latter must take care to prevent or clean up any soiling (bags available at the reception). Animals must not cause any damage or noise pollution.

The use of the sanitary facilities is not possible for animals, a canidouche located in the large sanitary block is available. **Animals are not allowed in the water area.**

## VIII. VISITORS

Visitors may be admitted to the camp under the responsibility of the campers who receive them.

They must ask the reception desk for permission to enter the campsite, indicating who they are going to see.

The presence of the host is obligatory for the delivery of the bracelets. Failure to do so will result in the host being charged for the number of undeclared persons since the beginning of their stay.

**Access to the water park is strictly reserved for people staying at the campsite and their visitors against a fee and an identity document.**

Anyone not staying at the campsite will not be granted access to the water park.

If the visit does not include access to the water park, only the presentation of an identity document will be required.

Wearing a wristband is compulsory on the campsite premises.

## IX. TRAFFIC AND PARKING OF VEHICLES

Inside the camp, vehicles must drive at a speed limit of 10 km/h and park in their allocated space. Traffic is not allowed in the camp between 23:00 and 6:00. The gates will be closed. During this period, vehicles may be parked in the car parks at the entrance to the campsite.

The use of bicycles and scooters must not endanger the residents and guests of the campsite. Children must be under the responsibility of their parents.

Out of respect for our environmental policy, it is forbidden to clean your vehicles on the campsite. Please use the washing stations reserved for this purpose (l'ourson bleu - La Londe les Maures).

**For safety reasons, it is strictly forbidden to recharge your electric vehicle on a standard rental socket.** If this rule is not respected, a penalty of 50€ minimum may be applied.

Only vehicles belonging to campers staying at the campsite are allowed to circulate in the campsite. Parking is strictly forbidden on unoccupied pitches and must not impede traffic or prevent the arrival of newcomers.

## X. SECURITY

### a) Fire

Open fires (wood, coal etc....) are strictly forbidden by prefectural decree, with the exception of standardised barbecues (gas or electric) under the full responsibility of their owners and with the proximity of extinguishing elements (hose, fire extinguishers, ...).

Stoves or any other gas appliance, including barbecues, must be kept in perfect working order and must not be used under a tent or near a car.

In the event of fire, notify reception or a member of staff immediately. Fire extinguishers can be used if necessary.

A first aid kit is available at the reception desk.

### b) Theft

The management is only responsible for items left at the office and has a general obligation to keep an eye on the campsite during the opening hours of the reception.

The camper remains responsible for his or her own facility and must report any suspicious persons to the manager.

Guests are advised to take the usual precautions to safeguard their equipment for which the management declines all responsibility.

If a client is caught stealing or if we find the stolen objects on his pitch, the campsite will immediately evict the said person as well as all the people staying with the said person.

### c) Epidemic

No camper may stay at the camp if he/she is suffering from a contagious disease.

They must be evacuated as soon as possible.

### c) Drugs

The use of drugs (cannabis, heroin, cocaine, ecstasy, crack, LSD, etc.) is strictly forbidden by law and de facto within the campsite premises. If a participant in a stay is caught in possession of drugs or using them, the campsite will immediately expel the said person as well as all the people staying with the said person. No reimbursement of the remaining days due will be made. We would like to point out that "recreational cannabis" (which is illegal as it is considered a drug) is different from wellness cannabis (called CBD and sold in dedicated shops). The latter is legal and its use is tolerated on the campsite if it takes place only in the client's private space, i.e. on his pitch. We would like to remind our customers who use CBD that it has the same smell as recreational cannabis and that, as a family campsite, we want to limit the risk of confusion between the two types of cannabis. Furthermore, we ask our guests to inform us as soon as possible if they witness any inappropriate behaviour on the subject of drugs. If the campsite has any doubts about the actual use of drugs, it reserves the right to involve the police who will take over.

### d) Alcohol

Although the holidays represent a festive and convivial moment of the year for our holidaymakers, inappropriate behaviour linked to the abusive consumption of alcohol such as untimely noise disturbances caused to the neighbourhood, violence between campers, aggression towards the camp staff, .... will not be tolerated within the camp. In the event of proven or repeated behaviour, the management will have the right to expel all participants from the camp without any reimbursement of sums already paid.

## XI. GAMES

No violent or disturbing games may be played in the vicinity of the facilities. They are forbidden from 9 pm to 9 am.

The meeting room may not be used for lively games.

As the games are not supervised, the management declines all responsibility for any accidents that may occur. Children must always be under the supervision of their parents.

## **XII. DEAD GARAGE**

Unoccupied equipment may only be left on the pitch with the agreement of the management and only at the location indicated. The management is not responsible for this equipment in the absence of the owner. A fee, the amount of which will be displayed at the office, will be due for the dead garage.

## **XIII. INFRINGEMENT OF THE RULES OF PROCEDURE**

In the event that a resident disrupts the stay of other users or does not respect the provisions of these rules, the manager or his representative may, orally or in writing, if he deems it necessary, give notice to the latter to cease the disturbance. In the event of serious or repeated infringement of the internal regulations and after formal notice by the manager to comply with them, the latter may terminate the contract, without reimbursing any sums already paid. In the event of a criminal offence, the manager may call in the police.

## **XIV. CAMP LEADER**

He is responsible for the order and good behaviour of the camp. He has the duty to sanction serious breaches of the rules and, if necessary, to expel troublemakers. All complaints must be submitted to the office and will only be taken into consideration if they are signed, dated, as precise as possible, and relate to relatively recent events.

## **XV. DISPLAY**

These rules and regulations are displayed at the entrance to the campsite and at the reception desk. They are given to each client who requests them. The Port Pothuau Campsite is classified 4 stars, with 154 leisure pitches and 204 tourism pitches. The prices of the various services are communicated to the customers under the conditions fixed by order of the minister in charge of consumption and can be consulted at the reception..

## **XVI. MAINTENANCE AND APPEARANCE OF FACILITIES**

Everyone is required to refrain from any action that could damage the cleanliness, hygiene, and appearance of the camp. All campers are expected to be well dressed. Any violation of good morals by indecent behaviors will result in the immediate exclusion of the offender without prejudice to possible public action. It is forbidden to throw polluted water on the ground or in the gutters. Customers must empty their waste water into the facilities provided for this purpose. Household refuse and waste of any kind must be deposited in the containers provided for this purpose. The sanitary facilities must be kept in a constant state of cleanliness by the users. Parents must accompany their young children to the toilets and must ensure that children do not play in and around the toilets. Washing is strictly forbidden outside of the bins provided for this purpose. The hanging of laundry is tolerated near the accommodation, provided that it is discreet and does not disturb the neighbours. It must never damage the trees. Plantations and floral decorations must be respected. It is forbidden for the camper to put nails in the trees, to cut the branches, to pick the flowers. It is not permitted for campers to mark out the location of an installation by personal means, nor to dig up the ground. Any damage to the vegetation, fences, grounds or facilities of the camp will be charged to the person responsible. If such damage is committed by children, the parents are responsible. The site used during the stay must be returned to its original state.

## **XVII. IMAGE RIGHTS**

You expressly authorise the campsite to use, without compensation, any photos of you or your children that may be taken during your stay for the campsite's advertising purposes

## **XVIII. MISCELLANEOUS**

In the event of a dispute and after having referred the matter to the "customer" department of the Lessor's establishment, any client of the campsite may refer the matter to a consumer mediator within a maximum period of one year, From the date of the written complaint, by registered letter, to the operator.

The contact details of the mediator who may be contacted by the client are as follows

AME Conso, 11 place Dauphine - 75001 PARIS. Internet: [www.mediationconso-ame.com](http://www.mediationconso-ame.com)

**NAME :**

**SURNAME :**

**« Read and approved »**

**Signature :**