



CAMPSITE REGULATIONS CAMPING PARADIS LE TASTESOULE

1. Entry and staying conditions

In order to be allowed to enter, settle in, or stay on a campsite, authorisation is required by the manager or his/her representative.

The latter must ensure the good upkeep and order of the campsite as well as the application of the present interior regulations. Staying on the campsite implies acceptance of the conditions of the present regulations and a commitment to adhere to them.

Nobody may take up residence. Minors who are not travelling with their parents are not accepted.

2. Police formalities

Every client staying at least one night must proceed to the check in showing its identity card or passport with the manager or his representative at the reception office on arrival. Only minors accompanied by an adult will be permitted to occupy a pitch. The supervision of authorised minors falls by obligation to the people who are civilly responsible for them.

In accordance with article R. 611-35 of the Immigration and Right of Asylum Code, the manager must require customers of foreign nationality to fill out and sign an individual police form upon arrival. It must mention, in particular:

1. Surname and forenames
2. Date and place of birth
3. Nationality
4. Regular living address

Children under 15 years old can be included on the form of one of their parents.

3. Setting up

Outdoor accommodation and related equipment must be installed on the designated pitch, in accordance with the instructions given by the manager or their representative. The number of people in a mobile home or on a pitch must not exceed the number permitted by the campsite, nor the accommodation's maximum capacity. Setting up tents on the terrace or on the pitches of mobile homes is strictly prohibited.

4. Reception desk – Opening hours

Low season : from Monday to Friday 9am – 12am / 2pm – 5pm

Mid-season (May, June) : from Monday to Saturday 9am – 12am / 2pm – 6pm

High season (July / August) Sunday to Friday 9am – 12 am / 2pm – 7pm, Saturday 8am – 12am / 3.3pm – 8pm.

In the Reception there is all the information about the campsite services as well as about options for supplies, sports facilities, local tourist attractions and various addresses that may come in useful.

A system for the reception and processing of complaints is available to customers. Only dated and signed “suggestions/complaints” forms that are sufficiently detailed and referring to relatively recent events shall be considered.

5. Payment of campsite fees

Guests staying at the campsite must pay their fees in accordance with the campsite's general terms and conditions of sale, or on the day of arrival at the latest in the case of an unplanned stay. Fees are payable at the reception office. The amounts are set according to the current seasonal rates, which are displayed at the campsite entrance and at the reception office. Fees are calculated based on the number of nights spent on the campsite. Guests are kindly asked to inform the reception of their departure the day before. Those planning to leave before the reception opening hours must ensure that all payments have been settled no later than the day before departure.

6. Noise and silence

Campers are requested to avoid all noises or discussions which may disturb their neighbours. Sound equipment must be adjusted accordingly. The closing of doors and boots must also be as discreet as possible. Noise is forbidden from midnight to 7.00 am.

7. Pets

In order to avoid the proliferation of strays' animals (such as cats), we advise campers avoiding feeding them. It is better to call local association for animals' protection. Phone number available at Reception. Dogs less than 20kg are allowed under request only (maximum one dog even a small one) and subjected to give the recording book including race, weight, id number and up-to date rabbies. The campsite does not accept species classified as dangerous or defensive under the law relating to dangerous dogs such as: Pit Bull Terrier, Japanese Tosa, Argentine Dogue, Fila Brasileiro, Staffordshire Bull Terrier, American Staffordshire Terrier, Rottweiler, any Mastiff or Tosa species, or any other similar breed, whether or not registered with the LOF. The campsite reserves the rights to refuse any dogs he judges dangerous for its clients or who does not meet the required conditions. Pets must relieve themselves outside the campsite and under no circumstances on the pitches. If this is not possible, owners must clean up immediately after their pets. Dogs must be kept on leash all the time and their excrements must be picked up straight away by their owner. They must not be left alone on the pitch or in the accommodation. Generally speaking, dogs and pets must never be a nuisance to third parties. Their owners are civilly liable for them. Given that the abandoning of animals is punishable by law, any such case shall be declared to the competent authorities. They are prohibited around the swimming pool, in the grocery and in the buildings.

8. Visitors

Campers may receive one or more visitors but must inform the reception either in advance or, at the latest, upon their visitors' arrival. In return for access to the campsite and the use of its facilities and services, visitors must pay a daily fee of €5.00 per person, adults and children alike, from June 1st to September 15th. Upon payment, they will be given an identification bracelet. Access is free of charge from April 1st to May 31st and from September 16th to October 31st, as well as for children under 5 years old. Visitors are admitted from 10:00 a.m. to 11:30 p.m. Any visitor staying beyond 11:30 p.m. will be required to pay the tourist tax (€0.80 per night per person aged 18 and over) and the eco-tax (€0.50 per night per person). Visitors staying overnight with a year-round resident must also pay the overnight rate (€14.90 per person per night). In all cases, visitors must report their departure to reception no later than 10:00 a.m. the following morning, return their bracelets, and settle any additional charges, or pay for an extra day's visit if they wish to extend their stay beyond 10:00 a.m. The visitor fee schedule is displayed at the campsite entrance and at the reception office. Visitors remain under the responsibility of the campers who receive them. Visitor vehicles are not allowed inside the campsite and must be parked in the designated parking area at the entrance.

9. Traffic circulation and parking of vehicles

Vehicles must drive at a reduced speed on the campsite and not exceed 10km/h. Traffic circulation is forbidden from 11.30 pm to 7.00 am.

Only vehicles belonging to campers staying on site are allowed on site. Parking on a pitch is allowed only if there is a parking place intended to this effect but parking must not hinder the circulation of traffic nor prevent the settling in of new arrivals. Parking on another pitch than the one rented is forbidden. The campsite's electrical installations are not suitable for charging electric vehicles. For everyone's safety and to avoid any incidents, guests are asked to use the charging stations located near the campsite.

10. Presentation and appearance of installations

Everyone is required to refrain from any action that may be of detriment to the cleanliness, hygiene and appearance of the campsite and its facilities, particularly the washing facilities. It is forbidden to throw waste water on the ground or in the gutters. Campers must empty waste water in the facilities destined for this purpose. Household waste, other waste of any sort and paper must be placed in the bins. Washing clothes or dishes is only permitted in the rental accommodations or in the designated sinks located in the sanitary block. Washing shall not be hung out using the trees. Plants and flowerbeds must be respected. It is forbidden to pin nails on trees, to cut off branches or to plant anything in the campsite. It is not permitted to delimit a pitch using personal means, or to dig. Any reparation of damage to the plant life, fencing, site or site facilities will be charged to the person responsible for it. The pitch used during the stay must be maintained in the condition in which the camper found it upon arrival.

11. Safety

a) Fire : Open fires (wood, coal etc.) are strictly forbidden. Camping stoves must be kept in good working order and must not be used under dangerous conditions. Barbecues are only allowed on the dedicated area. In the event of fire, inform the Management immediately. Extinguishers may be used if necessary. There is a first aid kit at Reception office and at the bar. There are panels displaying information and an evacuation map reminding people of the procedures and behaviour to adopt in the case of fire. For obvious security reasons, camp fires, fireworks, firecrackers are strictly prohibited on the campsite

b) Theft : The Management is responsible for objects placed in Reception and has a general duty to monitor the campsite. Campers retain the responsibility for their own pitch and must notify the person in charge of the presence of any suspicious-looking people. Customers are requested to take customary precautions for the safety of their equipment. Management is not responsible for any theft (shoes, bags, towels, hygiene product)

c) Insurance : The Client must hold valid civil liability insurance covering their personal belongings, as well as any damage they may cause to third parties, to the equipment or facilities of the Campsite, including the rented accommodation. This insurance must guarantee compensation for any loss or damage that may occur during the stay. The Client must be able to provide, at any time and upon simple request from the Campsite, a valid certificate of civil liability insurance. Failing this, the Campsite reserves the right to refuse access or to terminate the stay without compensation.

12. Games

No violent or disruptive games may be organised near the facilities. The meeting room cannot be used for active games. Children must always be supervised by their parents.

13. Dumping

Unused items must not be left on the site.

14. Display of information

The present campsite regulations are displayed at the entrance to the campsite and at the reception office. They may be given to any customer whose asks for them. For accredited campsites, the category of Tourism or Leisure accreditation and the number of tourism or leisure pitches are displayed. For accredited campsites, the category of Tourism or Leisure accreditation and the number of tourism or leisure pitches are displayed. The prices of the different services are provided to customers in accordance with the conditions stipulated by the Decree of the Minister for Consumer Affairs and can be viewed in Reception.

15. Breach of the Campsite Regulations

If a resident disrupts the stay of other users or does not respect the conditions of the present Campsite Regulations, the manager or his/her representative may verbally or in writing, if he deems necessary, warn the former to put an end to the troubles. In the event of serious or repeated breach of the Campsite Regulations and after request by the manager to adhere to them, the latter may terminate the agreement. In the case of criminal offence, the manager may call the police.

16. Aquatic area

Dogs and pets are not allowed inside the aquatic area. There is no lifeguard at the swimming pool. Children must always be supervised by their parents. The Management advise you to watch out your children as strongly as they require. Access to the swimming pool is free and reserved exclusively for campers during the opening hours from 10.30am to 7.30pm. Access to the aquatic facilities is strictly prohibited during closed hours, under penalty of expulsion of all occupants of the site. Wearing a bathing suit is mandatory at the swimming pool. The only swimwear allowed is: for women, a one-piece or two-piece swimsuit; for men, swim briefs, boxers, or jammers that are tight-fitting and above the knee. Long shorts, bermudas, t-shirts, jumpsuits, or similar clothing, as well as any other garments, are prohibited in the aquatic areas and swimming zones. Users are asked to remain properly and decently dressed (monokinis, thongs, naturism, etc. are prohibited). Before you head to the pool and so that the water quality remains at a high level and the pool can remain open:

- please place your shoes at the entrance in the lockers provided for this purpose or carry them in a closed bag,
- please ensure that your baby's diapers are waterproof,
- please encourage your children to go to the washroom before they enter the water.
- please shower before entering a pool,
- please do not run around the pool as the ground is wet and you may slip.
- It is strongly recommended that you equip your children with swim aid equipment such as armbands or belt and exercise constant supervision over them.

So that everyone can enjoy the pool we ask you not to fight, push yourself, jump in the water, shout, etc... The use of large inflatables objects (balloons, buoys, etc.) so balls are prohibited. Smoking is strictly prohibited in the pool area. For safety reasons related to the depth of the basin (1.45m), diving is strictly prohibited. The swimming-pool regulations is displayed at swimming-pool entrance.

17. Legal notice

The name and the branding of the Campsite owns to the Management. They cannot be used without Management consent. The personal data as well as photos/videos which might be done during your stay, have been compulsory collected within the framework, and are necessary for the execution of your stay, and are handled by the campsite to create and manage the customer account, booking (payments, arrival process), issue personal offers, marketing purpose, etc... According to the Data protection act n°78-17 of January 6th, 1978 such as modified and in the general regulation on the protection of data 2016/679, consumers might check and change their personal data. If you want to use this right, please ask our service on the following address: reservationtastesoule@gmail.com.

18. Consumer Ombudsman

In accordance with the rules included in the L 612-1 section from the consumer code, any campsites' guest is able to contact a consumer ombudsman for free in order to find out an agreement in case of complaint vs the campsite manager.

The consumer ombudsman references are the following : **Centre de Médiation et d'Arbitrage de Paris (CMAP)**, 39 Av Franklin Delano Roosevelt, 750008 Paris – 0033(0)144 951140, www.cmap.fr/