

Internal Rules

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GENERAL CONDITIONS

Article 1 – Admission Requirements

To be admitted to enter, settle, and stay on the campsite, prior authorisation must be obtained from the manager or their representative, who alone may refuse admission without being required to justify that decision. Their role is to ensure the good order and proper running of the campsite and compliance with this internal rules document. The act of staying or entering the campsite implies acceptance of the provisions of these rules and a commitment to comply with them. No one may establish legal residence here. Furthermore, no one may carry out any commercial activity on the campsite, directly or through an intermediary, without authorisation.

Article 2 – Police Formalities

Any person who is to spend at least one night on the campsite must first present their identity documents to the manager or their representative and complete the formalities required by the police, indicating in particular: 1. surname and first names; 2. date and place of birth; 3. nationality; 4. usual place of residence. In application of Article R. 611-35 of the Code on the Entry and Stay of Foreigners and the Right of Asylum, the manager is required to have foreign nationals complete and sign an individual police registration form upon arrival. Unaccompanied minors (not accompanied by a parent or adult) are not admitted; if applicable, they must be accompanied by an adult with a written authorisation from the parents, including copies of the identity documents of both the parents and the children. The accompanying adult must also present their identity documents on the day of arrival at the campsite.

Article 3 – Installation

Tents, vans, caravans, mobile homes or motorhomes and related equipment must be set up in the designated pitch in accordance with the instructions given by the manager or their representative. The manager or their representative shall take all necessary measures to maintain order, cleanliness and good appearance at the campsite. They shall assign each camper their reserved pitch. The pitch must be vacated before 10:00 a.m.

Residents holding a leisure residential contract may not stay more than 180 days per year at the campsite. Members of their family who do not live with them at their main residence must pay the additional camper fee as well as electricity charges and tourist tax.

Article 4 – Pitch Capacity

Twin-axle caravans, heavy goods vehicles, and van+caravan combinations are not accepted for transit stays. Pitch capacity: maximum 6 persons. 1 car + maximum 3 two-person tents per pitch. Motorhomes, caravans, converted vans may add a maximum of 1 tent. Any vehicle with a trailer is accepted subject to pitch availability; management reserves the right to refuse them.

Article 5 – Reception Office

1 – Reception

Reference hours: Monday to Saturday from 8:30 a.m. to 12:30 p.m. and 2:00 p.m. to 6:00 p.m. These hours may vary depending on the season. The reception office provides all information about campsite services, local supply options, sports facilities, tourist attractions in the surrounding area, and various useful addresses. A complaint collection and processing system is available to guests.

2 – Notices

These internal rules are displayed at the entrance of the campsite and at the reception office. They are provided to any guest who requests them. For classified campsites, the classification category with the mention of tourism or leisure and the number of tourism or leisure pitches are displayed. The prices of the various services are communicated to guests under the conditions set by ministerial order and are available at reception.

Article 6 – Fees and Conditions

Fees are paid at the reception office. The amounts are displayed at the campsite entrance and at the reception office. The fee must be settled upon the guest's arrival. Prices for stays are quoted in euros, inclusive of VAT. Guests must also pay charges included in the price (tourist tax). Each camper must report to reception upon arrival, with their reservation and identity documents. For arrivals without a reservation, the campsite will assign accommodation subject to availability; management reserves the right to refuse. All pitch and rental bookings (chalets and mobile homes) are made in the name of the guest and are non-transferable. A rental only becomes effective with the agreement of management and after receipt of the full stay amount plus booking fees.

Article 7 – Arrival and Departure Procedures

Check-in: Each camper must report to reception upon arrival with their reservation or identity documents. For rentals and camping pitches, arrivals are from 4:00 p.m. onwards and departures must be made before 10:00 a.m., on any day of the week. Guests are requested to inform the reception office of their departure the evening before. Any late key return or pitch vacation after 10:00 a.m. will incur an additional night's charge. Any extension of stay must be approved by management, which reserves the right to refuse.

Article 8 – Noise and Quiet Hours

Campsite users are strongly requested to avoid all noise and conversations that may disturb their neighbours. Sound devices must be adjusted accordingly. Car doors and boots should be closed as quietly as possible. Complete silence is required between 11:00 p.m. and 7:00 a.m. From 10:00 p.m. and before 8:00 a.m., noisy activities, singing, shouting, and the use of audio equipment must be avoided. Anyone violating this rule will first receive a warning, which may lead to termination of their rental contract.

Article 9 – Visitors

Once authorised by management or their representative, visitors may be admitted to the campsite under the responsibility of the camper receiving them. The guest welcomes their visitors at the office located at the campsite entrance. If visitors are permitted to enter the campsite, they are not authorised to access the swimming pool. The guest must report all arrivals and departures. Visitors' vehicles are strictly prohibited on the campsite. A visitor's car must remain in the car park at the entrance.

Article 10 – Animals

Category 1 and 2 dogs and all dangerous animals are prohibited. Only dogs of other categories and cats are tolerated. All other animals are prohibited. The number of animals is limited to 2 per pitch/rental plot for camping pitches. For rental accommodation (chalet/mobile home), the number of animals is limited to 1 (tolerance of 2 small animals with prior agreement of management).

Any guest or visitor bringing a dog or cat must present the animal's identity booklet and rabies vaccination certificate. Animals are accepted on pitches and in rental accommodation provided they are vaccinated and microchipped/tattooed (vaccination record required). In the event of any accident or incident caused by an animal on the campsite, the civil liability of its owner shall be engaged. Dogs and cats must never be left free but must be kept on a lead. They must not be left at the campsite, even locked up, in the absence of their owners who are civilly responsible for them. All owners must clean up after their animals. Animals are strictly prohibited near play areas.

Article 11 – Traffic and Vehicle Parking

Vehicles must travel at a maximum speed of 10 km/h. Traffic is prohibited between 11:00 p.m. and 7:00 a.m. (except campsite staff, fire service, emergency services, and gendarmerie). Only campers' vehicles may circulate on the campsite. Only one vehicle is allowed per pitch. Parking is only authorised on the pitch allocated to the guest and not in the lanes. Vehicles must not obstruct the arrival of emergency services, impede the movement of campers, or prevent new arrivals from setting up. Persons with an additional vehicle or trailer must declare it at reception upon arrival and provide the registration number. Management reserves the right to accept or refuse additional vehicles and trailers. If the additional vehicle or trailer is accepted, the guest will be required to pay the supplement indicated in the price list. It is strictly prohibited to wash vehicles within the campsite.

Article 12 – Maintenance and Appearance of Facilities

Everyone must refrain from any action that could compromise the cleanliness, hygiene and appearance of the campsite and its facilities, particularly the sanitary facilities. Guests are asked to maintain appropriate attire within the establishment. Emptying chemical toilets and disposing of waste water on the ground, in gutters or on planted areas is prohibited. Facilities are provided for this purpose for chemical waste. As the campsite does not have a grey water disposal point, guests may use designated areas nearby. Household waste, waste of all kinds, and paper must be deposited in the bins provided for sorted waste at the campsite entrance. It is strictly prohibited to deposit green waste and bulky items at the bin area (depositing, abandoning, throwing or dumping any type of waste on public or private roads is punishable by a fixed-penalty fine). Guests are invited to take such waste to the nearest recycling centre themselves. Littering (cigarette butts, chewing gum, paper, etc.) is prohibited. Washing is strictly prohibited outside the designated sinks. Drying of laundry on pitches is tolerated provided it is done discreetly and does not disturb neighbours. Laundry must never be hung from trees. Plantings and floral decorations must be respected. It is prohibited to hammer nails into trees or cut branches. Planting without authorisation is prohibited. Digging the ground is prohibited. The cost of repairing any damage caused to vegetation, fences, the grounds or campsite facilities will be charged to the person responsible. The pitch used during the stay must be maintained in the condition in which the camper found it upon arrival. Advertising signs or panels other than those installed by the management may not be affixed at the campsite entrance. It is strictly prohibited to open, damage, or modify the electrical terminals.

Article 13 – Unoccupied Pitches

No unoccupied equipment may be left on the campsite except with the agreement of management and only on the designated pitch. This service will be subject to a charge.

Article 14 – SAFETY

1) Fire

Open fires (wood, charcoal, etc.) are strictly prohibited. Charcoal barbecues are strictly prohibited. Any person not complying with this rule will be held liable, up to and including expulsion. Stoves must be kept in good working order and must not be used in dangerous conditions. The storage of fuel is strictly prohibited. In the event of a fire, immediately notify management and the fire service (emergency number 18). Fire extinguishers are available for use when necessary. Any use of a fire extinguisher must be reported to management. For safety or nuisance reasons, management may at any time prohibit the use of any outdoor cooking appliance. Management accepts no liability for damage to campers' equipment. Campers are responsible for taking out insurance, in particular for civil liability. The tenant accepts the pitch in its current condition (trees, plantings, vegetation, etc.) and releases the campsite from liability in the event of damage caused by falling branches, bad weather, natural disasters, theft, or broken glass.

2) First Aid and AED

A first aid kit is located at the reception office. In the event of a cardiac emergency, an automated external defibrillator (AED) is available at reception.

3) Theft

Management is responsible for items deposited at the office and has a general obligation to supervise the campsite. Campers retain responsibility for their own installation and must report to the manager the presence of any suspicious person. Guests are invited to take the usual precautions to safeguard their equipment and all personal belongings and valuables. Management accepts no liability for damage to campers' equipment.

4) Electricity

Residents must set up their installation from their pitch to the terminal assigned to them. Sockets must not exceed a consumption of 10A, as this risks damage to equipment and malfunction of safety devices. It is strictly prohibited to open terminals in order to reset a safety device or for any other operation. The terminals and sockets in the campsite are not intended for charging vehicles; any vehicle charging is prohibited under penalty of expulsion. Vehicle washing is also prohibited within the campsite. Each camper must use only the connection point provided for their pitch and must not use multiple sockets for one pitch. Each camper is responsible for the compliance of their installation and appliances, in terms of the safety of both property and persons on their pitch and across the campsite network. Connections must be made with materials complying with current standards NF C 15-100. Cable cross-sections must be rigid and at least 2.5 mm², and extension leads and other cables must be of sufficient quality (NF C 15-100 standard) for transit guests. Connected appliances must be earthed. Cable reels must be fully unrolled. The campsite provides electricity up to the designated terminal but cannot be held responsible for damage to guests' connected appliances. When guests leave the campsite, they must ensure they unplug their electrical connections from the terminal.

5) Gas and Other Energy Sources

Stoves, gas cookers, and other cooking or heating appliances running on gas or any other energy source must comply with current standards, be maintained in good working order, and be used in accordance with the manufacturer's instructions. Guests must ensure gas cylinders are closed during their absence. The storage of gas cylinders is strictly prohibited.

6) Alcohol and Drugs

It is prohibited for any person to bring or distribute narcotics within the campsite. It is strictly prohibited to walk around the campsite while intoxicated and/or under the influence of narcotics and to cause any disturbance to neighbours. For safety reasons, it is strictly prohibited to drive a personal vehicle within the campsite while intoxicated and/or under the influence of drugs. Campsite management or their representative reserves the right to call law enforcement to record the offence. Management or their representative reserves the right to expel any person who does not comply with these instructions without notice and without any refund.

Article 15 – Games

No violent or disruptive games may be organised near the facilities. Children must always be under parental supervision. Swimming pool: a specific internal pool rules document is appended to these internal campsite rules.

Article 16 – Rental Accommodation

Smoking is prohibited in the sanitary facilities, the pool area, and in mobile home and chalet rental accommodation.

For safety reasons, it is strictly prohibited to charge an electric vehicle from a socket in your accommodation or from the campsite's electrical terminals. A dedicated charging area is available in the village square of Luzenac.

A condition report will be completed at the beginning and end of each rental period. Accommodation is rented clean and must be returned in the same condition, i.e. fully cleaned (including dishes, cupboards, refrigerator, sanitary facilities, mirrors, floors, etc.) and in the same state in which it was provided. Any cleanliness issue noted by the incoming tenant upon arrival must be reported to campsite reception staff. Upon departure, guests must ensure they leave no food in cupboards, the refrigerator, or the bins. In the event of uncleanliness (no cleaning carried out) noted during the departure inspection, a cleaning and/or remediation fee of 50 euros will be charged.

Article 17 – Breach of the Rules

Any tolerance, regardless of its duration, must never be considered as an acquired right. Management or their representative may put an end to it at any time and without prior notice. In the event that a resident disturbs the stay of other guests or fails to comply with the provisions of these internal rules, management or their representative may, verbally or in writing if deemed necessary, formally require them to cease the disturbance. The campsite reserves the right to expel any guest who commits acts of verbal or physical violence, in particular related to sexual and gender-based violence, or for any criminal offence committed during the stay. Without prejudice to any legal action it may take, the campsite also reserves the right to take any necessary measures with regard to such a guest, including permanent expulsion from the campsite and the cancellation of all future bookings. No compensation shall be due in this regard. In the event of a serious or repeated breach of the internal rules, after formal notice by management to comply, management may terminate the contract. In the event of a criminal offence, management may call on the security forces.

The campsite reserves the right to expel guests who fail to respect the conditions of quiet and neighbourly behaviour with other guests without financial compensation.

SWIMMING POOL INTERNAL RULES

Access to the pool is free and strictly reserved for campsite guests who must comply with the internal rules.

1 – Pool Capacity: 60 persons

Consequently, in the event of high attendance, access to the pool may be temporarily suspended by campsite staff.

2 – Opening Hours

The campsite pool is open from 1 July to 31 August. Hours: 10:30 a.m. to 7:00 p.m. Management reserves the right to modify opening hours or to close the pool, in particular for technical, hygiene or safety reasons.

3 – Dress Code and User Behaviour

Swimwear is mandatory. Long shorts, bermuda shorts, and T-shirts in the water are prohibited. Swim trunks (boxer style) are accepted. Users must remain appropriately and decently dressed.

Any act or behaviour liable to harm decency, public morals, the tranquillity of swimmers, good order, or the cleanliness of the facility is strictly prohibited and will result in immediate removal from the pool.

Operating audio devices and recording equipment, and taking photographs without the consent of the persons concerned, is prohibited.

4 – Hygiene

Animals are strictly prohibited within the pool area. Showering is compulsory when entering and leaving the pool.

Entry with shoes is prohibited. Shoes must be left in the lockers provided for this purpose at the entrance.

Access to the pool is prohibited for persons suffering from illnesses whose external effects may cause discomfort or contagion to others, as well as for persons who are visibly unclean.

Eating, drinking, smoking, chewing gum, spitting, and littering within the pool area are prohibited. Bins are available for this purpose.

Only "toilet-trained" young children or those equipped with special swimming nappies are permitted to swim.

Each swimmer must ensure order and cleanliness within the pool area.

5 – Liability and Supervision

Access to the pool is free and strictly reserved for campsite guests who must comply with the internal rules. The pool is not supervised.

Minors must be accompanied by their parents, who bear sole responsibility for their supervision.

Management cannot under any circumstances be held responsible in the event of an accident.

6 – Safety

For their own safety, pool users are requested to comply with the internal rules. Outside of campsite activities, the following are prohibited:

- disturbing other users with noisy, dangerous, or inappropriate games or behaviour;
- pushing or throwing persons into the water from the pool surrounds;
- running, shouting, diving, or splashing water;
- simulating drowning;
- playing with a ball on the pool surrounds;

- entering areas prohibited by signs or notices;
- using inflatable craft and lifebuoys;
- swimming with sun oil on the body;
- climbing fences or barriers of any kind.

7 – Respect for Facilities

Damaging amenities and installations is prohibited. All damage will be repaired at the expense of the person responsible.

8 – Sanctions

Persons in breach of these provisions may be expelled from the pool at any time by staff.

9 – Lost Property

The campsite is not insured against the loss or theft of jewellery, valuables, or cash, even if deposited with staff. Users are advised not to bring any valuables. Lost items must be handed in and/or claimed at the campsite reception.