



# LES MÉDITERRANÉES

Campings Villages & Spa depuis 1976



## RULES AND REGULATIONS

These rules apply to all persons present on the campsite, whatever their status.

Staying on the campsite implies acceptance of these rules and a commitment to comply with them.

Any infringement may result in the expulsion of the offender, with recourse to the police if necessary and legal proceedings.

### 1° Admission requirements

To be admitted to the campsite and before moving in, you must register and regularise your stay at Reception.

The campsite manager or his representative is obliged to ensure that the campsite is kept in good order and that these internal regulations are complied with.

Any malicious, insulting or aggressive behaviour, as well as any act of discrimination, blackmail or harassment, towards other customers or campsite employees is strictly forbidden.

Les Méditerranées' wristbands must be worn at all times and visibly on the wrist for the duration of your stay; this system contributes to your safety on the campsite.

### 2° Registration formalities

Anyone wishing to stay on the campsite for at least one night must present a valid identity document to reception beforehand and complete the required formalities.

Minors unaccompanied by their parent(s) or guardian(s) are not admitted and must be looked after throughout their stay. Parental authorisation is not accepted.

### 3° Installation

Reception formalities must be carried out prior to installation. No installation may exceed the limits of the pitch.

Pitches :

Pitches are available from 2pm on the day of arrival. On the day of departure, they must be vacated by 11am.

Each pitch is intended for one and only one main installation, i.e. 1 camper van, 1 caravan or 1 tent.

The tent, caravan, camper van, vehicle or other equipment must be installed on the pitch indicated by the operator.

For each pitch, 10 amps of electricity are available. As an indication, you will find the amperage generally required for these appliances: fridge 2 A; television 1 A; air conditioning 5 A; griddle/barbecue 10 A, etc.

The campsite cannot be held responsible in the event of power cuts, particularly if a camper or third party does not respect the amperage available – connecting an electric vehicle or any other unauthorised connection.

Any electrical connection (sockets, adapters, multiple sockets, reels, equipment) represents a fire hazard and must comply with standards.

Any change of pitch during your stay must be authorised in advance by Reception.

Rental :

On the day of arrival, access to accommodation is guaranteed by 5pm at the latest. On the day of departure, they must be vacated by 10am.

No additional installations or tents are permitted on the rental plot.

During your stay:

Any absence of more than 24 hours during the stay or any early departure from a rental or pitch must be reported to reception; if the customer does not inform reception, a pitch that remains empty for more than 24 consecutive hours will be made available by the campsite.

### 4° Reception

Reception is open every day from 8am to 8pm.

Our tills close at 7pm.

At reception, you will find all the information you need about the campsite's services and facilities, information about supplies, the tourist environment and various useful addresses for your stay.

A notebook (notes/complaints) is available to customers at Reception.

### 5° Fees

Fees must be paid at reception. The amount is set according to the price list in force at the time of booking. All adults are required to pay the tourist tax and the eco-participation, which must be paid at the latest when the balance of the stay is paid. Campsite users are asked to inform reception of their departure the day before at the latest. For all departures outside Reception opening hours, payment must be made before 7 p.m. the previous day.

## **6° Noise and silence**

Users of the campsite are urged to avoid any noise or discussion that might disturb their neighbours. Sound equipment must be adjusted accordingly. Doors and trunks must be closed as discreetly as possible. There must be complete silence between 11pm and 7am.

Any disturbance at night is prohibited. The security service makes regular rounds and can intervene if necessary.

## **7° Visitors**

A visitor is considered to be any person visiting a customer during their stay who is not sleeping on site - their host will welcome them at reception. Subject to acceptance by the management, visitors may be admitted to the campsite under the responsibility of the campers receiving them. The number of visitors accepted may not exceed the capacity of the pitch.

Visitors must go to reception beforehand and leave an identity document there; in this case, their stay on our campsites may not exceed 3 hours (the time taken for a meal).

The visitor's vehicle must be parked outside the campsite.

Visitors may be entitled to supplements, which must be paid at reception:

- Visitors are required to pay €10/person/day for access to the swimming pools and entertainment. In this case, visitors must leave the premises by 11pm at the latest.
- Depending on availability, parking spaces may be offered to visitors: €15/day. In this case, the parking space must be vacated by 11pm at the latest. Please note that additional parking spaces are subject to a charge and are intended primarily for customers staying at our campsites.

## **8° Vehicle traffic and parking**

Inside the campsite, vehicles must drive at a speed limited to 10km/h and respect the interior signage.

Traffic is prohibited and the main entrance gate will be closed between 11pm and 7am. Only the pedestrian gate at the entrance to the campsite will remain open at all times.

To ensure the safety of the campsite, an agent is present at the entrance and authorises access to the fire brigade, police officers, doctors, etc.

Only one vehicle is permitted per pitch, unless agreed by the management and subject to payment of an additional fee.

Only vehicles belonging to campers staying on the site may circulate on the site. Parking must not overflow onto the driveways, impede traffic or prevent new arrivals from settling in.

In addition, it is forbidden to park on unoccupied plots or pitches or other car parks that are not reserved for you.

Departures may only occur during the opening hours of the main entrance gate.

## **9° Electric/hybrid vehicles**

It is strictly forbidden to recharge your vehicle at the electric charging point on your pitch or in your accommodation. Specific recharging points are available on the campsite premises. The campsite cannot be held responsible in the event of power cuts, particularly if an electric vehicle is connected to your pitch/accommodation or to a neighbouring pitch/accommodation.

## **10° Campers' behaviour and facilities' maintenance**

Everyone is required to refrain from any action that could damage the cleanliness, hygiene and appearance of the campsite.

Good behaviour is expected of everyone. Holidaymakers will be held responsible for any misbehaviour as well as any breaches of these rules involving their accompanying persons or guests.

Please make sure:

- not to cause any nuisance or damage to the campsite or its immediate surroundings
- to comply with French law concerning the ban on fires on the beach and noise.  
(In the event of non-compliance, the police will intervene and issue fines).
- to supervise your children and young people during their holiday by making them aware of and applying the rules
- not to dispose of waste water on the ground or in the gutters.

(Holidaymakers must empty their waste water into the facilities provided for this purpose: chemical toilets and drainage areas).

All holidaymakers must use the equipment provided in accordance with its intended purpose and refrain from causing any damage.

Household waste, rubbish of all kinds and paper must be deposited in the rubbish bin at the entrance to the campsite. Rubbish bags must not be left on the pitches; the rubbish bins on the campsite are only for small items of rubbish and dog mess. Bulky items must be taken directly to the waste collection centre.

Washing cars, boats or other vehicles is strictly forbidden, as is watering lawns and plants.

Planting, green spaces and floral decorations must be respected. It is forbidden to hammer nails into trees or cut branches without permission from the Management.

Hangings must be discreet and not disturb neighbours. It must not be attached to trees.

It is not permitted to demarcate the site of an installation by personal means, nor to dig up the ground. You are expressly reminded that only plant fences are permitted and that it is forbidden to install gates, wickets or any other element blocking access to the plot. The campsite management reserves the right to inspect pitches at any time.

Any damage to vegetation, fences, the site or campsite facilities will be charged to the person responsible. The pitch that has been used must be maintained in the condition in which the holidaymaker found it on entering the site.

Sanitary facilities must be kept in a constant state of cleanliness by users. Parents must accompany their children into the communal buildings and ensure that children do not play in and around the sanitary facilities. Parents are responsible for the safety of their children and any accidents they may cause.

All our communal areas are equipped to accommodate people with reduced mobility: water parks, bars, restaurants, play areas, multi-sports pitches, etc. Accommodation for persons with reduced mobility is available.

## **10° Security**

### **Fire**

Open fires (wood, coal, etc.) and cigarette throwing are strictly prohibited.

It is also forbidden to use any equipment that could be dangerous, toxic or cause any inconvenience to other holidaymakers. Similarly, any heating or cooking equipment that may emit fumes or smoke must comply with these standards.

Stoves must be kept in good working order and not be used in dangerous conditions.

The use of barbecues and stoves other than electric ones is prohibited on the campsite; gas systems are tolerated.

In the event of fire, notify Reception or any staff member immediately. Fire extinguishers can be used if necessary. Fire hoses are installed on the campsite and must only be used to fight fires. It is strictly forbidden to wash cars, bicycles or anything else and to play with them.

### **Theft**

As campsites are not hotels within the meaning of Article 1952 of the French Civil Code, they cannot under any circumstances be held responsible for the loss or theft of personal items during your stay. The Management therefore declines all responsibility in the event of theft or damage caused by a third party to a person, vehicle or any other object inside the campsite. Campers remain responsible for their own facilities and must take the usual precautions to safeguard their equipment. The campsite will use its best endeavours to fulfil its general duty of supervision.

Campers must report the presence of any suspicious persons.

### **Video surveillance**

Management would like to inform you that cameras have been installed on the campsite in accordance with prefectural decrees 20230241, 20230243 and 20230245. They are installed for your safety and ours. If necessary, the recordings may be handed over to the competent authorities.

### **Health and emergencies**

A first-aid kit and defibrillator are available at reception and at the swimming pool. An emergency call point is located in reception, with a direct link to the emergency services: 15, 17 and 18.

## **11° Play areas**

No violent or disruptive games may be played on the campsite premises. Play areas are available for children under the sole responsibility of their parents. It is essential to respect the age limits for each game.

## **12° Children's clubs**

Children's clubs are included in the stay. Outings may be offered at an additional cost (conditions available from the club or activity leaders).

## **MINI CLUB: MINI CLUB RULES AND REGULATIONS**

### **ADMISSION OF CHILDREN**

The mini-club is open to children aged 5 and over and up to 12 years old, from the opening to the closing of the campsites. Children must be accompanied by their parents when they register and must be accompanied by their parents on their first visit.

**Article 1** – The purpose of the Mini Club is to provide a fun and creative environment. It welcomes children by age group during the day, with a maximum of 12 children per activity leader.

- At least 5 years old (proof of age such as a health record will be requested)
- Autonomous and have acquired the reflexes of cleanliness
- Able to live in a group and understand the basic instructions required
- Not in need of any care or emergency protocol and not suffering from any contagious disease.

If all the criteria are met, the child can be enrolled in the mini club by his or her parents.

### **MINI CLUB OPENING TIMES**

**Article 2** – The mini club is open

- From 10am to 12pm and from 3pm to 5pm from Sunday to Friday \* excluding continuous days.
- a continuous day may be offered from 10am to 5pm.

To ensure that the activities run smoothly and do not disrupt the group, any child arriving late will not be admitted. They must also stay for the whole of the timetable and may not leave in the middle of an activity, even if accompanied by their parents.

### **OPERATION OF THE MINI-CLUB :**

**Article 3** – Children may only leave the club alone if their parents or legal guardians have stipulated this on the enrolment form. No exceptions will be tolerated.

**Article 4** – The Mini Club is not a nursery, it is a place for playful exchanges. The child's participation must be voluntary.

**Article 5** – Parents are not allowed in the Mini-club.

**Article 6** – No child will be admitted with a mobile phone.

**Article 7** – Each child must bring a cap, sun cream and a bottle of water to the mini-club. This equipment is compulsory. Closed shoes or shoes that support the ankles are recommended.

**Article 8** – Any child behaving in a disruptive manner will be reported to their parents or guardians and may be excluded from the Mini Club.

## **TEEN CLUB**

The teenagers' club is open to teenagers aged from 12 to 17, in July and August.

### **13° Swimming pools**

The aquatic areas are open throughout the campsite opening period.

Outdoor pools: 10am-8pm

Indoor pools: 11am - 7pm

The management reserves the right to change opening times or close the swimming pool, in particular for technical, hygiene, safety or weather reasons.

The pool is not supervised and use is at the risk of bathers. Our pool attendant is responsible for enforcing the pool's rules and regulations. In the event of non-compliance, and depending on the seriousness of the offence, the Management may decide to exclude the offender temporarily or permanently.

#### **Access**

Access to the swimming pool is free and strictly reserved for campsite guests, who must comply with the rules and regulations (posted at the entrance to the foot bath).

Entry is via the foot bath and showering are compulsory.

Depending on the time of year, access to the indoor pools for children (under 18) may be restricted (see times posted at the entrance to the indoor pools).

It is forbidden to bring shoes into the pool area; lockers are provided for this purpose.

Pets are strictly forbidden in the pool area.

Swimming shorts are strictly forbidden. Only swimming costumes (one-piece or bikini for women, swimming trunks for men) are permitted. Only young children who are 'clean' or have special nappies for swimming are allowed to swim.

It is forbidden to eat, smoke, spit or throw rubbish.

Drinks are permitted, except glass bottles.

The campsite declines all responsibility in the event of an accident in the pool area.

For everyone's comfort, it is forbidden to leave personal belongings (towels, bags, etc.) on the deckchairs and chairs in the aquatic areas unless you are present. The Management reserves the right to arrange for its agents to collect any belongings left behind, which can then be collected from the aquatic area staff.

#### **Responsibility**

For their own safety, pool users are asked to comply with the pool rules.

Minors must be accompanied and watched by their parents, who are solely responsible for their supervision.

The Management cannot be held responsible in the event of an accident.

It is forbidden to:

- Annoy users by noisy, dangerous or immoral games or actions
- Push or throw users into the water
- Run, shout, dive or throw water
- Simulate drowning

Inflatable buoys and boats are not permitted (except baby buoys).

### **14° Pets**

Animals must not be allowed to roam freely, and under no circumstances must they be left alone in cars, mobile homes, caravans, etc. on the pitch or tied to a tree, in the absence of their master who is civilly responsible for them. Their behaviour must not disturb the peace, safety or cleanliness of the campsite. Their droppings must be collected by their owners.

They must be kept on a lead at all times. They are not allowed in communal areas (reception, bar, swimming pool, play areas, toilets, etc.). Dog showers are available for them.

1st and 2nd category dogs are prohibited. The following are accepted for rental: 1 dog weighing a maximum of 23 kg or 2 dogs weighing less than 10 kg, and a maximum of 2 dogs in a pitch. A supplement and vaccination certificate will be required for all animals.

### **15° Dead garage**

Unoccupied equipment may only be left on the site with the exclusive agreement of the Management and only on the pitch indicated.

The campsite declines all responsibility in the event of damage or theft (Conditions at reception).

### **16° Damage**

Any damage will be the subject of a repair invoice and will be paid for by the customer, whether or not through their insurance.

### **17° Infringement of the house rules**

The house rules are an integral part of the contractual obligations attached to the accommodation contract.

In the event of a resident disrupting the stay of other users or failing to comply with the provisions of these house rules, the manager or his representative may give the resident formal notice, orally or in writing if he deems it necessary, to cease the disturbance. In the event of a serious breach (such as insults to holidaymakers or members of staff, disparagement of the campsite, etc.) or repeated breach of these rules, the manager may terminate the rental contract without refund of the stay. The same applies to persons who have given false information concerning the occupants of the accommodation or plot. In the event of a criminal offence, the manager may call in the police.