



1. ADMISSION AND STAY REQUIREMENTS

To be allowed to enter, settle or stay on the campground, you must have been authorized to do so by the manager or his representative. The latter are obliged to ensure that the campsite is kept in good order and that these rules of procedure are respected.

Staying on the campsite implies acceptance of the provisions of these regulations and the undertaking to comply with them.

No one may take up residence there.

The amount of the stay is to be paid upon arrival of the client.

2. POLICE FORMALITIES

Minors under the age of 13 who are not accompanied by their parent(s) are not allowed on the campsite UNLESS accompanied by an adult with a parental certificate.

Minors aged 13 and over who are not accompanied by an adult will be required to present a parental certificate including the telephone numbers of emergency contacts, as well as a list of different health problems (e.g. allergies). A certificate of civil liability from the parents covering their child(ren) will be required, as well as a copy of the identity document of the signatory parent. Children under the age of 15 can be listed on one of the parents' records.

Pursuant to Article R. 611-35 of the Code on the Entry and Residence of Foreigners and the Right of Asylum, the manager is required to have the foreign national client complete and sign, upon arrival, an individual police form. In particular, it must include:

- 1° Surname and first names;
- 2° The date and place of birth;
- 3° Nationality;
- 4° Habitual residence;
- 5° Mobile phone number and email address
- 6° The date of arrival at the establishment and the expected date of departure

Children under the age of 15 can be listed on one of the parents' records.

3. INSTALLATION

Outdoor accommodation and related equipment must be set up at the location indicated in accordance with the instructions given by the manager or his representative.

4. RECEPTION DESK

The reception is open from:

- January 1 to April 5, 2024 Monday to Friday: 8:30 a.m. to 12 p.m. / 2 p.m. to 5 p.m.
- April 6 to July 5, 2024 daily: 9 a.m. to 12 p.m. / 2 p.m. to 6 p.m.
- July 5 to August 30, 2024 daily: 8 a.m. to 12 p.m. / 3 p.m. to 7:30 p.m.
- August 31 to September 27, 2024 daily: 9 a.m. to 12 p.m. / 2 p.m. to 6 p.m.
- September 28 to December 31, 2024 Monday to Friday: 8:30 a.m. to 12 p.m. / 2 p.m. to 5 p.m.

At the reception desk, you will find all the information you need about the campsite's services, equipment rental or loan, food supplies, sports facilities, the tourist attractions in the area and various addresses that may be useful.

A system for collecting and processing complaints is available to customers.

5. DISPLAY

These rules of procedure are posted on the façade of the reception area. It is given to each customer who requests it. The prices of the various services are displayed on the façade of the reception desk, and communicated to customers under the conditions set by order of the Minister for Consumer Affairs and can be consulted at the reception.

6. DEPARTURE ARRANGEMENTS

Guests are invited to inform the reception desk of their departure the day before their departure. Guests intending to leave before the opening time of the reception desk must have paid the balance of their stay the day before.

In case of late arrival or early departure, in relation to the dates mentioned on your booking voucher, the entire stay will remain due. You will not be entitled to any refund for the part of the stay not taken.

7. CANCELLATION

Any cancellation must be notified by paper or electronic mail, which will take effect from the date of receipt of the letter:

- More than 30 days before your arrival, the amount of the deposit remains at the campsite
- Less than 30 days before your arrival, the total amount of the rental, the booking fee and the insurance contribution are retained. To obtain possible compensation, we invite you to take out cancellation or interruption insurance at the time of booking.

8. SECURITY DEPOSIT

For rental accommodation, a security deposit of €200 per accommodation will be required upon arrival by credit card imprint. This deposit will be destroyed within two weeks of your departure.

On the basis of the report of the property manager or his representative, the campsite reserves the right to keep part or the total amount in the event of damage to the accommodation and its contents and/or equipment on the Air du Lac site.

The campsite also reserves the right to deduct the amount of the cleaning fee corresponding to the category of accommodation:

- to compensate for the cleaning costs if it has not been carried out at the time of departure (the amount of the cleaning fee corresponds to 2 hours of cleaning carried out by one person, this amount can be combined according to the actual duration of the cleaning service)
- In case of a lingering smell of tobacco in an accommodation

9. NOISE AND SILENCE

Guests are asked to avoid all noise and discussions that could disturb their neighbours.
Sound devices must be adjusted accordingly. Door and trunk locks should be as discreet as possible.
There must be total silence from 11 p.m.

10. VISITORS

After being authorized by the manager or his representative, visitors may be admitted to the campground under the responsibility of the campers who receive them. Visitors agree to comply with these rules.

The services and facilities of the campgrounds are accessible to visitors. However, the use of this equipment may be subject to a fee that must be displayed on the façade of the reception desk. Visitors' cars are not allowed in the campground.

11. VEHICLE TRAFFIC AND PARKING

Inside the campground, vehicles must drive at a limited speed (10 km/h).

Only vehicles belonging to the campgrounds may enter the campground. Parking is strictly forbidden on free spaces, unless a parking space has been designated for this purpose to the customer by the manager or his representative.

Parking should not impede traffic or prevent newcomers from settling in.

12. MAINTENANCE AND APPEARANCE OF FACILITIES

Everyone is obliged to refrain from any action that could adversely affect the cleanliness, hygiene and appearance of the campsite and its facilities, including sanitary facilities. Smoking is strictly forbidden inside the buildings. It is forbidden to dispose of sewage on the ground or in the gutters. Customers must empty waste water in the facilities provided for this purpose.

Household waste must be disposed of in the bins provided for this purpose. Recyclable waste (paper, cardboard, glass and household packaging) must be sorted and disposed of in the recycling bins at the exit of the campsite or in the car park of the gîtes. Washing is strictly forbidden outside the bins provided for this purpose. If necessary, the laundry will be hung in the common drying room. However, it is tolerated for up to 10 hours in the vicinity of the accommodations, provided that it is discreet and does not disturb the neighbors. It should never be made from trees.

Plantings and floral decorations must be respected. It is forbidden to drive nails into trees, to cut branches, to make plantations.

It is not permitted to delineate the location of a facility by personal means, nor is it permitted to dig the ground.

Any damage to vegetation, fences, grounds or campground facilities will be the responsibility of the person who has done so.

The pitch that has been used during the stay must be maintained in the condition in which the camper found it when entering the premises.

When the games room is open, it is reserved exclusively for customers, and on condition that it is left in good condition.

13. SECURITY

(a) Fire

Open fires (wood, coal, etc.) are strictly prohibited. Stoves must be kept in good working order and not used in hazardous conditions.

In the event of a fire, notify management immediately. Fire extinguishers can be used if necessary.

A first aid kit is available at the reception desk.

(b) Theft

The management is only responsible for items deposited with its permission at the reception desk, and has a general obligation to supervise the campsite.

The camper remains responsible for his/her own installation and must report to the managers the presence of any suspicious person.

Customers are advised to take the usual precautions for backing up their equipment.

14. GAMES

No violent or disturbing games may be held in the vicinity of the facilities.

The game room cannot be used for hectic games.

Children must always be under the supervision of their parents or legal guardian.

15. DEAD GARAGE

Unoccupied equipment may be left on the ground only with the agreement of the management, and only in the location indicated. This service may be subject to a fee.

16. ANIMALS

Dogs and cats, except category 1 and 2 dogs, are allowed on the campsite. We require dogs to be kept on a leash within the campsite. The health booklet must be presented upon arrival at the campsite. Conventional vaccines are mandatory (distemper, Rubarth's hepatitis, parvovirus, leptospirosis). Rabies and Kennel Cough are optional. The tattoo/chipping certificate is mandatory. Be sure to respect the hygiene and environment of the host campsite. Droppings must be collected.

Dogs and other animals should never be allowed to run free. They must not be left alone, even locked up or tied up, in the absence of their masters, who are civilly responsible for them.

The management reserves the right to immediately exclude from the campsite, without refund or compensation, any owner whose animal is deemed dangerous or annoying to the campsite's customers.

17. VIOLATION OF THE RULES OF PROCEDURE

In the event that a resident disturbs the stay of other users or does not comply with the provisions of these internal rules, the manager or his representative may, if they deem it necessary, give formal notice orally or in writing to the latter to cease the disturbances.

In the event of a serious or repeated breach of the internal rules and after formal notice to comply by the manager or his representative, they may demand the immediate departure of the troublemaker(s) without reimbursement or compensation.

In the event of a criminal offence, the commissioner or his representative may call on the police.

