

## Rules and regulations of Camping les Pins d'Oléron

### **1) Conditions of admission :**

To be admitted to enter, set up or stay on a campsite, you must have been authorized to do so by the person in charge of the reception desk (or by the manager). All persons staying at the campsite must show proof of identity and complete any formalities required by the police.

Minors not accompanied by their parents will not be admitted. Staying on the Les Pins d'Oléron campsite implies acceptance of the provisions of the present regulations and a commitment to comply with them. Failure to comply with these rules may result in expulsion. In the event of a criminal offence, the manager may have recourse to the forces of law and order.

### **2) Installation :**

The tent or caravan and all related equipment must be set up in the location indicated and in accordance with the instructions given by the manager.

### **3) Reception desk :**

Opening hours vary according to the time of year and are posted on the door.

At the reception desk, you'll find all the information you need about the campsite's services, refreshment facilities, sports facilities, tourist attractions in the surrounding area and other useful addresses, including emergency services (police, gendarmerie, fire department, doctors, etc.).

### **4) Fees :**

Fees are payable at the reception desk, and are set according to the posted tariff.

They are due according to the number of nights spent on the site. Campsite users are requested to pay their fees the day before departure.

Tourist tax must be paid by all persons aged 18 and over staying at the campsite, regardless of the type of accommodation. The rate is displayed on the rate board at the campsite entrance and applies all year round.

### **5) Noise and silence :**

Users are expressly reminded that every precaution must be taken to avoid disturbing the peace and quiet of the neighborhood. In particular, all noise and chatter that might disturb neighbors must be avoided. Sound equipment must be adjusted accordingly.

Car doors and trunks must be closed as discreetly as possible.

Between 10 p.m. and 7 a.m., any infringement of these provisions will be considered as night-time disturbance.

## **6) Pets :**

Tattooed and vaccinated animals are accepted at the campsite, except for 1st and 2nd category animals, and must be kept on a leash. They must be kept on a leash. They must not be left alone on the campsite, even locked up, in the absence of their owners, who are civilly and financially responsible for them. Their vaccination records must be up to date. They are not allowed in public places (swimming pool, sanitary buildings...).

## **7) Visitors:**

Visitors may be admitted to the campsite under the responsibility of the campers receiving them. The person in charge of the reception desk may require them to pay the applicable visitor's fee. Visitors may not enter the campsite with their vehicles.

They must park their vehicles in the outside parking lot and report personally to the office.

They are not allowed to use the water park.

## **8) Vehicle traffic and parking:**

Inside the camp, vehicle speed is strictly limited to 10 km/h. Traffic is prohibited between 11:30 pm and 7:00 am. During this period, vehicles must be parked outside on the pitches provided.

Only vehicles belonging to persons staying at the campsite may circulate. Unless specifically recommended by the campsite representative, vehicles must be parked on the allocated pitch (or on the campsite's outside parking lot provided for this purpose) and must not obstruct traffic in any way.

## **9) Maintenance and appearance of facilities:**

Maintenance of pitches (constructions and miscellaneous additions) :

It is strictly forbidden :

- a) To build fences or demarcate the site by personal means, and to dig the ground.
- b) To store used objects.
- c) Deprive caravans of their means of mobility (tow-bars, wheels, etc.), whatever their size.
- d) To erect awnings that would require planning permission due to their context and fixity.
- e) Where applicable, to erect garden sheds.

It is also forbidden to erect portable or demountable houses known as

It is also forbidden to erect portable or demountable "Habitations Légères de Loisirs" (light leisure dwellings), without regulatory authorization.

## **10) Cleanliness and environmental rules :**

Everyone is required to refrain from any action that could harm the cleanliness, hygiene and appearance of the campsite.

It is forbidden to dump polluted water on the ground or in the gutters.

Household waste, garbage of all kinds and paper must be deposited in the containers provided.

Sanitary facilities must be kept in a constant state of cleanliness by users.

Washing is strictly forbidden outside the bins provided.

Planting and floral decorations must be respected. Campers are forbidden to drive nails into trees, cut branches or plant trees. Any damage to vegetation, fences, grounds or camp facilities will be charged to the person responsible.

Any site used during the stay must be returned to its original state.

### **11) Safety:**

A first-aid kit is available in the reception office. A defibrillator is available at .....?????.

A-Fire: Open fires are strictly forbidden.

Stoves must be kept in perfect working order and must not be used under a tent or near a car.

Fire extinguishers are available in all campsite buildings. In the event of fire, notify the management immediately. ??????? or RIA ??????

Campsite users are asked to take the usual precautions to safeguard their equipment.

B-Theft: Management is not responsible for items stolen from pitches. Campers remain responsible for their own equipment.

### **12) Aquatic lagoon:**

Swimming is not supervised by a lifeguard.

The campsite management cannot be held responsible for any accidents that may occur.

The campsite management requires parents to accompany their children at all times when swimming.

Users of the water park must comply strictly with the safety conditions posted on the site.

The management declines all responsibility for any accidents that may occur to children, who must always be supervised by their parents (in the play areas, water park, etc., as in the rest of the campsite).

No violent or disturbing games may be organized.

### **13) Dead garage:**

Unoccupied equipment may only be left on the campsite with the agreement of the Management, and only on the pitch indicated.

The management is not responsible for this equipment in the absence of its owner. A fee, the amount of which will be indicated at the office, will be payable for the dead garage.

**14) Mail, messages:**

A mailbox is located at reception for outgoing mail. Incoming mail is available at reception. Personal communications cannot be received at reception.

**15) Internet:**

A paid wifi connection is available throughout the Les Pins d'Oléron campsite. Rates are available at reception.

**16) Image rights:**

You authorize the campsite to use on any medium, photos or videos of you or your children that may be taken during your stay for the advertising needs of the campsite. Please let us know if you do not wish to appear on these communication media.

**17) Data protection act:**

The user is informed, in accordance with article 27 of the French Data Protection Act of January 6, 1978, that the optional information that he/she communicates by answering, if he/she so wishes, to the forms enables his/her request to be answered, and is intended for the Les Pins d'Oléron responsible for processing, for administrative and commercial management purposes as well as, unless he/she objects, to other companies in the group or to partner companies of Camping Les Pins d' Oléron.

Users are informed that they have the right to access and rectify all personal data concerning them by writing to Camping les Pins d'Oléron at the following address:

Camping les Pins d'Oléron - 6 All. des Pins, 17370 Le Grand-Village-Plage

**18) Camp manager:**

The camp manager is responsible for the order and good order of the camp. He has the duty to punish serious breaches of the rules and, if necessary, to have troublemakers expelled by the police in the event of a criminal offence. A complaints register is available to users. Complaints will only be taken into consideration if they are signed, dated, as precise as possible and relate to relatively recent events.

**19) Disputes:**

Foreign language versions are as faithful as possible translations of the French version. However, in the event of a dispute, only the French version shall prevail.

In the event of a dispute, and after having contacted the campsite's customer service department, any campsite customer may refer the matter to a consumer ombudsman, within a maximum period of one year from the date of written complaint, by registered letter, to the operator.

We hope that, in the interests of all concerned, everyone will respect these rules. We wish you a very pleasant stay.