

# INTERNAL RULES

## 1 - OPENING AND CLOSING OF THE CAMPSITE

The opening dates of the campsite are available on the Eden Villages group website and upon simple request by phone or email. No exceptions will be made to this rule: no one is allowed to enter the premises outside the designated periods.

The access gate opening hours are available at reception, by phone or email, and displayed near the gate. An access code will be given to you upon arrival. This code is strictly confidential and must not be shared with anyone outside the campsite. Outside these hours, vehicle circulation is prohibited.

## 2 – RECEPTION

The reception opening hours are displayed at its entrance and can be obtained upon simple request by email or phone. You will find all information about campsite services, tourist information, and various useful addresses and contact numbers

## 3 - ADMISSION AND STAY CONDITIONS

Minors not accompanied by a parent or legal guardian will be denied access. The campsite reserves the right to cancel a reservation at any time if this condition is not met.

Admission to the campsite requires authorization from reception or management, following registration. Staying at the campsite implies acceptance of these internal rules and commitment to comply. Any violation may result in immediate expulsion, with law enforcement intervention if necessary. Expulsion does not entitle the customer to any refund.

## 4 - POLICE FORMALITIES

Anyone staying at least one night at the campsite must present their ID to reception (if requested) and complete the required police formalities. (According to Decree No. 75-410 of May 20, 1975, only foreign campers are subject to these requirements.)

## 5 - INSTALLATION

Tents, caravans, mobile homes, or any other equipment must be installed at the pitch designated by the operator. Campers must respect the overall aesthetics of the campsite. The pitch must not be cluttered with any installations or personal belongings other than the accommodation unit, in accordance with outdoor hospitality regulations.

## 6 - FEES

Fees are paid at reception. Prices are displayed at the campsite entrance and at reception. Pitches are paid upon camper arrival. Rentals must be paid 30 days before the arrival date.

## 7 - NOISE AND QUIET HOURS

Campers must avoid any noise or conversation that may disturb their neighbors. Audio devices must be appropriately adjusted. Car doors and trunks must be closed discreetly. Total silence must be respected between 11 p.m. and 6 a.m.

## 8 – VISITORS

Visitors may be admitted under the responsibility of the hosting camper, provided they do not stay overnight. Access to the swimming pool is not permitted for visitors.

## 9 - VEHICLE TRAFFIC AND PARKING

Vehicles must not exceed 10 km/h and must respect internal signage. Traffic is forbidden during the hours displayed at the campsite entrance.

All license plates are registered at reception. Vehicles must be parked only in designated areas. One vehicle is allowed per pitch unless management authorizes otherwise.

For safety reasons, electric vehicles may only be charged using the designated and signposted charging stations. Visitors must park outside the campsite. Campers are advised to take usual precautions to protect their vehicles and belongings. The campsite is not responsible for any damage or theft.

## 10 - RENTAL CONDITIONS

Bookings are only valid with a rental contract, subject to campsite approval and availability. Rentals are non-transferable and personal.

Upon arrival, guests must pay a €450 security deposit for equipment and a €95 cleaning deposit per accommodation unit, to cover any damage to the furnishings, campsite infrastructure, or accommodation. Failure to provide the deposit constitutes a breach of contract and may lead to denied entry.

All guests must refrain from actions that could harm the cleanliness, hygiene, and appearance of the campsite. Children must always be supervised by their parents.

It is forbidden to pour wastewater on the ground or into gutters. Campervans and caravans must empty wastewater at the designated area. Household waste, all types of rubbish, and paper must be disposed of in the collective bins at the entrance.

Washing cars inside the campsite is forbidden. Fire hydrants and hoses may only be used in emergencies.

Laundry washing is only allowed in designated sinks. Plants and flowers must be respected. It is prohibited to hammer nails into trees, cut branches, or make plantings. Construction or modifications are not allowed unless expressly authorized by the operator. Delimiting your pitch or digging the ground is also prohibited.

Any damage caused to plants, fences, soil, or campsite infrastructure will be charged to the offender. Sanitary facilities may be closed during the off-season or during unfavorable weather.

## 11 - SAFETY

A - Fire: Open fires, including barbecues using wood or charcoal, are strictly forbidden outside designated collective barbecue areas. Stoves must be kept in good condition. Fire extinguishers are available on-site. In case of fire, notify management immediately. A first aid kit and emergency numbers are available at reception.

B - Smoking: Smokers must be extremely cautious and use ashtrays. Cigarette butts must not be discarded on the ground.

C - Theft: Report any suspicious individuals to management. Campers should take standard precautions for their belongings. The management is not responsible for lost or stolen items.

## 12 - GAMES

No violent or disruptive games are allowed near facilities. Playgrounds are available under the sole responsibility of parents. Age limits must be respected. Access to collective facilities (playgrounds, pools, etc.) is the user's responsibility. Visitors without supervision and unaccompanied minors are not allowed in these areas.

## 13 - PETS

Pets must be kept on a leash and may not be left alone or locked inside the campsite in their owner's absence.

Their behavior must not disturb the peace, safety, or cleanliness of the site.

Only one pet is allowed per pitch or rental. Owners must clean up after their animals (bags are available at reception). Pets are not allowed in the showers or for visitors.

Category 1 ("attack dogs", pit bulls, etc.) and Category 2 ("guard and defense dogs", rottweilers, etc.) are strictly prohibited.

## 14 - SWIMMING POOL

The water park is open from the campsite's opening to closing dates. Opening hours are displayed at the water park entrance.

A - Access: Access is free and strictly reserved for campsite guests. They must comply with hygiene and safety rules and the pool's internal regulations, displayed at the footbath entrance.

Children under 12 must be accompanied and supervised by their parents.

Pets are strictly forbidden inside the pool area. The management is not responsible for accidents.

For hygiene reasons, swimming shorts with pockets, Bermuda shorts, and burkinis are not allowed. Eating, drinking, smoking, or entering with shoes is forbidden.

Showering is mandatory.

Men, children, and babies must wear swim briefs; women must wear one-piece swimsuits, bikinis, or trikinis.

Anyone not wearing appropriate swimwear will be denied access.

B - Liability: : All guests must comply with pool rules. The pool is not supervised and use is at your own risk. During certain times, a staff member may ensure rule enforcement. Serious or repeated violations may lead to temporary or permanent expulsion.

## 15 - LONG-TERM PARKING

Unoccupied equipment may not be left on-site without prior approval from management.

## 16 - CAMPSITE MANAGER

The manager is responsible for maintaining order and cleanliness. They have the authority to penalize serious violations of these rules.

## 17 - MOBIL-HOME

Mobile homes must always retain their mobility features, namely: wheels with pneumatic tires, towing device, regulatory braking system, and signal lighting.

## 18 - FENCES

It is forbidden to add any additional fencing or boundary markers to the pitch without written authorization from management. One side of the pitch, facing the caravan, must remain open to allow for emergency removal of the caravan.

## 19 - MISCELLANEOUS

Double-axle caravans are not permitted. No installations or modifications may be made to the pitch without prior written authorization from the campsite manager.

Pitches are intended for leisure use only and must not be used for any industrial, commercial, artisanal, or other professional activities. Users may not take up residence on the campsite or establish it as their primary residence under any circumstances.

## 20 - SANITARY FACILITIES – SEWAGE SYSTEM

For ecological reasons, guests are requested to use eco-friendly and bleach-free cleaning products.

Sanitary facilities must be left clean. If the premises are not respected, and after several warnings, the guest may be expelled without further notice.

Shaver sockets are strictly for that purpose only; any other use (such as kettles, coffee machines, etc.) is prohibited.

## 21 - DISPLAY

These internal rules and evacuation instructions are displayed at reception. They are available upon request and on the campsite's website. The rules may be modified at any time without prior notice.

## 22 - BREACH OF THE INTERNAL RULES

If a guest disrupts the stay of other campers or does not comply with the internal rules, the manager or their representative may issue a verbal or written warning to cease the disruption.

In the case of serious or repeated violations, and after a warning, the manager may terminate the rental contract.

In the event of a criminal offense, the manager may call the police.

## 23 - DAMAGE

All damages will be billed for repairs and will be the responsibility of the guest, whether through their insurance or not.

It is expressly reminded that children are under the full responsibility of their parents.