

The rules of the campsite are displayed at the entrance and reception of the L'ORANGERAIE campsite. This regulation establishes the requirements that must be obeyed by each user (occupants and visitors), in the common interest.

In addition, it corresponds to all occupants of the campsite and its visitors to obey the rules of ownership and respect the facilities.

These rules may change and be subject to modifications decided by the campsite management.

## 1. Conditions of admission and residence.

### 1.1 Admission

To be admitted, established or remain in the campsite ORANGERAIE, you must have been authorized by the management or its representative. The latter has the obligation to ensure the proper maintenance and order of the campsite and compliance with the strict application of these rules. No one can choose the address. Consequently, the administrator or his representative reserves the right to refuse access or remain at the L'ORANGERAIE campsite to any vehicle or facility (tent, caravan, mobile home ...). Staying at the L'ORANGERAIE campsite implies acceptance of the provisions of these rules and the commitment to comply with them.

A CUSTOMIZED BRACELET WILL BE GIVEN TO EACH CUSTOMER OF THE CAMPSITE OR AUTHORIZED VISITOR. This is the sign of recognition of the L'ORANGERAIE campsite.

It must be used permanently and visible during the stay. It only allows free access to the campsite, pool and entertainment. In addition, this bracelet guarantees the best security of the camping by prohibiting access to non-residents. It is strictly forbidden to transmit and communicate the barrier code that is delivered to you when you reach other people than those authorized to stay at the campsite.

### 1.2 Visitors and additional people

The campsite welcomes family members or friends of the occupant who wish to visit him during his stay at the following times: from 9:00 a.m. to 11:00 p.m. They must, without exception, report at the reception to pay the visitor's fee. Your vehicle will be left in the outdoor parking area provided for this purpose. If the possibility is contemplated on the part of the visitors to spend a night in the camping, the person or people must be declared in the reception desk of the camping as soon as they arrive. The current price will be applied. This authorization during the night will be issued taking into account the number of authorized persons per location. An identity document will be deposited at the reception at the time of the visit.

### 1.3 Reception procedures

Anyone who has to stay at least one night in the campsite L'ORANGERAIE must, beforehand, present their identity documents at reception and complete the procedures required by the police. Important: Minors will not be admitted without the company of a parent or relative. The client, upon arrival, must inform for an individual record of the police:

- 1 ° Name and surname;
- 2 ° Date and place of birth;
- 3 ° Nationality;
- 4 ° Habitual place of residence;
- 5 ° Mobile phone number and email address;
- 6 ° The date of arrival and the date of departure.
- 7 ° Car registration

## 2. Installation

The accommodation (caravan, tent, caravan) must be installed in the indicated place according to the instructions provided at the reception.

## 3. Reception counter.

### 3.1 The reception

You will find in the reception all the information about the camping services, the rates of the different services, the sports facilities and the tourist wealth of the surroundings. Our staff is at your disposal to help you quickly get used to camping life or to solve any problem found.

The reception is open every day of the week:

- From 9:00 a.m. to 8:00 p.m. in high season (July and August)
- From 9:00 a.m. to 1:00 p.m. and from 4:00 p.m. to 7:00 p.m. in low season.

### 3.2 Our services at the reception:

- Found objects
- Send and receive mail,
- Tourist information.

## 4. Departure

Guests are advised to inform reception of their departure no later than the day before.

They must have paid the balance of their stay before leaving the campsite (the balance of your stay will be paid during the opening hours of reception).

## 5. Aquatic space

The pool is accessible from 10:00 a.m. to 7:00 p.m. in low season and from 10:00 p.m. to 8:00 p.m. in high season (reserved for campers). The pool is not supervised, the management declines all responsibility in case of accident or drowning. It is advisable to read the informational banner before entering the pool area. Children are the responsibility of their parents, who are civilly and criminally responsible for all activities and equipment use. The management declines all responsibility in case of accident or drowning. Children under 10 must be accompanied by a parent. For hygiene reasons, it is strictly forbidden wearing underpants, shirts, suits or other garments in the pool water. Access to the aquatic area is only allowed for camping guests who wear the following dressings:

FEMALE / MALE

In case of using any other clothing, access to the aquatic area will be rejected by the campsite management or its representative. In case of faecal waste in the swimming pools of the aquatic area, both the responsible people and the accompanying people will be prohibited from accessing the aquatic area for a period determined by the management of the L'ORANGERAIE campsite. It is forbidden to jump in the pool. It is forbidden to try to climb the slides upside down. Guests are advised to keep their belongings under surveillance. The management declines any responsibility in case of theft, especially in the water area enclosure. For the comfort of all, it is forbidden to leave your personal belongings in the deck chairs of the water spaces without being present in the enclosure of these.

The management or its representative reserves the right to collect the abandoned items that can be found at the reception desk.



ANYONE WHO DOES NOT USE A VALID BRACELET THAT ALLOWS ACCESS TO CAMPING WILL BE REJECTED TO ACCESS THE AQUATIC SPACE.

In case of non-compliance with the provisions of this article, it can deny access to the aquatic areas to the infringing person during the rest of your stay.

## 6. Pets.

Any animal that accompanies a client must be vaccinated, tattooed or with a chip.

In no case should be left free or remain alone on the site, even locked or on a leash, in the absence of their owners, who are civilly responsible.

Dogs must be tied up in the camp, their needs will be done outside the campsite.

The owners must make sure to collect the excrement of their animals in the camp and clean the traces of them.

Failure to comply with these conditions may be subject to final expulsion.

## 7. Assistance and appearance of the facilities.

The cleanliness of the bathrooms and the camping is everyone's business.

All are required to refrain from any action that may affect the cleanliness, hygiene and appearance of the campsite and its facilities, including sanitation.

It is forbidden to throw waste water into the ground or in the gutters.

Customers must empty the wastewater in the facilities provided for this purpose.

Garbage, waste of any kind, papers, should be deposited in the trash bins.

Washing is strictly prohibited outside the spaces provided for this purpose.

The drying of the clothes will be done, if necessary, in the common dryer.

However, it is tolerated provided it is discreet and does not disturb the neighbors.

Plantations and floral decorations must be respected.

It is prohibited to insert nails into trees, cut branches and make plantations.

It is not allowed to delimit the location of an installation by personal means, nor to excavate the ground.

Any repair and restoration to the initial state after damage to the vegetation, fences, grounds or camping facilities, will be the responsibility of its author.

The location that has been used during the stay must be kept in the state found when entering the premises.

#### **8. Games.**

The rules of use of the different areas of play are indicated in each space.

You can not organize violent or problematic games at the campsite.

Children should always be under the supervision of their parents.

Fireworks, ball guns or any other object that could endanger camping users or injure them is strictly prohibited.

#### **9. Noise and Silence.**

Guests are advised to avoid noise and arguments that may disturb their neighbors.

The sound devices must be adjusted accordingly.

The closures of doors and chests should be as discreet as possible.

The management ensures the tranquility of its customers by establishing schedules during which the silence must be total.

Therefore, it is strictly forbidden to make noise after 10pm in low season and after midnight in high season (July and August):

- - Music, radio and television will not be heard outside of places. These can be confiscated until the end of the stay.
- - The barrier will remain closed between 11 pm and 8 am, and no vehicle will circulate, except in case of emergency or special authorization.
- - The rest must be respected.

It is strictly forbidden to shout in paths, run or play games, move a vehicle, gather in large numbers and provoke discussion noises that could disturb the sleep of other customers.

All movement during the night will be in silence.

#### **10. Security**

Outside the opening hours of the reception, security agents are at your disposal (in high season). A mobile number will be provided.

##### **10.1 Fire**

It is strictly forbidden to use barbecues (firewood, coal, etc.)

Gas stoves must be kept in good working order and must not be used in hazardous conditions.

In case of fire, notify the management immediately.

Fire extinguishers can be used if necessary.

A first aid kit is in the reception.

##### **10.2 Theft**

The management is responsible for the objects found and deposited at the reception desk.

The management has a general obligation to control the campsite.

The camper maintains the supervision and responsibility of his own installation and of his own personal effects.

You must inform the campsite management L'ORANGERAIE of the presence of any suspicious person.

It is recommended that customers take the usual precautions to protect their equipment and belongings.

#### **11. Traffic and parking of vehicles**

Inside the campsite, vehicles must drive at a speed limited to 10 km/h.

Only vehicles belonging to campers can be accommodated at the campsite.

Parking is strictly prohibited on sites generally occupied by users, even empty, unless a parking space has been provided for this purpose.

Parking should not impede traffic or prevent the installation of new arrivals.

It's strictly forbidden to charge your electric car in the houses, you have an electric point.

#### **12. Behavior rules**

In order for vacations to provide everyone with a moment of well-being, the present rules of procedure were established, on which we ask you, as persons or responsible parents, to commit themselves to them.

In case you do not approve these rules, your stay will be rejected and you will be banned from entering L'ORANGERAIE campsite.

By staying at the campsite L'ORANGERAIE, the occupant declares to accept the rules of the campsite, as well as the statutes below, committing to:

- Supervise your children during your stay and make them respect the rules.
- Respect others avoiding noise in the campsite, especially after midnight, in plots, roads, sanitary facilities and surroundings.
- Do not cause damage to the campsite.
- Keep your site clean.
- Keep the furniture inside, it's forbidden taking them outside.
- Respect these rules of procedure.
- Leave the campsite by decision of the management in case of non-compliance with the provisions of these rules of procedure and their commitments.
- You agree to abide by the rules of the aquatic area: only one-piece or two-piece swimsuits are allowed for women and swimsuits or shorts for men; They must be clean and without underwear underneath.
- Any altercation, including verbal violence or annoying noise, will result in expulsion from the camp without possibility of refund.

We remind you that the person who signs the booking contract is the guarantor of all the people accompanying the user, in case of non-compliance with the rules, the campsite reserves the right to exclude all campsite occupants from the campsite without any refund.

This is a commitment so that everyone can spend a better vacation in a pleasant environment.

#### **13. Violation of procedure rules.**

In the event that an occupant interrupts the stay of other users or does not comply with the provisions of these rules, the management or its representative may, orally or in writing, if deemed necessary, notify the latter to stop the disturbances. In the case of a serious or repeated infringement of the rules of procedure and after a formal written or oral notification by the management or its representative to comply with them, the latter may terminate the accommodation contract by law, which will result in the termination of the contract. The customer will not be entitled to any refund.

In the case of a crime, the management will call the police forces.

Document delivered in two copies: a copy to deliver the signed procedures in the Reception Office, the other copy will be kept by the client during the duration of his stay.

SURNAME:

FIRST NAME:

DATE and SIGNATURE: preceded by the words "read and approved, I agree to abide by these rules during my stay."