

Rules, regulations and information 2021

1-Terms of admission: in order to be allowed to enter, set up and stay on the Les Tulipes campsite, guests must receive authorization from the manager or his representative. Guests must ensure the campsite is kept in good condition and order and comply with these rules and regulations. Staying at the campsite implies acceptance of these rules and regulations and agreement to comply with them.

2- Police formalities: Any person planning to stay for at least one night on the campsite must first present identification to the manager or his representative and complete the procedures required by the police. **Minors not accompanied by their parents will not be admitted.**

3-Arrivals: Bookings are made for stays from Saturday to Saturday. Arrival between **4 pm and 7 pm**. Departure between **7 am and 10 am**. Guests arriving before the scheduled date and time risk being unable to occupy the chosen property, unless this has previously been arranged with the campsite management.

The campsite must be informed of any delays in order to retain your booking. The manager retains the right to use the booked property if he has not been contacted within the 24 hours following your scheduled arrival date.

Cleaning is the renter's responsibility. The interior of the rental property and its immediate surroundings must be left in perfect condition.

Number of occupants: For all rentals, **the number of occupants must in no event exceed the rental property's maximum capacity**. The properties are rented by name, and may not be sublet.

4- Reception office: open from 9 am to 12 pm and from 2pm to 6pm. The reception office will provide all information on camp facilities, refuelling options, sports facilities, nearby attractions and useful addresses. A complaint collection or resolution system is made available to campers. Complaints will only be considered if they are signed, dated, as specific as possible and refer to relatively recent occurrences.

5- Prices: Prices will be posted at the reception office. The amount owed will be calculated according to the number of nights spent on the campsite.

6- Noise and silence: campsite guests are asked to avoid any noise or conversation which may disturb their neighbours, and to turn down their music and radio devices accordingly. Doors and boots must be closed as quietly as possible. Dogs and other pets must never be left on the campsite, even indoors, in the absence of their masters, who will be held civilly liable for them. Complete silence must be maintained between 11 pm and 7 am.

7- Visitors: Visitors who have been authorized by the manager or his representative may be allowed into the campsite under the responsibility of the campers receiving them. If these visitors are permitted to enter the campsite, the camper receiving them may be required to pay a fee in order for the visitors to access campsite facilities. This fee is stated at the campsite entrance and in the reception office. Visitors' cars are prohibited on the campsite.

8-Vehicle traffic and parking: vehicles must move slower than 10km/h inside the campsite. Traffic is prohibited between 11 pm and 7 am. Only vehicles belonging to campers staying on the campsite can be driven on the campsite.

9-Facility maintenance and appearance: It is forbidden to dump wastewater on the ground or in the gutters. Household waste, scraps of any kind and paper must be placed in the appropriate bin if possible. All persons are required to refrain from any acts which may negatively affect the cleanliness, hygiene or appearance of the campsite and its facilities, including sanitary facilities. Washing is strictly forbidden outside of the sinks provided for this purpose. Plants and floral decorations must be treated with care. It is forbidden to hammer nails into trees, cut branches or plant anything. It is also forbidden for campers to mark off pitches through their own means or dig into the ground. Repairs for damages to vegetation, fences, the campsite or the facilities will be paid by the offender. The pitch used during the stay will be kept in the condition in which it was found when the camper arrived.

10- Safety: a) Fire: open fires (wood, charcoal, etc.) **are strictly prohibited**. Stoves must be kept in good operating condition and must not be used in dangerous conditions. In the event of a fire, inform management immediately. Fire extinguishers are available if needed. A first-aid kit is available at the reception office.

b) Theft: management is responsible for items left at the reception office and is also responsible for the general surveillance of the campsite. Campers remain responsible for their own pitches and must inform the manager of any suspicious persons. Although the site is guarded, visitors are asked to take all normal precautions for the protection of their equipment.

11-Games: no violent or bothersome games may be organized near the facilities. Children must be under parental supervision at all times.

12-Storage: no unoccupied equipment may be left on the site.

13-Posting: these rules and regulations are posted at the campsite entrance and at the reception office. They may be provided to clients upon request.

14-Violations of the rules and regulations: if a camper disturbs the stay of other users or does not respect these rules and regulations, the manager or his representative may, if necessary, give him written or verbal notice to stop the disturbance. In the case of a serious or repeated violation of the rules and regulations and after formal notice to comply with them, the manager may terminate the contract. In the event that a criminal offense is committed, the manager may report it to the police.

15- Safety - Pets: The client must possess the pet's health card with up to date vaccinations. The client must keep pets on leashes and take them out to do their business. The pet's presence must not cause any disturbances to neighbouring campers (noise, hygiene, smell). The animal is strictly forbidden from approaching the pool and the children's play areas..

The following will not be admitted to the campsite: dangerous or aggressive animals or "exotic pets" such as pitbulls, Staffordshire bull terriers (or English Staffordshire terriers), bull terriers, Dobermans, Argentine mastiffs, Brazilian mastiffs, Rottweilers, mastiffs, Spanish mastiffs, Neapolitan mastiffs, Tosas, American Staffordshire terriers, German or Belgian sheepdogs, Japanese fighting dogs, large Japanese Spitzes, Illyrian sheepdogs or any animal mixed with these breeds. This list is not exhaustive.