

RULES AND REGULATIONS

I - GENERAL CONDITIONS

1. Conditions for Admission and Stay : to enter, set up or remain on a campsite, you must have been authorized by the manager or their representative. The latter ensures the campsite is maintained in good order and that these Rules and Regulations are applied. Staying on the campsite implies acceptance of the provisions of these Regulations and a commitment to comply. No one can elect to take up residence on the campsite.

2. Police Formalities : unaccompanied minors are admitted only with written authorization from their parents. Pursuant to Article R. 611-35 of the French Code on the Entry and Stay of Aliens and the Right to Asylum, the manager is required to have clients of foreign nationality complete and sign individual police cards upon arrival. These will include: first and family names, date and place of birth, nationality, residence. Children under the age of 15 may appear on a parent's card.

3. Setting Up : outdoor accommodations and related equipment shall be installed in designated areas in accordance with the instructions given by the manager or their representative.

4. Reception Desk : open from 9am to 12pm and from 2:30pm to 6:30pm from April to June and from September to October; and from 9am to 12:30pm and 2:30pm to 7:30 pm in July and August (Saturday 8am to 8pm). The Reception Desk provides all information on campsite services, food and shopping, sports facilities, surrounding tourist attractions and useful addresses.

A system for collecting and processing customer complaints is available.

5. Posting : the Rules and Regulations shall be posted at the campsite entrance and at the Reception Desk. They are available to customers upon request.

For "classed" campsites, the French class category with the notation tourism or leisure, and the number of respective pitches per category must be displayed.

Prices for different services are communicated to clients as set forth in the provisions of the appropriate consumer ministerial decree. They may be consulted at the Reception Desk.

6. Departure : clients are invited to notify Reception of their departure a day prior to said departure. Those who intend to leave before the Reception Desk's hours of operation must settle their account the day before their departure.

7. Noise and Silence : clients are asked to refrain from conversation and noise which may disturb their neighbours. Any sound devices must be adjusted accordingly. Doors and boots must be closed as discreetly as possible. Dogs and other animals must never be left to roam free. Pets, even if locked up, must not be left at the campsite in the absence of their owners, who remain civilly liable for them. The manager ensures their clients' tranquillity by establishing time periods where there must be total silence.

8. Visitors : the manager or their representative may admit visitors to the campsite who remain under the responsibility of the hosting campers. Clients may receive one or more visitors at the Reception Desk. Visitors may use the campsite amenities and facilities. However, there may be fees for the use of these facilities and equipment which are posted at the campsite entrance and Reception Desk. Visitors must leave their cars outside the campsite.

9. Vehicle Traffic and Parking : vehicles must not exceed the speed limit within the campsite. Traffic is permitted from 7am to 11pm in July and August; and from 7am to 10pm from April to June and from September to October. Only camper vehicles may be used within the campsite. Parking on pitches usually occupied for accommodation is strictly forbidden unless a parking space has been provided for this purpose. Parking must not impede traffic or prevent newcomers from setting up.

10. Facilities Maintenance and Appearance : all are required to refrain from any action that could affect the cleanliness, hygiene and appearance of the campsite and its facilities, and more specifically the sanitary facilities. Emptying wastewater on the ground or in the gutter is forbidden. Clients must empty wastewater in designated facilities. Household waste, waste of any kind, and papers must be placed in the trash bins. Washing other than in the containers intended for this purpose is strictly forbidden.

Hanging laundry, when necessary, will be in the shared drying area. However, around accommodations, there is a tolerance up to 10am, if it is discreet and does not disturb the neighbours. Hanging laundry from the trees is not allowed.

Plantings and floral decorations must be respected. It is forbidden to plant nails in trees, to cut branches, or to plant.

Marking off a site by personal means or digging up dirt is forbidden. Any repairs further to damage to plants, fencing, the campsite or campsite facilities will be borne by the responsible parties. The pitch used during the stay shall be maintained in the state in which the camper found it upon entry into the premises.

11. Safety :

a) Fire : open fires (wood, coal, etc.) are strictly forbidden. Camping stoves must be kept in good working order and not be used in hazardous conditions. Notify management immediately in the event of a fire. Fire extinguishers can be used if necessary. An emergency first aid kit is located at the Reception Desk.

b) Theft : management is responsible for objects deposited at the office. It has a general obligation to supervise the campsite. Campers retain responsibility for their own installation and must report the presence of any suspicious persons to management. Clients are encouraged to take the usual precautions for the safety of their equipment.

12. Games : games which are violent, or which may cause a disturbance cannot be organized in the vicinity of the installations. The meeting room cannot be used for turbulent games. Children must always be under the supervision of their parents.

13. Parking/Storage : unoccupied equipment may be left on the grounds with management's authorization and only at the indicated location. There may be charges for this service.

14. Violation of Rules and Regulations : in the event where a resident disrupts the other users' stay or fails to comply with the provisions of these Rules and Regulations, the manager or their representative may if deemed necessary, advise the former either orally or in writing to cease and desist from disturbances. In the event of serious or repeated violation of the Rules and Regulations, and after the manager has advised the resident to comply, the manager may terminate the contract. In the event of a criminal offence, management may call on law enforcement.

II – SPECIFIC CONDITIONS

1 – Reservation

a) Booking a Pitch : the reservation is final when the outstanding balance for the stay is paid in full. The balance is due 30 days before arrival. In the event of late payment, an annual rate of 12% will be applied to the invoice total. This amount will be due from the balance due date. Upon arrival, a residence bracelet is given to each holidaymaker by the Reception Desk. It must be worn on the wrist or ankle during the duration of the stay. Dates booked will be automatically due. No refunds will be given if the tenant shortens the stay.

Deposit: 25% of total amount + a €12 administrative fee.

A €10 security deposit per badge will be required upon arrival for the shower badges. Payment methods: Bank cheque - Mail order - E-commerce - Bank card - Holiday checks - Wire transfer - Cash.

Arrival time at the campsite for a basic pitch booking is from 2:30pm. Check-out is before 12:00pm.

b) Booking a Mobile Home : the reservation is confirmed when the deposit check (25% of the total amount + €25 processing fee) is cashed and the duly completed, signed and dated contract is received. The booking is effective after confirmation and reception of the balance due 30 days before arrival. In the event of late payment, an annual rate of 12% will be applied to the invoice total. This amount will be due from the balance due date. All bookings are nominal and may not, under any circumstances, be transferred or sublet to any third party. Any changes that may lead to an increase or decrease in the fee amount must be made known upon arrival. Where the holidaymaker has made inaccurate statements, this contract will be automatically terminated, and any amounts paid will be kept by the campsite. The holidaymaker must notify the campsite of any late arrivals to hold the booking, either by telephone at 05.46.76.52.31 or by email.

Payment methods: Bank cheque - Mail order - E-commerce - Bank card - Holiday Setting up a small tent (1m50 by 2m50 max), is tolerated on mobile-home sites within the maximum capacity per location. Caravans and camper vans are not accepted on a mobile-home site.

A €100 security deposit for cleaning is required of the holidaymaker upon arrival. This deposit will not be cashed if the mobile-home is left ready for the next tenant immediately after the holidaymaker's departure. That is to say that the holidaymaker did the final clean-up and left a clean WC, shower room, floor, dishes and crockery, fridge, hobs and hoods such that no work is required of the campsite crew. Failing this, the deposit will be kept to cover the cost of cleaning the premises.

2 – Cancellation : in the event of cancellation by the holidaymaker, the campsite will retain:

- 25% of the price of the stay if the cancellation is more than 30 days before the start of the stay
- the full price of the stay if the cancellation is less than 30 days before the start of the stay

As a reminder, once the stay has started, no refunds are possible.

We offer cancellation insurance at a cost of 4,2% of the stay amount. Insurance details – please read carefully - and terms of subscription can be found at campez-couvert.com/en/. The terms of the subscription are also present on the booking voucher. Only cancellation insurance purchased at the time of booking may be used for a refund should there be an event likely to give rise to a claim.

3 – Noise and Silence : there must be total silence from 10pm to 7am from April to October and from 11pm to 7am in July and August.

4 – Visitors : the campsite services and facilities are available to visitors (with no overnight stay) at a cost of €5 per person per day.

5 – Vehicle Traffic and Parking : parking is strictly prohibited in areas other than those assigned by the manager or their representative.

6 – Safety : fire extinguishers and hoses are to be used exclusively for putting out fires.

checks - Wire transfer - Cash.

Arrival time at the campsite for a mobile-home booking is from 4pm. Mobile-home check-out is between 7:30am and 10am after inventory is completed with a campsite representative. An appointment will be scheduled at the Reception Desk upon arrival. The equipment for each booking is subject to a detailed inventory.

A €200 security deposit for damages to the mobile-home will be requested of the holidaymaker upon arrival. It will be returned at the end of the stay after inventory less the cost of any damages found and/or missing utensils and/or equipment.

Holidaymakers have 24-hours from the time they enter their booking to report any missing inventory or possible defects. The holidaymaker will not attach anything to walls or partitions. Duvets, bed pads and pillows should not be used for other than the beds. Holidaymaker parents are responsible for damages caused by their children.

7- Swimming Pool : by prefectural decision, swimming shorts, board shorts and shoes are not allowed in the swimming pool. Tanning oils are also banned in the pool area. The lifeguard is responsible for enforcement of these regulations, and if necessary, may expel troublemakers. The lifeguard is not responsible for unsupervised children under the age of 13 left alone by their parents. Children must always be under the supervision of their parents. Diving is absolutely forbidden.

8 – Pets : category 1 and 2 dogs as defined under French law are not allowed.

Some mobile home owners do not accept pets in their mobile homes. All animals must be reported at the time of booking and are subject to additional fees (refer to rates and the Rules and Regulations). The animal's health and vaccination records must be presented upon arrival. Pets will be kept on a leash on the campsite grounds.

9 – Responsibility : the booking is available to the holidaymaker for the duration of the planned stay and is under their full responsibility. Each holidaymaker must comply with the Rules and Regulations sent with the reservation and posted at the campsite's Reception Desk. The campsite will not be held liable for any loss or breakage of personal objects, theft, injury or damage that may occur to the holidaymakers or their property (including vehicles) during their stay. Bicycles must always be locked to something solid, immobile and secure. Items left behind at the end of the stay will only be returned after receipt of appropriate postage-paid packaging.

10 – Weather : cancellation of services during the stay due to bad weather or sanitary conditions will not result in any reimbursement, partial or total.

11 – Miscellaneous : clause conferring jurisdiction: Any disputes will be within the exclusive jurisdiction of the Marennes Commercial Court.

12 – Commercial Mediation : in the event of a dispute and after having contacted the establishment's customer service in writing, any campsite client may seize a consumer mediator, within a maximum of one year from the date of the written claim, by certified letter with acknowledgement of receipt to the operator.

The client may seize the following mediator at the following addresses:

Digital: www.cm2c.net

Postal: CM2C – 14 St Jean Street - 75017 Paris.