

RULES OF PROCEDURE

PREAMBLE

The purpose of these regulations is to lay down the rules necessary to ensure a quality stay in our facilities in the best conditions of comfort and safety.

These regulations meet the objectives and terms of the Transparency Charter adopted on November 27, 2008 between the FNHPA (National Federation of Outdoor Hospitality Trade), the FFCC (French Federation of Camping and Caravanning), the State Secretariat for Trade, Crafts, SMEs, Tourism and Service Industry.

They subject to the required declarations of services in Pyrénées-Orientales Prefecture under statutory provisions and practices in the business.

Staying at the campsite or accessing it as a guest or professional implies acceptance of the following provisions and the obligation to comply with them.

The term “RESIDENTS” refers to the Private Owners, Works Council and Tour Operators

I. CAMPING ACCESS - SERVICE AT RECEPTION – TRAFFIC

1.1. For everyone's safety and comfort, access to the campsite is regulated.

1.1.1.a. Any person staying in our establishment must first submit their identification documents **with a photograph** at reception and complete the police formalities. Minors unaccompanied by a person exercising parental authority shall not be allowed in. Residents whose contact details have not been previously communicated to the campsite will not be able to access our establishment. **The same will apply to any tenant who has communicated incorrect or incomplete information.**

1.1.1.b. This information allows the campsite to provide tenants with a permanent bracelet that proves compliance with their rental contract and age, and allows access to our facilities. It is the tenant's responsibility to keep this bracelet in perfect condition during the duration of the stay: Replacement is only possible if the damaged bracelet is returned along with an up-to-date identity document of the tenant.

1.1.1.c. Only those who have been registered on the initial contract are allowed to stay and in no case shall it be possible to add or substitute people registered on the initial contract.

1.1.1.d. The campsite is designed for individual family rentals and we shall not accept group bookings.

1.1.2. Visitors or guests must prove their identity in advance and in the presence of tenants at reception. Tenants shall be fully responsible for the actions of their guests and shall ensure that the rules of procedure are respected. Visitors or guests shall not have access to the services and facilities of the campsite and their vehicles must be parked outside in areas designated for that purpose. Visitors or guests must leave the campsite latest by midnight.

1.1.3. Access by professionals to our facilities shall be permitted with prior notice at the reception desk. Notice must be given by the company involved at least eight (8) days in advance, specifying the nature and duration of the planned intervention, the name of the customer involved and justifying the task or work contracted. In support of this statement, the company will have to submit: - an extract of registration in the French company register "Registre du Commerce et des Sociétés" or the "Répertoire des Métiers" of less than one (1) month (originals). -the list of employees whose intervention is planned with a certificate from a CPA registered on the list of Certified Public Accountants of the "Cour d'Appel de MONTPELLIER" certifying that the company involved has duly declared all persons involved in social institutions and that it has no outstanding social security charges or taxes incumbent upon the date of the last calendar quarter-end. In case of foreign employees, the company must also justify valid residence permits for each of them. -justification of Liability Insurance ("Assurance Responsabilité Civile Professionnelle") as well as qualifications of the persons involved.

1.1.4. Any business or itinerant activity not approved by the campsite is strictly prohibited.

1.1.5. Non-compliance with this article in addition to the provisions provided below will be subject to legal proceedings and, if necessary, criminal prosecutions.

1.1.6. For your comfort and safety, the capacity of pitches and premises (6 people maximum) must be strictly respected. Any child of whatever age counts as a person.

1.2. The reception desk is at your disposal at the specified times. Any inquiry regarding the terms of your stay, places to visit, and services available at our facilities or nearby may be addressed here.

1.2.1. Should you encounter any complication or inconvenience during your stay, we will do our best to adapt and improve the quality of our services.

1.2.2. In case of a problem, we insist on logging it in the book of complaints available to you at the reception desk. No later claim of any kind whatsoever shall be taken into account if the problem has not been logged in our book of complaints. The description of the problem must be a precise and dated account of the facts or complications, signed and dated. These details help us improve the quality of our service and your stay.

1.2.3. The various rental services offered by our establishment and their pricing/billing conditions are displayed at the reception desk.

1.3. For the safety of everyone and especially children, the speed is limited to ten kilometers per hour (10 km/h) within our establishment. and the road signs put in place must be strictly respected, including by cycles. Only residents' vehicles have access to the Campsite and all traffic is prohibited from midnight to 7 a.m.

Collective parking lots, situated near the entrances to our establishment, are available to residents and, where applicable, their guests. The establishment cannot under any circumstances be held responsible for any theft or damage that may occur in our car parks. Within the Campsite, cars must be parked exclusively on the locations provided for this purpose, depending on the allocated rented plot. Parked cars must in no way cause any disruption to traffic or the installation of new residents. We would like to remind you that the storage of fuel or flammable materials, even in small quantities (cans, etc.) on board or near vehicles, in mobile homes, caravans or tents is strictly prohibited for safety reasons.

IMPORTANT : The electrical installations inside your accommodation are not suitable for charging hybrid or electric vehicles; vehicle recharging is strictly PROHIBITED due to the proven risk of fire in the Mobile Home and the endangerment of Residents.

II. FACILITIES - EQUIPMENT - COMFORT AND SAFETY

2.1. Mobile homes, caravans, tents and related equipment must be installed at the indicated location in accordance with the instructions issued by the campsite. Accommodation structures of any kind must always comply with safety regulations and standards corresponding to the classification of ***** Campsite and in no way shall they harm the harmony of the campsite due to their antiquated or unsightly nature.

2.2. Owners of mobile homes over six (6) years shall in all circumstances be able to justify that their electrical installation has been subject to regular inspections in compliance with safety and security regulation. The owner must maintain his equipment harmoniously integrated with the campsite equipment. In light of the efforts made by the Campsite to maintain a high level of services including the provision to vacationers of a modern park, regularly renewed with major investments to keep a neat landscaping in the establishment and to ensure safety standards are met, the campsite may request to change the location of the mobile home or, if it is more than ten (10) years old, to replace it. Lack of maintenance of the mobile home, degradation or damage to its visual appearance go against the harmony standards of our facilities and may be sanctioned with the termination of our contractual relationship.

2.3. The common equipment must be used in strict compliance with the rules of hygiene and safety. Children shall always be under the supervision of their parent(s). Any action likely to affect the cleanliness, hygiene, tranquility or appearance of the campsite is prohibited and in particular, but not limited to discharging wastewater or washing things outside the facilities provided for this purpose, abandoning objects, waste or garbage at the site, damaging or harming the facilities, plants, fences...

2.4. There are coffers for valuables available at reception. The establishment strives to ensure the best supervision of the campsite. It is your responsibility, however, to take the necessary precautions to prevent theft of your valuables and property and to report any suspicious persons or offenses.

2.5. In order to allow other guests to enjoy their stay, we ask you to follow the regulations regarding noise, avoiding discussions and music, which is likely to disturb the neighbourhood. Silence must be absolute from 0h to 7h.

2.6. In order to promote the best possible life in community, we ask you to respect the rules of etiquette, any signs of incivility, aggressiveness... these are not compatible with l'Hôtellerie de Plein-Air's values of living and working together: breaching these rules with other tenants, camping staff or other persons will lead to implementation of Article 3.

2.7. Pets must always be in the presence of their owner and kept on a lead and shall not be able to wander freely inside the facilities. Category 1 and 2 dogs are not allowed in. Any domestic animal biter must be tattooed and vaccinated against rabies in order to be allowed on a campsite.

2.8. The evacuation plan of the campsite and the location of fire-fighting capabilities are indicated. We thank you to take note of this. Open fires and barbecues, other than gas, are strictly forbidden.

III. INFRINGEMENT

Failure to comply with the rules of procedure may result in permanent expulsion of the offender. Further to this, **the offender's registration may be removed from the tenant listing, forfeiting their right to a refund or compensation.**