



CAMPING DU PLA DE BARRES **

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INTERNAL RULES 2020

I - GENERAL CONDITIONS:

1. Conditions to stay:

To be admitted penetrating, settling down, and staying on a campsite, it is necessary to have been authorized by the administrator or his representative. It has for obligation to watch the good behaviour and the good order of the campsite as well as the respect for the application of the present internal rules.

The fact of staying on the campsite involves the acceptance of the present internal rules and the commitment to conform to it.

2. Police formalities:

The minors not accompanied by their parents will be admitted only with a written authorization of these in the form of discharge of responsibility.

In application of the article R. 611-35 of the code of the entrance and the stay of the foreigners and the right of asylum, the administrator or his representative has to make fill and sign by the foreign customer, from his arrival, an individual index card of police that must mention:

- the name and the first names;
- the date and the place of birth;
- the nationality;
- the usual place of residence.

The children less than 15 years old can appear on the index card of one of the parents.

3. Installation:

The outdoor accommodation, the tent, the camper or the caravan and the equipment relative to it must be settled on the pitch indicated according to the directives given by the administrator or his representative.

4. Reception:

Open every day:

- from May 29th to July 2th and from August 30th to September 21th:

Monday – Tuesday – Wednesday – Thursday and Sunday 8 am to 12.30 midday and 3 pm to 8 pm

Friday and Saturday from 8 am to 12.30 midday and from 3 pm to 9 pm

- from July 3rd to August 29th:

Monday – Tuesday – Wednesday – Thursday and Sunday 8 am to 12.30 midday and 2 pm to 9 pm

Friday and Saturday 8 am to 12.30 midday and 2 pm to 10 pm

and according to the posted schedules.

You shall find, at the reception, all the information on the services of the campsite, the information on the possibilities of provisioning, the sports facilities, the tourist wealth of neighbourhood and diverse addresses which can turn out useful. A system of collect and processing of the complaints is kept at the disposal of the customers. The complaints will be considered only if they are signed, dated, so precise as possible and relating to relatively recent facts.

5. Display:

The present internal rules are shown at the entrance of the campsite and at the reception. It can be given to every customer who asks for it.

6. Fees:

Fees are paid to the reception. Their amount is the object of a display at the entrance of the campsite and at the reception. They are due according to the number of nights spent on the ground.

The users of the campsite are invited to prevent the reception of their departure from the day before this one. The customers intending to leave prematurely opening of the reception have to make the day before the payment of their fees.

7. Noise and silence:

The customers of the campsite are insistently asked to avoid any noises and discussions which could bother their neighbours. Acoustic appliances must be accordingly adjusted. The locks of car doors and chests must be as well discreet as possible.

Dogs and other animals must be never left free. They must not be left in the campsite, even locked, in the absence of their masters, who are civilly liable there.

The silence must be total between 11 pm and 6:30 am.

8. Visitors:

Having been authorized by the administrator or his representative, the visitors can be admitted in the campsite under the responsibility of the campers who receive them.

The customer can receive one or several visitors at the reception. The services and the installations of the campsite are accessible to the visitors. However, the use of these equipments can be paying according to a rate posted at the entrance of the campsite and at the reception. If visitors are admitted penetrating into the campsite, the customer who receives them can have to settle a fee. This fee is the object of a display at the entrance of the campsite and at the reception. The cars of the visitors are forbidden in the campsite.

9. Traffic and car park of vehicles:

Inside the campsite, vehicles have to drive to a maximal speed of 10 kph. The traffic is strictly forbidden between 11 pm and 6:30 am.

Can circulate in the campsite only the vehicles which belong to the campers staying there. The car park is strictly forbidden on pitches usually occupied by the accommodations unless a parking space is planned for that purpose. The car park does not have to hinder the traffic nor prevent newcomers' installation. Two vehicles are allowed at the most by pitch, one included in the rate of the location, the other one will be tolerated only to settle in supplement.

10. Holding and aspect of the installations:

Each has to abstain from any action which could damage the cleanliness, the hygiene and the aspect of the campsite and its installations, in particular sanitary.

It is forbidden to throw waste water on the ground or in gutters. The customers necessarily have to empty waste water at the installations planned for that purpose.

Household waste, waste of all kinds, papers, must be deposited in trash cans by following the instructions of selective sorting. The trash cans of toilets cannot serve on no account for that purpose.

Bulky waste of all kinds (scrap, blow up, engraved, wood, glass, household electrical appliances) are to be deposited at the intermunicipal waste reception centre.

The wash is strictly forbidden except tubs planned for this use.

The clothesline of the linen will be made, where necessary, at the common dryer. However, it is tolerated till 10 am near the accommodations, on condition that it is very discreet and does not bother the neighbours. It will never have to be made from trees.

Plantations and flowers must be respected. It is forbidden to the camper to crash nails in trees, to cut branches, to make plantations.

It is not allowed to bound the pitch of an installation by average staffs, nor to cave the ground.

Any repair of degradation appointed to the vegetation, to the closes, to the ground or to the installations of the campsite will be chargeable to his author. The location used during the stay must be maintained in the state in which the camper found it at his entrance.

11. Safety:

a) *Set on fire:*

The open fires (wood, coal, etc...) are strictly forbidden. Stoves must be maintained in good working order and not be used in dangerous conditions.

In case of fire, inform immediately the direction. Fire extinguishers are usable in case of necessity.

A first-aid kit is at the reception.

b) Robbery:

The direction is responsible for objects put down at the office and has a general obligation of surveillance of the campsite. The camper keeps the responsibility of his own installation and has to indicate to the staff in charge the presence of every suspect person.

Although the guarding is assured, the customers are invited to take the usual precautions for the protection of their material. The campsite cannot be held responsible on no account in case of loss, in case of robbery or in case of degradation.

c) Electricity:

The electric connection must be made by means of a corresponding electric cable, in good condition and seals (IP44). Any doubtful or not corresponding installation will be disconnected.

The campsite cannot be held responsible for incidents, inconveniences or for reductions and increases of voltages due to the supplier of energy.

It is strictly forbidden to open the electric borders and to intervene on borders.

12. Games:

No violent game, or annoying, can be organized near the installations. The room of the chalet of reception cannot be used for the animated games. The children always have to be under the supervision of their parents.

13. Garage:

It cannot be left equipment not occupied on the ground without the agreement of the administrator or his representative, and only at the indicated location and according to availability. On no account the "garage" can be made on pitches. As such a fee, the amount of which is posted at the reception, will be due daily for the "garage".

Within the framework of Resident rate for a stay of more than 28 nights, the "garage" can be made on the pitch. No fee for "garage" will be due, the package already including the possibility of "garage" on the pitch.

14. Breach of the internal rules:

In case a resident would disrupt the stay of the other users or would not respect the present internal rules, the administrator or his representative can orally or in writing, if he considers it necessary, to give a formal notice the latter to stop the disorders.

After a first reminder of the internal rules and the obligation to comply with them, in case of recidivism, the manager will be able to apply a financial penalty of 30€ to the client who would not comply with these internal rules.

In the event of grave or repeated infringement to the internal rules and after formal demand by the administrator to conform to it, this one can cancel the contract.

In the event of penal infringement, the administrator can appeal to law enforcement.

II - PARTICULAR CONDITIONS:

1. Concerning the safety(security) of the campers:

Meeting place: whatever is the risk factor (bad weather, technical problem) putting in danger the safety of the campers, the meeting place with the aim of the organization of an evacuation will be the chalet of reception of the campsite.

2. Protocol of risk management:

- *In case of climatic risks:* the campers who consider it useful and of their own initiative, will come to express to the staff of the campsite of the damages engendered on their installations or the necessity of evacuating them towards a safe accommodation.

- *In case of technical problem:* the campers will come from their own initiative to express to the staff of the campsite of the malfunction of the installations, or their potential danger.

- *In case of disorder in the law and order in the campsite:* the campers who consider themselves embarrassed will come from their own initiative to express disorders to the staff of the campsite.

For each of these cases (climatic risks, technical risk, incivility) a protocol of risk management has been defined by the municipality, the objective being the putting in a safe place and the fast regulation of the problems. The acceptance of the present internal rules implies the acceptance of the modalities of evacuation and help. The municipality cannot be held responsible in case of failure to respect the rules of evacuation.

3. Safety tips:

In case of violent wind, the parking of departure of shuttles for Bouillouses (in front of campsite) can be a place of refuge.

In case of thunderstorm, your vehicle is the best refuge against the lightning.

In case of release of water from the dam of Bouillouses, a siren announces the release, are all eyes the water level can rise quickly.

Do not touch the electric installations in case of breakdown, warn the staff.

4. Disputes:

The administrator adduces the right to refuse the access to the campsite to every person having been the object of an oral or written contentious procedure bound to one precede stay in the campsite bringing into conflict the administrator of the campsite and the customer.

5. Staff of the campsite:

He is responsible for the order and for the good behavior of the campsite. He has the duty to apply the instructions of his hierarchy and to sanction the breaches in the rules.

As a reminder, the insult (words, gestures or threats) for one person in charge of a mission of public service is punished by the law (up to 7 500€ of fine - Article 433-5 of the french penal code).

So for the respect for each one, let us remain courteous.

GENERAL CONDITIONS OF A PITCH RENTING

1. Reservation:

Any reservation must be accompanied with a 20% payment as deposit on the amount of the stay. The deposit will be deducted from the total amount at the payment of the reserved stay.

An online reservation becomes actual only after collection of the deposit by bank card. The customer will receive a confirmation of reservation by email.

Booking fees of a 3,00€ will be applied at the creation of the reservation. They will be offered for any reservation at the name of a customer having stayed in the campsite on the last three years consecutively (2019, 2018 and 2017).

The choice by the customer of a specific pitch (number or request of common ownership with another reservation) will give rise to the payment of a 15€ supplement for "blocking of pitch". In case of cancellation this supplement remains in us then acquired in the same way as the deposit.

Any reservation made and confirmed by the payment of the deposit before March 1st will offer the free access on the choice of the pitch.

2. Rent:

The rent of location is personal; it is forbidden to sublet or to give in to a third.

3. Cancellation/Delay:

Any cancellation will have to be notified 15 days before the date of arrival. Whatever is the motive for cancellation, no refund of deposit will be made.

The customer has to inform the administrator of any possible delay of his arrival, to keep his right of ownership. Without news of the customer before the next day at 12 am of the date of arrival, the administrator saves himself the possibility of having the location. The deposit remains in us then acquired.

4. Modification:

Any modification of dates, of the number of pitch or people, occurring after the agreement of rent, can, according to our availability, force the Direction to refuse the modification. The customer can either keep his initial reservation, or cancel it, in which case the deposit and, where necessary, the supplement in for "blocking of pitch" will remain in us then acquired.

5. Arrival/Departure:

The pitch will be available from 3 pm from May 29th till July 2th and from August 30th till September 21th, and from 2 pm from July 3rd till August 21th, the day of arrival and will have to be freed at the latest at 12 am the day of the departure. Any overtaking (early arrival or late departure) will be the object of a 5€ supplement and is subjected to our according and availability.

The arrivals for a stay with a reservation having been confirmed from us can be made till 11 pm by means of an access code. The arrivals without reservation will have to take place in the schedules of the reception.

6. Settle:

The balance of the stay must be settled the day before the departure.

7. Attributive clause of jurisdiction:

The possible disputes will be of the court's jurisdiction of authority of Perpignan.

8. Internal rules:

The customers make a commitment to respect the internal rules of the campsite posted at the reception, at the risk of seeing excluding from this one, for the well-being and the respect for the other campers.

After a first reminder of the internal rules and the obligation to comply with them, in case of recidivism, the manager will be able to apply a financial penalty of 30€ to the client who would not comply with these internal rules.

9. Pets:

Only the not classified "dangerous" and necessarily tattooed animals (or provided with a chip) are agreed to stay on the campsite. The passport and the vaccination certificate up to date are compulsory. Animals must be kept on a lead inside the campsite and accompanied outside for the cleanliness. Dog mess must be collected and thrown in trash can containers. Animals do not have to disturb the neighbourhood by their barking's or spots, nor remain alone on the location. 2 dogs at the most by pitch will be accepted. The failure to respect these rules of good behaviour can pull the eviction for the respect for all the campers.

10. Electric Connection:

The electric connection is included in the price of the pitch in categories Camping, Camping +, Caravaning and Caravaning + that the customer uses it or not. The customer has to plan a corresponding electric cable, in good condition and seals (IP44). We recommend a cable of 20 to 50 meters away from length according to pitches.

11. Toilet blocks:

The various toilet blocks will be opened then closed gradually according to the activity of pitches. The dates of opening and closure of toilet blocks will be announced on the website of the campsite and are posted on the door of every toilet block.