

OFFICIAL RULES AND REGULATIONS

1. Conditions of admission

Entry, installation and stay on the campsite are subject to authorization by the manager or their representative. The manager is responsible for maintaining good order and proper conduct on the campsite and for ensuring compliance with these rules. Staying on the campsite implies acceptance of these rules and a commitment to comply with them.

2. Police formalities

Anyone staying at least one night on the campsite must first present their identity documents to the manager or their representative and complete any formalities required by the authorities. Minors unaccompanied by their parents are not admitted.

3. Installation

Tents, caravans, motorhomes and related equipment must be installed only on the allocated pitch and in accordance with the instructions of the manager or their representative.

3a. Rental accommodation (mobile homes)

These rules also apply, where relevant, to guests staying in mobile homes and other rental accommodation at Camping des Mûres. Occupants must respect the maximum capacity of the accommodation, its equipment and furniture, all safety instructions, neighbouring guests and quiet hours. Furniture or equipment may not be removed from the accommodation without permission, installations may not be altered, smoking inside mobile homes is prohibited, and no appliance or equipment presenting a safety risk may be used. The accommodation and its surroundings must be kept clean and returned in a condition consistent with the conditions of stay and the instructions provided by the campsite. Any damage or missing equipment may be charged. Pets are permitted only in accommodation categories where they are expressly authorised and in accordance with the campsite conditions.

4. Reception desk

Reception is open continuously from 8:30 a.m. to 9:00 p.m. Information is available there about campsite services, supplies, sports facilities, local tourist attractions and useful addresses. Complaints may be sent to info@camping-des-mures.com. They must be signed, dated, as precise as possible and relate to relatively recent events.

5. Fees and payments

Fees are paid at reception. Prices are displayed at the campsite entrance and at reception and are due according to the number of nights spent on the campsite. All payments must be completed no later than 12:00 noon on the day of departure. Campers leaving before reception opens must settle their account the previous day.

6. Noise and quiet hours

Guests must avoid any noise, conversation or behaviour likely to disturb their neighbours. Audio equipment must be adjusted accordingly, and vehicle doors and storage compartments must be closed quietly. Dogs and other animals must never be allowed to roam freely or be left alone on the campsite, even enclosed, while their owner is absent; owners remain legally responsible for them. Complete quiet must be observed between 11:00 p.m. and 6:00 a.m.

7. Visitors

Visitors may enter the campsite only after authorization by the manager or their representative and remain under the responsibility of the camper receiving them. Visitors must be declared at reception. A visitor fee may apply when access is granted to campsite services and/or facilities; the applicable fee is displayed at the entrance and reception. Visitors' vehicles are not permitted on the campsite.

8. Vehicle traffic and parking

The speed limit inside the campsite is 10 km/h. Vehicle traffic is prohibited between 1:00 a.m. and 6:00 a.m. Only vehicles belonging to campers staying on the campsite may circulate within the grounds. Parking must never obstruct traffic or prevent new arrivals from setting up and is prohibited on pitches intended for camping installations. When staying with a caravan, the towing vehicle must be parked on the allocated pitch, entirely within its boundaries, unless otherwise instructed by the management. It must never be parked on a neighbouring pitch,

access road or communal area. For mobile homes, vehicles may only be parked in the spaces or parking areas authorised by the campsite.

9. Cleanliness and upkeep of facilities

Everyone must refrain from any action that could harm the cleanliness, hygiene or appearance of the campsite and its facilities, particularly sanitary facilities. Waste water must not be discharged onto the ground or into gutters and must be emptied only at the designated facilities. Household waste, other refuse and paper must be placed in the appropriate containers. Washing is prohibited outside the designated sinks. Laundry may be dried near the camping unit provided it remains discreet and does not disturb neighbours; trees must never be used for this purpose. It is forbidden to drive nails into trees, cut branches, plant vegetation, mark out a pitch using personal means or dig the ground. Any damage to vegetation, fences, grounds or campsite facilities will be charged to the person responsible. The pitch must be left in the same condition in which it was found on arrival.

10. Safety

FIRE — Open fires (wood, charcoal, etc.) are strictly prohibited. Camping stoves must be kept in good working order and must not be used in dangerous conditions. In the event of fire, management must be notified immediately. Fire extinguishers are available if required, and a first-aid kit is kept at reception.

THEFT — Management is responsible for items expressly deposited with reception and exercises general supervision of the campsite. Each camper remains responsible for their own installation and must report any suspicious person or situation. Although the campsite is supervised, guests are advised to take the usual precautions to protect their belongings.

11. Games and supervision of children

No violent, dangerous or disruptive games may be organized near the facilities. Children must remain under the supervision of their parents or guardians.

12. Display and availability

These rules are displayed at the campsite entrance and at reception. They are also available to guests on request and may be consulted on the Camping des Mûres website.

13. Breach of the rules

If a guest disrupts the stay of other users or fails to comply with these rules, the manager or their representative may require them, orally or in writing if necessary, to stop the disturbance immediately. In the event of a serious or repeated breach, and after formal notice to comply, the manager may terminate the contract. In the event of a criminal offence, the police may be called.