



CAMPING LES TERRASSES

555, route de St Pons

34360 SAINT- CHINIAN

RULES OF PROCEDURE

(Campsites, caravan parks, residential leisure parks)

I-GENERAL CONDITIONS

1. Conditions of admission and residence :

To be allowed to enter, settle or stay on a campsite, you must have been authorised to do so by the manager or his representative. It is the manager's duty to ensure that the campsite is kept in good order and that these internal regulations are complied with. Staying on the campsite implies acceptance of the provisions of these rules and a commitment to comply with them. No-one may take up residence on the campsite.

2. Police formalities :

Anyone wishing to stay at the campsite must have and show proof of identity. Minors not accompanied by their parents will only be admitted with written authorisation from their parents. Pursuant to article R. 611-35 of the Code de l'Entrée et du Séjour des Etrangers et du Droit d'Asile (Code on the Entry and Residence of Foreigners and the Right of Asylum), the manager is required to have foreign customers complete and sign an individual police form on arrival. This must include: 1° Surname and first names; 2° Date and place of birth; 3° Nationality; 4° Habitual place of residence. Children under the age of 15 may appear on the form of one of their parents.

3. Installation :

The outdoor accommodation and associated equipment must be installed in the location indicated in accordance with the instructions given by the manager or his representative.

4. Reception desk :

Open from 9am to 12pm and from 2.30pm to 7pm in mid and high season, open from 9am to 12pm and from 3pm to 6pm in low season. At the reception desk, you'll find all the information you need about the campsite's services, refreshment facilities, sports facilities, tourist attractions in the surrounding area and other useful addresses. A system for collecting and handling complaints is available to customers.

5. Display :

These rules and regulations are displayed at the entrance to the campsite and at the reception desk. They will be given to any customer who requests them. For classified campsites, the classification category and the number of tourism or leisure pitches are displayed. The prices of the various services are communicated to customers under the conditions laid down by order of the Minister for Consumer Affairs and can be consulted at reception.

6. Departure arrangements :

Customers are asked to inform the reception desk of their departure the day before. Customers intending to leave before the reception desk opens must pay for their stay the day before.

7. Noise and silence/animals :

Guests are asked to avoid any noise or discussion that might disturb their neighbours. Sound equipment should be adjusted accordingly. Doors and trunks should be closed as discreetly as possible. Dogs and other pets are not allowed in mobile homes, cocosweet, Tit homes or "prêt à camper" accommodation. They are permitted on rented bare pitches (maximum 2 per pitch) and must never be left at large. They must not be left on the campsite, even locked up, in the absence of their owners, who are civilly responsible for them. They must be kept on a lead and their faeces must be collected. Category 1 and 2 dogs are prohibited. The campsite manager ensures the peace and quiet of his customers by setting times when there must be complete silence.

8. Visitors :

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of the campers receiving them. Customers may receive one or more visitors at reception. The services and facilities of the campsites are accessible to visitors (except swimming pool). However, a fee may be charged for this service, which must be displayed at the entrance to the campsite and at the reception desk. Visitors' cars are not allowed on the campsite.

9. Vehicle traffic and parking :

Inside the campsite, vehicles must drive at a speed limited to a maximum of 10 km/h. Traffic is permitted from 7.00 am to 10.00 pm. Outside these hours, vehicles must be parked outside the campsite. Only vehicles belonging to campers staying at the campsite may be used. Parking is strictly forbidden on pitches usually occupied by accommodation unless a parking space has been provided for this purpose. Parking must not impede the movement of holidaymakers or emergency vehicles, or prevent new arrivals from settling in. It is strictly forbidden to recharge the battery (car, bicycle, scooter, etc.) of your means of electric transport at the site terminals or at any other socket not provided for this purpose. You'll find a charging point at KiWhi Pass Charging Station 9 All. Gaubert, 34360 Saint-Chinian (open 24 hours a day).

10. Maintenance and appearance of facilities :

Everyone is required to refrain from any action that could damage the cleanliness, hygiene and appearance of the campsite and its facilities, particularly sanitary facilities. It is forbidden to dispose of waste water on the ground or in the gutters. Customers must empty waste water into the facilities provided for this purpose. Household waste, rubbish of any kind and paper must be deposited in the containers provided at the campsite entrance. Washing is strictly forbidden outside the bins provided for this purpose. Linen may be hung out to dry in the communal dryer. However, it is tolerated until 10 a.m. near the accommodation, provided that it is discreet and does not disturb the neighbours. It must never be done from trees. Plantations and floral decorations must be respected. It is forbidden to hammer nails into trees, cut branches or make plantations. It is not permitted to demarcate the site of an installation by personal means, nor to dig up the ground. Any damage to vegetation, fences, grounds or campsite facilities will be charged to the person responsible. The pitch used during the stay must be maintained in the same condition as the camper found it on arrival.

11. Security :

a) Fire: Open fires (wood, coal, etc.) are strictly prohibited. Stoves must be kept in good working order and must not be used in dangerous conditions. In the event of fire, notify the management immediately. Fire extinguishers may be used if necessary. A first-aid kit is available at the reception desk.

b) Theft: The management is responsible for items left at the office and has a general obligation to monitor the campsite. Campers remain responsible for their own facilities and must report the presence of any suspicious person to the manager. Customers are asked to take the usual precautions to safeguard their equipment.

12. Games :

No violent or disruptive games may be played in the vicinity of the facilities. Children must always be under the supervision of a parent or guardian.

13. Garage mort :

Unoccupied equipment may only be left on the pitch with the agreement of the management and only on the pitch indicated. A charge may be made for this service.

14. Infringement of the internal regulations :

In the event that a resident disrupts the stay of other users or does not respect the provisions of these rules, the manager or his representative may, orally or in writing, if he deems it necessary, give formal notice to the resident to cease the disturbance. In the event of serious or repeated breaches of the rules and regulations and after formal notice to comply, the manager may terminate the contract. In the event of a criminal offence, the manager may call in the police.

II – ANNEX

Customers wishing to rent a pitch on a year-round basis are systematically given an information leaflet by the operator before signing the rental contract. They certify that they have read it. Customers renting a year-round pitch under a renewable one-year contract may not elect domicile on the campsite or residential leisure park. The information leaflet must include the following information before the rental contract is concluded:

On the content of the contract: SIRET number, opening period, number and surface area of the pitch rented, specifying the layout of the leisure accommodation on the pitch rented and the conditions for renewal, including the conditions for compensation in the event of non-renewal of the contract at the manager's initiative, if the owner has contributed to the cost of installing his accommodation. Identification of the owner of the accommodation (name, address, etc.) and of the persons authorised to stay on the pitch, type of mobile leisure residence: make, model, colour, dates of manufacture and purchase, surface area and maximum capacity (in terms of number of people), identification of the supplier of the mobile leisure residence (name, company name, address, warranty conditions and liability).

Outdatedness: The outdatedness of a mobile leisure home is assessed on the basis of a description drawn up jointly by the lessor of the pitch and the owner of the accommodation. This description must include the following information : interior and exterior condition of the mobile leisure home, exterior appearance, general condition of the chassis, state of mobility, safety and environmental aspects, additional equipment (where applicable, to be determined with the manager).

Miscellaneous: The tenant must have insurance covering their mobile leisure home (particularly against theft, fire or explosion, as well as civil liability). The site operator will inform the tenant of the limit on the number of people on the pitch and the conditions of use of the garden shed. The operator and the tenant must agree on the conditions for any subletting of the mobile leisure home. If the manager sells the mobile leisure home, it may be agreed that the owner of the outdoor accommodation will pay the manager a commission of an amount agreed in advance, corresponding to the actual visits and marketing of the accommodation.

Amendments to the internal regulations: Where applicable, the notice must inform the customer at least six months before the effective date of any substantial amendments to the internal regulations. Compulsory reminder of the regulations applicable to the installation of outdoor accommodation :

a) Definition of a mobile leisure home : Mobile leisure homes are habitable land vehicles, intended for temporary or seasonal occupation for leisure purposes, which retain the means of mobility enabling them to be moved by traction but which the Highway Code prohibits from being driven (article R.* 111-33 of the Town Planning Code).
b) Rules governing the installation of mobile leisure homes : In accordance with article R. 111-34 of the French Town Planning Code, mobile leisure homes may only be installed on the following developed sites: regularly established campsites, leisure residential parks, holiday villages classified as light accommodation within the meaning of the Tourism Code (art. D. 325-3-3 of the Tourism Code). They may not be installed on private land. Pursuant to article R. 111-34-1 of the town planning code, mobile leisure homes may not be installed on a site that has been the subject of a transfer of full ownership, a transfer of corporate rights giving entitlement to its allocation in ownership or in possession, or a rental for a period of more than two years, located within a campsite, holiday village or family home. Mobile leisure homes may be stored, with a view to their next use, on sites designated for the collective parking of caravans and mobile leisure homes, parking areas open to the public and vehicle depots (art. R. 111-35 of the town planning code). The full, updated text of the provisions cited can be consulted at www.legifrance.gouv.fr

The management guarantees the protection of personal data received when you register at Les Terrasses. No information will be passed on to third parties; RGPD law of 25 May 2018 01/01/2023.

Les TERRASSES campsite management