

### 1.- CONDITIONS OF ADMISSION

To be admitted to enter, to settle on a campground, one must have been authorized by the person in charge of the reception office or by the operator after having made its registration. Minors must be accompanied by their parents or legal guardian. Staying on the campsite implies acceptance of the provisions of this regulation and a commitment to comply with them. Any offence may result in the expulsion of its perpetrator with the help of law enforcement if necessary. **Our rentals have a touristic vocation, workers groups are prohibited. Double axel caravans are not allowed. Campervans longer than 8 m must stay for a minimum of 3 nights.**

**The bracelet provided on arrival must be worn at all times. Groups of more than 10 people are not allowed on the campsite.**

### 2.- POLICE FORMALITIES

Anyone who has to stay at least one night in the campsite must first present to the person in charge of the reception office his identification documents and complete the formalities required by the police. (Pursuant to the provisions of Decree No. 75-410 of 20 May 1975, only foreign campers are now subject to these police formalities).

### 3.- RECEPTION OFFICE

Open from 8 a.m to 12 a.m and from 3 p.m to 7 p.m. At the reception desk you will find all the information about the services of the campground, the information about the facilities, the tourist treasures of the region. A complaint collection system is available to customers.

### 4.-BOOKING-PAYMENT

For any booking, an «option» is recorded (subject to availability) Upon receipt of your request it is valid for 7 days. The reservation becomes firm upon receipt of the deposit 25%, the rental contract dated and signed by the customer. Any reservation is nominative and can in no case be assigned or rented without the agreement of the campsite. Any option not confirmed within 7 days will be automatically cancelled. The final payment will be paid at 30 days before your arrival. A cancellation insurance is proposed for an amount of 4 % of your stay (not refundable). In the event of no respect of the terms of payment noted above, the little cottage rental or the pitch will be back on sale.

We advise you to take out cancellation insurance with NEAT (conditions on the website or on request). This policy provides you with cancellation cover so that you can be reimbursed if you cancel your holiday or leave early, subject to certain conditions:

- 100% refunded in the event of illness, accident or death (with proof). The reason for cancellation must not be known prior to subscription (e.g. long-term illness). (cf.Neat's general condions)
- 70% refunded without proof of illness, accident or death.(cf.Neat's general conditions)

The fee for this option is payable in full at the time of booking (4% of the total cost of the holiday).

It should be noted that, in accordance with the provisions of article L 221-28 et seq. of the French Consumer Code, none of the services offered by Le Hameau Des Champs are subject to the right of withdrawal. Consequently, any cancellation by the customer after booking and before departure will result in :

- In the event of cancellation more than 30 days before the planned date of arrival, the campsite will retain the deposit paid by the customer.
- In the event of cancellation less than 30 days before the scheduled arrival date, the customer must pay the full price of the holiday.

### 5. ARRIVALS AND DEPARTURES

1- Pitches: Arrivals are between 3pm and 7pm and departures before 11h30 a.m. Any advanced arrival or exceeding this schedule will result in additional billing. Arrival days are free.

2- Rentals: Arrival and departure days are free. Arrivals are between 4 p.m and 7 p.m and departures before 10 a.m.

In the absence of any written message from the tenant (telephone message not accepted) stating that he had to defer the date of his arrival, the site will become available 12 hours after the date mentioned on this contract. In case of cancellation of stay and whatever the reason, the deposit paid will not be refunded and will therefore remain acquired at the campsite. Cancellation requests must be made in writing with acknowledgement of receipt. In all cases, the cost of the cancellation insurance option taken out at the time of booking will not be refunded.

For safety reasons, camping barriers are constantly closed. The opening of the entrance and exit gates of the campsite is controlled by a badge that will be issued to you upon arrival. Only vehicles of registered customers can enter. You have the possibility to open them to enter and exit between 7 a.m and 10.30 p.m. Outside these hours, your vehicle must stay outside the campsite (in the street).

In the absence of any written message from the tenant (telephone message not accepted) stating that he had to delay his arrival, the rental will become available 12 hours after the date of arrival mentioned on this contract. The regulations paid will remain valid at the campsite. For safety reasons, the campsite barriers are constantly closed. The opening of the entrance and exit gates of the campsite is controlled by a badge that will be issued to you upon arrival. Only vehicles of registered customers can enter from 7am to 10.30pm. Outside these hours, your vehicle must stay outside the campsite (in the street).

### 6.-TOURIST TAX AND V.A.T

The tourist taxes collected by the campsite on behalf of the local authorities are given as an indication and are not contractual. They are payable by the holidaymaker at the place of stay. V.A.T is collected by the campsite on behalf of the French government. If the rate changes between booking and invoicing, the price of the stay will be modified.

## **7.- INSTALLATION**

a- Pitches: The tent, caravan, mobile home or other equipment must be installed at the location indicated by the operator. Users will have to respect the general aesthetics of the campsite, in particular, the plot should not be encumbered with any other installation, or movable property other than the caravan, or the mobile home serving, in accordance with the regulations on the outdoor hotel. Only one vehicle is allowed per pitch and only one electrical connection. You can indicate your preferred pitch number when you make your reservation. Our teams will do their best to satisfy you. However, in the event of unavailability or damage due to bad weather, the campsite will offer you another pitch without informing you in advance.

b- Rentals: A deposit of 180 € is required before taking possession of your little cottage as a guarantee of a restitution of your accommodation in good condition. Upon your arrival, you will be given a document allowing you to make your own initial inventory. At your departure, your accommodation must be returned in perfect condition. The check-out will be done at your departure in your presence. A cleaning package is available. This does not in any way exempt you from leaving the property in a clean and tidy condition. Warning: The deposit of 180 € will be kept in full if the ban on smoking has not been respected. In the event of a proven problem with an accommodation, you will be offered a re-housing solution. No refund will be possible if this is refused. On the other hand, if, and only if, no alternative accommodation is available, a full refund of the sums paid will be made.

## **8. - NOISE AND SILENCE**

Camping users are urged to avoid any noises and discussions that might interfere with their neighbours. Audible devices should be adjusted accordingly. Door and safe closures should be as discreet as possible. Silence must be total between 10.30 p.m and 7 a.m. In the event of non-compliance, the customer will be evicted the following day.

## **9.-ADDITIONAL PERSON and/or VISITOR**

If on arrival or during the stay, the number of tenants exceeds that specified on the contract, the campsite reserves the right to refuse additional tenants or to claim a price increase according to the current rate. In any case, the number of people can not exceed 8 per location and 4 or 6 per rental (a baby or a child counts for a person). Any additional vehicles and visitors will also be charged according to the current rate. For security reasons, all visitors must show up at the reception and pay the current fee. Any fraudulent introduction of visitors will be sanctioned. Access to the swimming -pool is not allowed to visitors.

## **10.- VEHICLE TRAFFIC AND PARKING**

Inside the campsite, vehicles must drive at a speed limited to 10 km/hour and respect the internal signs.

Traffic is prohibited between 10.30 p.m and 7 a.m. Only one vehicle is allowed per location unless management agrees and the additional fee is paid.

Parking on outdoor parking: users are invited to take the usual precautions to safeguard their vehicle and equipment, the campsite declines all responsibility in case of damage, breakage or theft. Only vehicles belonging to the campers staying at the campsite may be used. Parking must not impede traffic or prevent the installation of new arrivals. In the high season, vehicles must park on their users' plots or on the parking lot at the entrance. Visitors must park their vehicle outside the campsite and report their arrival at the reception desk.

## **11.- MAINTENANCE AND APPEARANCE OF INSTALLATIONS**

Everyone is required to refrain from any action that could harm the cleanliness, hygiene and appearance of the campsite. Children must always be under the supervision of their parents. It is forbidden to throw polluted water on the ground or in the gutters. Caravaners must empty their waste water in the facilities provided for this purpose. Household waste, waste of any kind, papers must be deposited in the collective garbage cans at the entrance of the land. It is forbidden to wash cars inside the campsite. It is strictly forbidden to connect electric cars in a rental or on the electric terminals of the pitches. It is forbidden to take water from fire hydrants and hoses, the latter being reserved only for this purpose to the exclusion of any other. Washing of the linen is strictly forbidden outside the bins provided for this use and the spreading should never be done from the trees. Plantings and floral decorations must be respected. It is forbidden for campers to plant nails in trees, to cut branches, to make plantations. All constructions and improvements are prohibited, except with the express consent of the operator. It is also not permissible to demarcate the location of an installation by personal means, nor to dig the ground. Any damage to vegetation, fences, soil or camping facilities will be the responsibility of the author. Any occupant wishing to connect to the running water must have a shut-off valve. Power output: 6/10 amps. Sanitary facilities may be closed off-season and intermediate seasons, and as long as adverse weather conditions last.

## **12.- SAFETY**

a - Fire Open fires, and in particular barbecues, (wood, charcoal, etc...) are strictly prohibited. The stoves must be kept in good working order. Fire extinguishers are at everyone's disposal; in the event of a fire, inform management immediately. A first-aid kit is available at the reception desk, along with call numbers for various services.

b -Smokers are advised to remain very vigilant when smoking outside their home. It is strictly forbidden to drop butts on the ground, the use of ashtray is mandatory.

c- Theft : Report immediately to the person in charge the presence in the campsite of any suspicious person. Users are invited to take the usual precautions to safeguard their equipment stored on the campsite. Management is not the custodian and custodian of objects and materials.

## **13. – GAMES**

No violent or annoying games can be organized near the facilities. Playgrounds are available to children under the sole responsibility of their parents. It is imperative to respect the age groups of each game. Access to the different collective facilities, playgrounds, swimming pool, yurt...

This is the responsibility of the users. Visitors and minors unaccompanied with persons of legal age are not allowed in the facilities. Meeting point (yurt) cannot be used for busy games.

#### **14. - OUR ANIMAL FRIENDS**

Dogs and animals must not be allowed to roam free, or even locked up in the campsite, in the absence of their master, who are civilly responsible. Their behaviour must not harm the peace, security and cleanliness of the campsite. Their droppings must be picked up by their owner. Pets are not allowed in showers. They are not allowed for visitors. Dogs of 1st category «attack dogs» (pit-bulls...) and 2nd category «guard and defense dogs» (rottweiler ...) are prohibited. For all animal, a supplement will be applied in bare location but also in rentals (price posted in force). 1 dog per rental will be accepted, other animals will not be accepted (cats, new companion pets ...). Owners must insure and vaccinate their pets. In the event of non-compliance, the customer will be evicted.

#### **15. - SWIMMING POOL**

Depending on the weather conditions, the pool area can be open from 1 April to 15 September from 9 a.m to 8 p.m. Depending on weather conditions, management may decide to extend or reduce opening periods.

a - Access to the swimming pool is free and strictly reserved for camping guests who will have to comply with the rules of health and safety and the internal regulations of the swimming pool which is displayed at the entrance of the footbath. The wearing of the bracelet is required. Minors must be accompanied by their parents who assume exclusive supervision under their responsibility. Pets are strictly prohibited in the pool area. The management and its attendants decline all responsibility in the event of an accident in the swimming pool. For reasons of hygiene, bathing shorts, bermuda shorts and burkinis are not allowed and it is forbidden to drink, eat or smoke and to return with the shoes in the pool area. The shower is mandatory. For the respect of swimmers, and to minimize water losses in times of drought, jumps (bombs, etc.) and ball games are prohibited.

b - Responsibility : Compliance with the internal regulations of the pool is mandatory for all guests upon admission. The pool is not monitored and its use is made at the risk of the swimmers. At certain periods, a manager may be responsible for ensuring the application of the pool's internal regulations. In the event of non-compliance and depending on the severity of the disorder, management may decide whether to exclude the offender temporarily or permanently.

#### **16. - DEAD GARAGE**

It cannot be left unoccupied in the field

#### **17. - CAMPING MANAGER**

He is responsible for the order and good conduct of the camp. He has a duty to punish serious breaches of the regulations and, if necessary, to expel their perpetrators. Disrespectful or even aggressive behaviour towards the manager or clients results in expulsion without notice.

#### **18. – FENCES**

It is forbidden to add to the fences marking the locations of other boundaries without written permission of the Management. It is mandatory to leave one side of the pitch open, on the caravan side, in order to get the caravan out of the pitch urgently.

#### **19. – MISCELLANEOUS**

Each caravan can install a removable canvas canopy in front or on the side. It is strictly forbidden to put two. No development can be made on the sites without prior written approval from the manager. The pitches will be for recreational use only, excluding all industrial, commercial or craft activities, or in general professional. The users will not be able in case to elect domicile there, to install their main residence.

#### **20. – SANITARIES**

These spaces should be left clean. In case of non-compliance, and after warnings, the customer may be expelled without further notice. Razor plugs should only be used for this purpose, no other connections (such as kettle, coffee maker, etc.) will be allowed.

#### **21. – DISPLAY**

These rules of procedure and evacuation instructions are posted at the entrance of the office. It is given to the customer at his request. It may be amended at any time without notice.

#### **22. - INFRINGEMENT OF THE RULES OF PROCEDURE**

In the event that a resident disturbs the residence of other users or does not comply with the provisions of these rules of procedure, the manager or his representative may orally or in writing if he considers it necessary, give notice to the latter to cease the disturbances. In the event of a serious or repeated breach of the rules of procedure and after being put on notice by the manager to comply with them, the manager may terminate the contract. In the event of a criminal offence, the manager may call on law enforcement.

#### **23. – DEGRADATIONS**

Any deterioration will be the subject of a repair invoice and will be borne by the customer, through his insurance or not. It is expressly recalled that children are under the responsibility of their parents.

#### **24. - RIVER WARNING**

Parents are reminded that it is strongly recommended for their child(s) to play alone on the banks of the La Grosne River. Children must be

continuously under immediate supervision and must not play or walk alone around the water. In the event of an accident, the campsite is not liable. For obvious safety reasons, under no circumstances should minors stay alone on the campground or in the rental accommodation.

## **25.- INTERNAL RULES**

Every tenant of the site is obliged to comply scrupulously with the internal regulations of the establishment which is posted and of which each can obtain a copy on request. He undertakes to respect the equipment and materials made available on the campsite. All tenants must be adequately insured for the duration of their stay (civil liability insurance). The campsite declines all responsibility in case of theft, fire, bad weather, hailstorm or miscellaneous accidents under the responsibility of the customer.

These rules have been translated into English and German. In the event of a dispute, only the French rules will serve as a reference.