

INTERNAL RULES

Camping de Keralouet

1. Conditions of admission and stay To be admitted to enter, settle or stay on a campsite, you must have been authorised to do so by the manager or his representative. It is the manager's duty to ensure that the campsite is kept in good order and that these internal regulations are complied with. Staying on the campsite implies acceptance of the provisions of these rules and a commitment to comply with them. No-one may take up residence on the campsite.

2. Police formalities Minors unaccompanied by their parents will not be admitted. In application of article R. 611-35 of the Code de l'Entrée et du Séjour des Etrangers et du Droit d'Asile (Code on the Entry and Residence of Foreigners and the Right of Asylum), the manager is required to have foreign customers complete and sign an individual police form on arrival. This must include the following information: 1. surname and first names; 2. date and place of birth; 3. nationality; 4. Usual place of residence. Children under the age of 15 may appear on the form of one of their parents.

3. Installation The outdoor accommodation and related equipment must be installed on the site indicated in accordance with the instructions given by the manager or his representative. Private rubbish containers, reserved for Keralouet campers, are available at the campsite exit. Household waste must be placed in a closed bin bag before being disposed of. Selective sorting must be respected, with a yellow column for all packaging and a green column for glass. **It is strictly forbidden to put rubbish outside the containers.**

4. Reception Office Open from 9.00am to 12.30pm & from 2pm to 6.30pm out of season (April, May, June and September) **and from 8am to 12.30pm and from 2pm to 7.30pm in July and August.** At the reception desk, you'll find all the information you need about the campsite's services, supplies, activities/leisures, the tourist attractions of the surrounding area and other useful addresses. A system for collecting and handling complaints is available to customers. Campsite managers are on hand to help you.

5. Display These rules and regulations are displayed at the entrance to the campsite, at the reception desk and in the toilet block. They are sent to each customer by e-mail when a reservation is made. For classified campsites, the classification category and the number of tourism or leisure pitches are displayed. The prices of the various services are communicated to customers in accordance with the conditions laid down by order of the Minister for Consumer Affairs and can be consulted at reception.

6. Reservation contract The reservation becomes effective on receipt of the deposit; this implies acceptance of the general terms and conditions of sale and the internal regulations. The booking form forms the basis of the rental contract. At the time of booking, the surname and first name of all participants must be given, as well as the date of birth of those under 18. All bookings are by name only and cannot be transferred. **Minors** must be accompanied by their parents or legal guardians.

The Keralouet campsite is a small, friendly family campsite that wishes to preserve the peace and quiet of its occupants. The manager therefore favours reservations for a single pitch or accommodation per rental contract. **All group bookings** (2 or more booking forms) must be approved by the manager, who is the only person authorised to approve or reject bookings.

7. Arrival and departure arrangements Customers intending to leave before the opening time of the reception desk must close their stay the day before. The deposit will be returned to you by post within 8 days. The deposit does not constitute a limit of liability.

In the event of any delay not notified in writing, the rental/pitch will become available at 8.00 a.m. the following day after the arrival date stated on the booking contract. After this time, and in the absence of a written message, the booking will be cancelled and the deposit will be retained by the campsite management. Full payment for services is still due.

If a key is returned after 9.45 am or a pitch is returned after 12.00 pm, an additional night will be charged. Any request to extend your stay must be made at least 48 hours before the planned departure date and will be validated according to availability.

Rented accommodation: arrivals are from 3.00 p.m. and departures **no later than 9.45 a.m.**, by appointment validated at least 72 hours before the end of the stay and subject to availability. On departure, the deposit will be returned if and only if the accommodation is returned complete, in good condition, clean and tidy, as found on arrival. Garbage emptied, appliances cleaned. Any intervention will be billed at €50.

Campsite pitches: arrivals from 2.00 pm, departures **before 12 noon**. Pitches must be left clean, with all personal belongings removed.

8. Noise and silence Guests are asked to avoid any noise or chatter that might disturb their neighbours. Sound equipment must be adjusted accordingly. Doors and boot lids must be closed as discreetly as possible. The manager ensures the peace and quiet of his customers by setting times when there must be complete silence. **From 11.00 pm to 7.00 am, it is strongly requested that you do not make any noise!** **The Keralouet campsite is a small, friendly family campsite, with no entertainment to ensure the peace and quiet of its guests.**

9. Animals Animals are only allowed on the campsite with the approval of the management and before the start of your stay. Dogs (**except category 1 and 2, guard or defence dogs, which are not authorised**) and other animals must never be left free or unsupervised, and must have up-to-date vaccinations and a health record. They must not be left alone on the campsite, even locked up, in the absence of their owners, who are civilly responsible for them. In order to protect the equipment and hygiene of the accommodation, animals must not be allowed access to the benches, bedding or cushions. **Daily walks must be made outside, with bags of faeces in the pocket for the respect of all, small or large errands. In the event of an accident, excrement must be collected. Visitors' pets are not permitted on the campsite.**

10. Visitors **No person not belonging to the campsite may enter the site without the authorisation of the management.**

Visitors must therefore go to the reception desk to register and pay the access fee. Visitors may be admitted to the campsite under the responsibility of the campers receiving them. The number of visitors on pitches or in accommodation is **limited to a maximum of 4, but the manager reserves the right to refuse access to visitors**, depending on the property rented and the number of holidaymakers already present. The services and facilities of the campsites are accessible to visitors, **with the exception of access to the swimming pool (all ages)**. However, use of these facilities may be subject to a charge, which must be displayed at the entrance to the campsite and at the reception desk. **Visitors' cars are not allowed on the campsite. Visitors' pets are not permitted on the campsite.**

11. Vehicle traffic and parking

Inside the campsite, vehicles must drive at a limited speed. You must respect the direction of traffic with the entrance and exit clearly differentiated, as indicated on the map. **Traffic is permitted from 7.00 a.m. to 11.00 p.m.** Only vehicles belonging to campers staying on the campsite may circulate on the campsite. Parking is strictly prohibited on pitches usually occupied by accommodation unless a parking space has been provided for this purpose. Parking must not impede traffic or prevent new arrivals from settling in. **The packages provide for one vehicle per pitch. Additional vehicles may be accepted subject to conditions, to be confirmed with the manager. Options available at extra cost: motorbikes, trailers, etc. The Keralouet campsite does not have an outdoor car park other than a few spaces reserved exclusively for day visitors.**

12. Electric vehicles and recharging

For technical reasons, it is strictly forbidden to recharge electric vehicles from accommodation or bare pitches. The Keralouet campsite is equipped with 2 dedicated sockets for this purpose. You must go through the reception desk to access them.

13. Behaviour and appearance of the facilities

Everyone is required to refrain from any action that could damage the cleanliness, hygiene and appearance of the campsite and its facilities, particularly sanitary facilities. It is forbidden to dispose of waste water on the ground or in the gutters. Customers must empty waste water into the facilities provided for this purpose. Household waste, rubbish of any kind and paper must be disposed of in the rubbish bins. Washing is strictly forbidden outside the bins provided for this purpose. Linen may be hung out to dry in the communal dryer, or on your own pitch with your own equipment. The campsite offers the hire of drying racks subject to availability. Vegetation, trees or any other facilities on the campsite must not be used for this purpose. Plantations and floral decorations must be respected. It is forbidden to hammer nails into trees, cut branches or make plantations. It is forbidden to demarcate the site of an installation by personal means, or to dig up the ground. Any damage to vegetation, fences, grounds or campsite facilities will be charged to the person responsible. The pitch used during the stay must be maintained in the same condition as the camper found it on arrival.

14. Safety

a) **Fire.** Open fires (wood, coal, etc.) are strictly prohibited. Stoves must be kept in good working order and must not be used in dangerous conditions. In the event of fire, notify the

management immediately. Fire extinguishers may be used if necessary. A first aid kit is available at the reception desk.

b) **Theft:** The management is responsible for items deposited at the office and has a general obligation to monitor the campsite, but cannot be held responsible for any theft caused within the campsite grounds. Campers remain responsible for their own facilities and must report the presence of any suspicious persons to the manager. Customers are asked to take the usual precautions to safeguard their equipment.

15. Games - leisure activities - swimming pool

No violent or disturbing games may be organised near the facilities, and soft balls such as footballs are prohibited. The facilities made available to campers may not be used for boisterous games. Children must always be supervised by their parents. **It is strictly forbidden to play in the toilet block or with water.** All the equipment loaned to make your stay a pleasant experience must be respected and returned complete and undamaged.

The small play area is reserved for children under 8 years of age; conditions of use are specified at the entrance to the small park.

Access to the campsite swimming pool is strictly reserved for persons named on the rental contract (visitors are not permitted, regardless of age). Children under the age of 10 must be accompanied by a responsible parent. Young children must wear a special swimming pool/water nappy. Children must pass through the foot bath and shower. Swimwear must be worn by both men and women. **The swimming pool rules are displayed at the entrance to the pool area, in the accommodation, at the reception desk and in the toilet block.**

Board games, books, novels, magazines and outdoor games can be borrowed from the campsite reception.

16. Dead garage

The Keralouet campsite does not have a suitable place to offer a "dead garage". No unoccupied equipment may therefore be left on the site.

17. Infringement of the internal regulations

In the event that a resident disturbs the stay of other users or does not respect 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 disturbance. In the event of serious or repeated breaches of these rules and regulations, and after the manager has served formal notice to comply, the contract may be terminated. In the event of a criminal offence, the manager may call in the police.