

## CAMPSITE RULES AND REGULATIONS

### 1. Admission and stay requirements

To be allowed to enter, settle or stay in a campground, you must have been authorized to do so by the manager or his representative. The latter is responsible for ensuring that the campsite is kept in good order and that these rules of procedure are respected. Staying on the campsite implies acceptance of the provisions of these regulations and the undertaking to comply with them. No one may take up residence there.

### 2. Police formalities

Pursuant to 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 the foreign national client complete and sign, upon arrival, an individual police form. In particular, it must include:

1° Surname and first names; 2° The date and place of birth; 3° Nationality; 4° Habitual residence.

The manager reserves the right to refuse any booking or any person, depending on availability, and in general for any legitimate reason that may contravene the proper running of the campsite. Minors who are not accompanied by at least one parent during the entire stay are not admitted.

### 3. Installation

Outdoor accommodation and related equipment must be set up at the location indicated in accordance with the instructions given by the manager or his representative.

### 4. Reception desk

Open from 9 a.m. to 12:30 p.m. and from 2 p.m. to 7 p.m.

At the reception desk you will find all the information about the services of the campsite, information on the possibilities of refuelling, the sports facilities, the tourist attractions of the area and various addresses that may be useful.

A system for collecting and processing complaints is available to customers.

### 5. Display

These house rules are posted at the entrance to the campground and at the reception desk. It is given to each customer who requests it. It can also be consulted on the campsite's website: <https://www.campingdesroussieres.com/>

For classified campsites, the classification category with the mention tourism or leisure and the number of tourist or leisure sites are displayed. The prices of the various services are communicated to customers under the conditions set by order of the Minister for Consumer Affairs and can be consulted at the reception desk.

### 6. Departure arrangements

Guests are invited to inform the reception desk of their departure the day before their departure. Guests intending to leave before the opening time of the reception desk must pay for their stay the day before at the latest.

### 7. Noise and silence

Guests are asked to avoid all noise and discussions that could disturb their neighbours.

Sound devices must be adjusted accordingly. Door and trunk locks should be as discreet as possible.

Dogs and other animals should never be allowed to run free. They must not be left at the campground, even locked up, in the absence of their owners, who are civilly responsible for them. The manager ensures the tranquility of his customers by setting hours during which there must be total silence.

### 8. Visitors

After being authorized by the manager or his/her representative, visitors may be admitted to the campground under the responsibility of the campers who receive them.

The client may receive one or more visitors at the reception desk. The services and facilities of the campgrounds are accessible to visitors. However, the use of this equipment may be subject to a fee that must be posted at the entrance to the campground and at the reception desk.

Visitors' cars are not allowed in the campground.

### 9. Vehicle Traffic and Parking

Inside the campground, vehicles must drive at a limited speed (10 km/h)

Traffic is allowed from 7:30 a.m. to 11 p.m.

Only vehicles belonging to the campgrounds may enter the campground. Parking is strictly prohibited on the pitches usually occupied by the accommodations unless a parking space has been provided for this purpose. Parking should not impede traffic or prevent newcomers from settling in.

### 10. Appearance and Appearance of Facilities

Everyone is obliged to refrain from any action that could adversely affect the cleanliness, hygiene and appearance of the campsite and its facilities, including sanitary facilities.

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

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

Household waste, waste of any kind, papers, must be deposited in the bins.

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

If necessary, the laundry will be hung in the common drying room. However, it is tolerated for up to 10 hours in the vicinity of the accommodations, provided that it is discreet and does not disturb the neighbors. It should never be made from trees.

Plantings and floral decorations must be respected. It is forbidden to drive nails into trees, to cut branches, to make plantations. It is not permitted to delineate the location of a facility by personal means, nor is it permitted to dig the ground.

Any damage to vegetation, fences, grounds or campground facilities will be the responsibility of the person who has done so. The pitch that has been used during the stay must be maintained in the condition in which the camper found it when entering the premises.

### 11. Security

#### (a) It burns.

Open fires (wood, coal, etc.) are strictly prohibited. Stoves must be kept in good working order and not used in hazardous conditions. In the event of a fire, notify management immediately. Fire extinguishers can be used if necessary. A first aid kit is available at the reception desk. Fireworks and the use of firecrackers are strictly prohibited.

#### b) Vol.

Management is responsible for items deposited at the office and has a general duty to supervise the campground. The camper remains responsible for his/her own installation and must report to the person in charge the presence of any suspicious person. Customers are advised to take the usual precautions for backing up their equipment.

### 12. Games

No violent or disturbing games may be held in the vicinity of the facilities. The meeting room cannot be used for hectic games. Children should always be under the supervision of their parents.

### 13. Dead Garage

Unoccupied equipment may be left on the ground only with the approval of the management and only in the location indicated. This service may be subject to a fee.

### 14. Violation of the Rules of Procedure

In the event that a resident disturbs the stay of other users or does not comply with the provisions of these internal regulations, the manager or his representative may, orally or in writing, if he deems it necessary, give formal notice to the latter to cease the disturbances.

In the event of a serious or repeated breach of the internal rules and after formal notice by the manager to comply with them, the latter may terminate the contract and order the early departure of the tenant without any refund. In the event of a criminal offence, the manager may call on the police

### 15. Litigation

In accordance with the provisions of Article L 612-1 of the Consumer Code, any customer of the campsite has the right to have recourse free of charge to a consumer mediator with a view to the amicable resolution of a dispute between him and the operator of the land.

The contact details of the consumer mediator that the customer can contact are as follows:

CM2C, 14 rue St Jean, 75017 PARIS – 06.09.20.48.86.