



1) Registration conditions

To be admitted to enter the terrain, to install yourself and to stay, you need the permission of the manager, who is required to ensure good behaviour and good order at the campsite, as well as compliance with the current internal regulations. The fact that you are staying on the campsite, implies the acceptance of the regulations and the obligation to observe them.

2) Formalities

Anyone who stays at least one night on the campsite should in advance present an identification to the manager and fill in the formalities required by the authorities. Unaccompanied minors will only be admitted with a written consent of the parents.

3) Stay

The accommodations accommodate a maximum of persons specified in the reservation. The pitches accommodate a maximum of 6 persons, the tent or the caravan and car must be installed on the indicated place in accordance with the provisions of the manager.

4) Reception

The reception is open from 08:00 until 12:00 and from 14:00 until 18:00.

In the reception you will find all the information about the services of the campsite, information about the possibilities of supplies, advertising leaflets of cultural and sporting activities.

5) Charges

Their amounts are displayed in the reception.

To make a reservation, you need to pay us a deposit of 50% of the total amount of the stay. The reservation fee is € 15. Tourist tax is determined by your acceptance of the booking confirmation; the remaining amount of the stay must be paid within 30 days prior to the date of arrival. The deposit will be deducted from the total amount of the stay through our booking confirmation. A premature departure cannot be refunded. Unused and booked periods will be invoiced. The rental will be available from 16.00 hours on the day of arrival and must be left before 10.00 hours on the day of departure. It is expressly forbidden to use the beds without sheets. Non-compliance with this regulation leads to € 15 cleaning costs per bed.

PLEASE NOTE: in case you need to postpone your arrival, please notify us. If you have not reported us the delay, the pitch remains free for 2 days from the scheduled date of arrival, so we keep a pitch free without compensation. Tenants are subject to the regulations of the campsite.

6) Accommodation conditions

An interrupted or shortened stay, for any personal reason gives no right to refund. For pitches and motorhomes, the total amount of the stay has to be paid at the latest on arrival. The pitch is available at 2 p.m. and should be left before 10 a.m. on the day of departure.

7) Insurance

Each tenant of a pitch or accommodation should have an insurance policy for the protection of persons and goods.

8) Noise and silence

The users of the campsite are asked to respect the calmness and the tranquillity of the place by preventing all noise which can bother the neighbours: too noisy conversations, sound equipment, closing trunks and doors of cars. Individual lighting may only have a limited strength to not bother the surroundings.

The silence must be respected between 23.00 and 08.00 hrs.

From 23:00 children and minors must obligatory be with their parents.

In case of departure early in the morning, please park your car on the night parking.

9) Pets

Dogs are only allowed if they are calm, vaccinated and tattooed. A recent vaccination booklet must be shown to the manager or his representative at arrival. Pets are allowed on the campsite (except for dogs of categories 1 and 2). It is forbidden to let dogs enter the sanitary. Dogs must be leashed constantly and should not be left alone on the campsite. Their owners are civilly responsible for them. Owners are required to keep them clean. The management is not liable for any damage caused by pets (objects or persons).

If the accommodations are not left in an immaculate state, the costs for cleaning and/or disinfection may be charged.

10) Visitors

For legal and security reasons, **the visitors must report to reception to sign the attendance register.** The capacity of the campsite may under no circumstances be exceeded. Therefore, above the contractual capacity of the accommodations and pitches, **visitors who will be admitted during the day** have to pay a fee:

Visitor – 2h = free

Visitor + 2h = 2€

Pet = 2€

11) Traffic and parking of vehicles

The speed is limited to 10 km/h within the campsite and 30 km/h near the campsite.

Traffic is forbidden from 23:00 until 08:00; a barrier will close the access to the campsite. Overnight parking is available behind the sanitary facilities or next to the bins. In any case it is recommended to take the usual precautions to protect your belongings. Each takes care of parking his vehicle on his pitch, without obstructing the traffic on the campsite. One single vehicle per pitch is foreseen.

12) Respect of the place

Each one needs to respect the tidiness, hygiene and the design of the terrain, especially the sanitary: - the wash and the dishes need to be done in the appropriate sanitary sinks before 23:00; - waste water should be emptied in the appropriate facilities. It is forbidden to throw the waste water on the ground or in the lake; - domestic waste should be deposited in the containers, sorted in the appropriate waste bins behind the sanitary, newspapers/magazines and batteries at the reception; - hanging of laundry should be done as discreet as possible with respect for the neighbours and should not be hung in the trees; - plants and the flowers decorations should be respected; - the pitch should be kept in the same condition as the camper has found it at his arrival.

For the sake of the preservation of water reserves, it is forbidden to play with drinking water from the taps.

13) Safety

Open fires (charcoal or wood barbecues) are strictly forbidden; only gas and electric barbecues are permitted.

Portable stoves should not be used in hazardous conditions.

In the event of a fire, inform the management team immediately (at reception or at the managers' house next to the main building). Fire extinguishers are at your disposal (remove and use if necessary) near the lamp posts – there are also fire hoses across the site. Please go to the meeting point calmly following the evacuation signs. A first aid box is located at reception or at the bar. Users are asked to take necessary precautions against theft. Children must be supervised by their parents at all times. Rough games around the swimming pool, on the terrace and in the sanitary facilities are not permitted.

14) Swimming pool

A swimming pool is available for the campers. ***The swimming pool is not guarded.***

Open from 10:00 until 19:00 (opening hours may vary due to the cleaning protocol) the same time in low season, depending on the weather. The swimming pool is heated from May 15 to September 15 according to the weather.

Pool at Night: according to the animation planning in high season, the swimming pool will be open once a week from 10:00 until 22:00, depending on the weather.

The children are under the supervision of the parents and must be accompanied.

Access to the swimming pool must be obtained by a foot bath with obligatory shower, letting the shoes outside.

Swimming only with obligatory swimming trunks for reasons of hygiene. Forbidden to dive, push each other, to race, to smoke or to eat inside the fence of the pool. The pool of 16 x 8 m large allows no ball games or too large inflatable beds or rubber rings. Pets are not allowed inside the fence of the pool.

15) Lake

The lake is not guarded and is forbidden to swim in.

Fishing "No Kill" (place the caught fish back into the lake) is strictly reserved to the guests.

16) Image rights

Staying at La Castillonderie, you agree tacitly that photographs of you or your family (including children) and your belongings can be circulated on printed or virtual documents (website) for the promotion of the campsite. These photos do not contain a link between a name, address and a picture. If you do not want this, please inform us at your arrival.

17) Violation internal regulations

In case of repeated violations of the internal regulations, the manager reserves the right to end the contract and to appeal upon the police in case of criminal offences.

18) Mediation of consumer disputes

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

The contact details of the mediator who may be contacted by the customer are as follows

BAYONNE MEDIATION

32 rue du Hameau

64200 BIARRITZ

www.bayonne-mediation.com

(33) 6 79 59 83 38

19) Telephone numbers in case of emergency:

Ambulance (doctor) : 15

Fire Brigade: 18

Police : 17

European emergency number (mobile) : 112

Dear customers, all these details are needed to avoid ambiguity and ensure your stay takes place in the best conditions

for *La Castillonderie*.

Directorate

Name of responsible living

Signature preceded by the words "Read and approved" :

Date: