

LE PICOUTY CAMPSITE RULES OF PROCEDURE

CAMPING GROUND ***CAMPING AREA: 15.000 m²
NUMBER OF AUTHORIZED SPOTS: 51

Purpose of regulation:

In application of current legal texts, these rules of procedure lay down rules and limitations of general interest. These rules must be recalled in any deed of assignment or rental and are binding on owners and tenants of plots.

Application scope:

These rules of procedure apply to absolutely everyone in the Campsite.
By staying at the Campsite, you accept and undertake to abide to these rules of procedure.

1. CONDITIONS OF ADMISSION

In order to enter, pitch up and stay on grounds, you should be authorized by the manager whose duty is to guarantee proper upkeep of camping ground and compliance to the following rules of procedure.

If you want to stay at the Campsite, you have to fulfil an entrance form and provide home address on presentation of valid proof of identity.

It is strictly forbidden to take up residence on the Campsite.

Minors must be accompanied by their parents.

The Campsite is limited to a tourism clientele according to article 2 of the decree of 11.01.1993.

Paragraph 1 reserves tourist classified grounds to "passing customers".

Paragraph 2 reserves leisure classified grounds to "customers that do not take up residence".

2. INSTALLATION

Tents, caravans and their material should be installed in the specified location, in accordance with the directives given by the manager of the Campsite.

Every camping spots must be kept in a perfect state of cleanliness at all times. Tenants are responsible for waste removal on the camping spots.

It is not allowed to delimit camping spots with a personal installation or dig in the ground without the prior approval of the Campsite manager. Any damage caused in that regard will be charged to the person responsible for the damage.

3. RECEPTION DESK

Open: Low season **21/04/2023 to 24/06/2023** and from 26/08/2023 and from 24/09/2023 from 9am to 12pm and from 1pm to 6pm

Peak season from 24/06/2023 to 26/08/2023 de from 8am to 1pm and from 2pm to 8pm

At the reception desk you will find all information on services, tourist sites in the area and other useful addresses.

A claim file is also available for customers.

4. QUIET CAMPSITE

Campsite customers are urged not to make any noise and have loud discussions that could disturb the immediate neighbours **between 10pm and 7.30am**. Car doors and boots must be closed as discretely as possible.

5. VISITORS

Visitors are admitted in the Campsite under the customer responsibility. The head of the hosting family must pay the holiday tax for his guests as they have access to benefits and services provided by the Campsite. The Campsite manager must be notified even for short visits not warranting holiday tax.

The holiday tax will be made clear in a notice at the entrance and at the reception desk of the Campsite.

Any unauthorized intrusion constitutes an offence that should be punished by the Code of Criminal Procedure.

6. PETS

Dogs and any other pets are not allowed to run at large and they are not allowed inside accommodations. Besides, pets should not be left, even locked up, in the absence of their masters who are civilly responsible for their animals. A valid vaccination certificate will be requested.

7. FLOW AND PARKING OF VEHICLES

Vehicles are not allowed in the Campsite between 11pm and 7.30am.

Inside the Campsite, vehicles must drive at restricted speed.

Only tenants are allowed to use their vehicle inside the Campsite. Visitors must park their vehicles outside the Campsite. Parking must not impede traffic or hinder the installation of newcomers.

8. SWIMMING POOL

Please refer to the specific rules of procedures available on site. **Swimming shorts are prohibited in the pools.**

9. MAINTENANCE AND CONDITION OF INSTALLATIONS

It is strictly forbidden to discharge dirty water on the ground and around trees or plantings.

All camping spot tenants must necessarily discharge their dirty water in the installations intended for that purpose.

Domestic waste and waste of all types must be disposed into the garbage cans. With the exception of bulky items (such as reed fencing, fridges, iron rods, steel sheets etc.)

The Campsite is equipped with showers, sinks, wash basins for cloths and crockery. This equipment should not be used for other uses. In sanitary facility, youngest children must be accompanied by their parents.

Hanging out clothes is permitted provided that it is discrete. Clothes should not be hanging in trees.

Plantings and floral decoration should not be destroyed, any damages will result in a penalty for the person financially liable. It is not allowed to cut or prune trees without permission. It is also forbidden to drive a nail in trees or to put up posters or advertising inside the Campsite, without the prior approval of the Campsite manager. Everyone must refrain from any actions that could affect cleanliness, hygiene, and condition of the Campsite and its installations, including sanitary facilities.

10. SAFETY

Robbery and deterioration: Manager has general obligation to control the Campsite but each camper remains solely responsible for his own installation in the event of theft or damages and must inform the management of the presence of any suspicious-looking persons.

Falling trees: The management is not responsible for any falling trees or branches on caravans or people.

11. FIRE RISK

At arrival, every camper must locate the nearest extinguishing media to their spot (water points, extinguishers).

Open fire are strictly forbidden except for barbecues under supervision (keep water supply nearby).

In the event of fire (even small fire), manager must be informed immediately.

12. PLAYGROUND AND ENTERTAINMENT

Campsite offers playground and various activities for children but it is not responsible for surveillance. Parents must watch their children while they are playing. It is strictly forbidden to throw sticks or rocks, and play with dangerous devices. **In the event of an accident, the Campsite declines all responsibilities.**

13. INSURANCE

Each camping spot tenant must subscribe to an insurance policy ensuring the protection of people and goods.

14. PHONE BOX

Emergency numbers are available at the reception.

15. EMERGENCY KIT

An emergency kit is available at the reception desk for first aid and non-emergency situations (superficial wounds etc.).

Call 15 in case of immediate risks.

In town, doctors (Tél: 05 65 37 95 46) provide first aid services in case of emergency.

16. DEPARTURES

Camper without prior reservations must proceed to payment before 6pm on the day before their departure. The holiday tax is calculated from 2pm to NOON on the day after. For any departure after 12pm, an extra day will be charged.

17. DISPLAY

These rules of procedure are displayed at the entrance and at the reception desk of the Campsite. Customers can collect a copy upon request. Prices of our services are communicated to customers and displayed at the entrance and at the reception desk of the Campsite.

18. VIOLATION OF THE RULES OF PROCEDURE

If a resident disturbs other customers' stay or doesn't respect the rules of procedure, the Campsite manager should verbally or in a written way, if necessary, warn him to cease disorder.

In the event of a serious or repeated infringement of the rules of procedure and after formal notice to abide to these rules, the manager should terminate the contract. In case of a criminal offence, the manager should call police forces.

19. CANCELLATION INSURANCE

- In case of cancellation, cancellation fee can be covered by the cancellation insurance offered by Campeze Couvert

(3% of total stay, incl. options but excluding application fees and holiday tax) with new treatment modalities linked to the Covid 19 epidemic

No reimbursement will be made if cancellation insurance has not been subscribed.

CONSUMER OMBUDSMAN

In the event of a dispute, and after having contacted customer service of camping, customers have the right to recourse to a consumer ombudsman, no later than one year after the date of written claim (with acknowledgement of receipt) addressed to camping owner.

Contact for potential consumer ombudsman is the following:

- A file must be submitted on line via the following Website : www.mediateur-consommation-smp.fr - **Société Médiation Professionnelle 24 rue Albert de Mun 33000 Bordeaux**

Personal image rights

You expressly authorise « Le Picouty Campsite » to use, free of charge, in any medium, any photos of you or your children that may be taken by the Campsite staff for publicising.

We count on everyone's goodwill and we wish you a very pleasant stay.

The management team