

## Wellness Sport Camping Loudenvielle

La Pène Blanche - 9 chemin de la Mainette - 65510 Loudenvielle  
+33 (0)5 62 99 68 85 - hello-loudenvielle@wellness-sport-camping.com  
Site Web: loudenvielle.wellness-sport-camping.com

# Rules of procedure

## 1- Conditions of admission and stay

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

Minors unaccompanied by their parents will only be admitted with written authorisation from their parents.

In application of 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 in particular

1° Full name ;

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 related equipment must be installed on the pitch indicated in accordance with the instructions given by the manager or his representative.

## 4- Pitch capacity

Pitch with/without electricity: 6 people and 2 tents max.

Camping car pitch: 6 people and 1 tent

## 5- Reception office

Open from : 9am to 12pm and 2pm to 6pm These times may vary depending on the 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 dealing with complaints is available to customers.

## 6- 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.

## 7- Departure arrangements

Customers are asked to inform the reception desk of their departure time on arrival. Payment for the stay must be made on arrival at the latest.

## 8- Noise and silence

Guests are asked to avoid any noise or discussion that might disturb their neighbours.

Sound equipment must be adjusted accordingly.

Door and boot locks must be as discreet as possible.

Dogs and other animals must never be allowed to run 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.

The manager ensures the peace and quiet of his customers by setting times during which there must be complete silence between 11pm and 8am.

## 9- Visitors

After having been authorised by the manager or his representative, visitors may be admitted to the campsite under the responsibility of the

campers receiving them.

Customers may receive one or more visitors at reception. Campsite services and facilities are accessible to visitors. However, use of these facilities may be subject to a charge, which must be displayed at the entrance to the campsite and at the reception desk.

Visitors' cars are not permitted on the campsite.

## 10- Vehicle traffic and parking

Inside the campsite, vehicles must travel at a limited speed of 10 km/h maximum.

Traffic is permitted from 6.00 am to 11.00 pm. Outside these hours, traffic is not permitted on the campsite.

Only vehicles belonging to campers staying on the campsite may circulate on the campsite. Parking is strictly forbidden on pitches usually occupied by accommodation unless a parking space has been provided for this purpose. Parking must not hinder traffic or prevent new arrivals from settling in.

## 11- Behaviour 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, and customers must empty waste water into the facilities provided for this purpose.

Household waste, rubbish of any kind and paper must be disposed of in the rubbish bins.

Washing is strictly forbidden outside the bins provided for this purpose.

Laundry may be hung out to dry in the communal dryer. However, it is tolerated until 10 a.m. in the vicinity of the accommodation, provided that it is discreet and does not disturb the neighbours. It must never be done from trees.

Planting and floral decorations must be respected. It is forbidden to hammer nails into trees, cut branches or plant trees.

It is forbidden to demarcate the site of an installation by personal means, or 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 condition in which the camper or resident found it on arrival.

## 12- Security

### 1. Fire safety.

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 and call 18. Fire extinguishers can be used if necessary.

### 1. First aid and AEDs

A first aid kit is available at the reception desk.

In the event of a heart attack, an automated external defibrillator (AED) is available in front of reception 24 hours a day.

### 1. 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.

### 1. Alcohol and drugs

It is forbidden for anyone to bring in or distribute narcotics on the campsite premises.

It is strictly forbidden to wander around the campsite under the influence of alcohol and/or drugs and to cause any kind of disturbance to neighbours.

For safety reasons, it is strictly forbidden to use one's personal vehicle on the campsite premises while intoxicated and/or under the influence of drugs. The campsite management or its representative reserves the right to call in the police in order to have the offence recorded.

The campsite management or its representative reserve the right to expel any person who does not comply with these instructions without prior

notice and without any reimbursement.

### 13- Games

No violent or disruptive games may be played in the vicinity of the facilities.

Children must always be supervised by their parents.

**Swimming pool:** specific rules for the swimming pool are appended to these campsite rules.

### 14- Garage

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

### 15. Rented accommodation

Smoking is not permitted in mobile homes.

For safety reasons, it is strictly forbidden to plug an electric vehicle into a socket in your accommodation.

You carry out your inventory of fixtures with the inventory found in your accommodation. You have 24 hours to report any shortcomings to reception. The accommodation is rented clean; it must be returned in the same condition, i.e. fully cleaned (including crockery, cupboards, fridge, bathroom fittings, mirrors, floors, etc.) and in the same condition as when you arrived, floors...) and identical to the condition in which it was handed over to you. Any problem of cleanliness noted by the tenants of the accommodation on their arrival and installation must be reported to the campsite reception

staff.

When you leave, you must ensure that no food is left in the cupboards, fridge or bins.

In the event of soiling (lack of cleaning) found when you check out, you will be charged a cleaning and/or restoration fee of €90 for a stay of 3 nights or more and €60 for a stay of 2 nights.

### 16- Breach of house rules

In the event that a resident disturbs 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 latter to cease the disturbance.

*The Campsite reserves the right to exclude from the campsite any customer who commits acts of verbal or physical violence, including sexual and gender-based violence, or any criminal offence committed during the stay. Without prejudice to any recourse it may have, the campsite also reserves the right to take any useful measure with regard to this customer, in particular permanent exclusion from the campsite and cancellation of all stays for subsequent departures. No compensation will be payable in this respect.*

In the event of serious or repeated breaches of the campsite 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.

The campsite reserves the right to exclude customers who do not respect the conditions of silence and neighbourliness with other customers, without financial compensation.

## INTERNAL RULES WELL BEING AREA

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

#### 1 - Capacity of the wellness area: MAXIMUM ATTENDANCE: 48 people

As a result, in the event of heavy traffic, access to the wellness area may be temporarily suspended by the campsite staff.

#### 2 - Opening times

The wellness area is open every day during the campsite opening period  
Opening times: 10am to 8pm (these times may vary according to the period)  
Management reserves the right to change opening times or to close the wellness area, in particular for technical, hygiene or safety reasons.

#### 3 - Conduct and behaviour of users

The wellness area is a calm and relaxing place. It is forbidden to jump into the Japanese pool from the ledges.  
Swimwear is compulsory. Long shorts, Bermuda shorts and T-shirts may not be worn in the water.  
Boxer shorts are permitted. Users must remain correctly and decently dressed.  
Any act or behaviour likely to offend decency, public decency, the peace and quiet of bathers, or the good order and cleanliness of the establishment, is strictly forbidden. It will be punished by immediate dismissal.  
It is forbidden to operate radios, recorders or CD players and to take photographs.

#### 4 - Hygiene

Animals are strictly forbidden in the wellness area.  
Showers and foot baths are compulsory.  
It is forbidden to enter with shoes on. Please leave them in the lockers in the changing rooms.  
Access to the pools is forbidden to people suffering from illnesses whose external effects may cause discomfort or contagion for others, as well as to people in an obvious state of uncleanness.  
It is forbidden to eat, drink, smoke, chew gum, spit or throw rubbish in the wellness area. There are bins reserved for this purpose.  
Only young children who are 'clean' or have special nappies for swimming are allowed to bathe.  
All bathers are responsible for maintaining order and cleanliness.

#### 5 - Responsibility and supervision

Access to the Espace Bien être is free and strictly reserved for campsite customers, who must comply with the campsite rules.  
The Wellness Area is not supervised.  
**Minors must be accompanied by their parents, who are solely responsible for supervision.**  
The management cannot be held responsible in the event of an accident.

#### 6 - Safety

For their own safety, pool users are asked to comply with the pool rules.  
Outside the campsite activities it is forbidden to :  
- to annoy users by noisy, dangerous or immoral games or actions ;  
- push or throw people parked on the beaches into the water;  
- running, shouting, diving or throwing water;  
- simulating drowning;  
- playing with balls on the beaches;  
- Entering prohibited areas indicated by signs;  
- use floating devices and lifebuoys;  
- swimming with suntan oil on their bodies  
- Climb fences and partitions of any kind;

#### 7 - Respect for facilities

It is forbidden to damage the facilities and installations. Any damage will be repaired at the offender's expense.

#### 8 - Penalties

Staff may exclude offenders from the pool at any time.

#### 9 - Lost property

The campsite is not insured against the loss or theft of jewellery, valuables or cash, even when left with the staff. Users are asked not to bring any valuables with them. Lost property must be handed in and/or claimed at the campsite reception.