

INTERNAL RULES AND REGULATIONS

Each campsite has internal rules and regulations displayed at reception. As a campsite guest, you are bound by these rules.

In the event that a guest or their visitor disrupts the stay of other users, in the event of physical or verbal violence, threats towards our staff or our guests, or any behavior that jeopardizes the safety of people and/or property, they will be immediately expelled.

- No additional installations (tents), vehicles, or persons are permitted on the rental site without the campground's consent.
- For safety and insurance reasons, the number of occupants may not exceed the capacity specified for each type of accommodation (including newborns). If this is not the case on arrival, the campsite reserves the right to refuse access to the accommodation.
- It is the responsibility of the holidaymaker to take out insurance: campers are responsible for looking after their personal belongings (bicycles, etc.).
The campsite declines all responsibility in the event of theft, fire, bad weather, etc., and in the event of an incident falling under the civil liability of the vacationer.
- The campsite cannot be held liable in any way for accidents, injuries, irregularities, etc.
All customers must comply with the provisions of the internal regulations.
- Each tenant is responsible for any disturbances or nuisances caused by people staying with them or visiting them. Any breach of the rules and regulations may result in eviction, without refund.
- All pet owners must be able to present an up-to-date veterinary record and proof of insurance. In the event of a dispute, the courts of Béziers shall have sole jurisdiction.
- **Visitors do not have access to the aquatic area.**
- **Fires and barbecues are strictly prohibited on rented pitches.**
Barbecues are available in the designated areas near each of the campsite's sanitary blocks.
Electric barbecues must not exceed 1000W with a dimmer switch.
- **Children** are under the sole supervision of their parents, who are criminally and legally responsible for them, particularly when using the games made available to them and the various facilities on the campsite.
Accompany your children to the sanitary facilities and make sure they understand that the toilets and showers are not a playground or entertainment area.

SAFETY

Participants in the stay : Under no circumstances may the number of tenants or campers be exceeded, including children and babies.

Any person (after authorization from the campsite's direction) not listed on the contract will be charged €16.50 and a municipal fee per day per person.

People not listed on the rental contract can be refused access to the campsite.

Campsite's wristband : Wearing a fixed wristband on your wrist is mandatory during your stay.

The campsite may expel any customer who refuses to wear the wristband, without refunding the rental price.

About vehicles: Access to vehicles within the site is **only permitted after prior registration of license plates**. An identification sticker must be clearly displayed on the outside of the vehicle, on the front windshield on the driver's side.

Electric vehicles : Following several serious accidents caused by the illegal charging of electric vehicles using campsite power outlets, we would like to remind you that our accommodations are not equipped for charging electric or hybrid vehicles.

This may :

- Cause damage to the vehicle ;
- Lead to serious accidents in the mobile home (explosion, fire, short circuits) ;
- Cause significant damage to the campsite's electrical network.

Our insurance does not cover any damage caused by charging a vehicle.

The vehicle owner is solely and exclusively liable for the entire cost of any damage.

For these reasons and for your safety, it is strictly forbidden to charge the battery of an electric or hybrid vehicle by connecting it to the electrical outlet in your accommodation.

In case of a violation, we will charge your credit card €100.

WATERSPACE

In the swimming pools, wearing an approved swimsuit and the campsite wristband is mandatory.

Failure to comply with the rules may result in expulsion from the aquatic area.

For health and safety reasons, the following items of clothing are strictly prohibited :

- | | |
|----------------|-----------------------------|
| ▪ Boxer shorts | ▪ Shorts and Bermuda shorts |
| ▪ Jumpsuits | ▪ Full-coverage swimsuits |
| ▪ Skirts | ▪ Pareos |
| ▪ Underwear | ▪ T-shirts |

Water slides : Please be reminded that swimming pools and water slides can be dangerous. Customers will be held liable in the event of failure to comply with the rules for using the water slides or the pool regulations.

Some slides have specific conditions of use (height, age, weight). Please check with the campsite.

Children : Children who cannot swim **must absolutely** wear armbands.

Young children **must** wear diapers specially designed for swimming, in accordance with hygiene standards.

Children must be accompanied by an adult and remain under their supervision.

Visitors : Day visitors are not allowed access to the aquatic areas for insurance reasons.

The campsite may occasionally close a slide or pool in the event of unforeseen technical problems that could compromise safety or hygiene.

Access to the aquatic areas is strictly prohibited outside opening and closing times.

AFTER-SALES SERVICE

The campsite cannot be held liable for unforeseeable circumstances, force majeure, weather events, legal or administrative decisions that may disrupt, interrupt, or prevent your stay, cancel and/or modify activities, or remove certain activities or facilities.

Any complaints regarding your stay must be sent to us within 10 days of the end of your stay, using the satisfaction questionnaire that will be sent to you automatically by email on the Monday following the end of your stay.

Our Customer Service team will do its utmost to process your complaint within 3 months.

After contacting Customer Service by registered letter with acknowledgment of receipt and in the absence of a satisfactory response within 3 months, the customer may refer the matter to the mediator responsible for the campsite :

Camping VAGUES OCEANES - BAYONNE MEDIATION - 32 Rue du Hameau - 64200 BIARRITZ - www.bayonne-mediation.com - +33 (0)6 79 59 83 38.

Referral to a court by either party shall be in accordance with the provisions of Articles 46 and 48 of the Code of Civil Procedure.

ANIMALS / PETS

- **Animals must be kept on a leash at all times** and remain on the main paved path when outside.
- Animals must be walked outside the campsite grounds, and their waste must always be picked up.
- Animals are allowed in the Bar-Restaurant.
- The owner is responsible for any damage caused.
- The owner must be able to present the animal's documents if necessary, and vaccinations must be up to date.

INSURANCE

The establishment declines all responsibility in the event of theft, fire, natural events, natural disasters, force majeure, and in the event of any incident for which the customer is responsible, and will not cover the cost of any damage.

It is the customer's responsibility to take out insurance covering :

- The consequences of their civil liability ;
- Damage to their personal belongings while on vacation ;
- Their rental liability as an occupant (rental risks).

The customer must therefore check with their insurance company that they have such coverage under their home insurance policy and its terms and conditions (amount insured and scope of coverage).

If this is not the case, the tenant is required to insure themselves against the risks inherent in their occupancy.

Namely: accident, theft, loss, damage to personal belongings (suitcases, objects, furniture, valuables, vehicles, bicycles, civil liability, etc.).

They must also take out insurance to cover any damage they or their companions may cause to the rented accommodation or campsite (rental risk insurance).

Customers must provide proof of insurance upon first request.

When renting or borrowing bicycles or barbecues, customers are required to take out insurance against theft, loss, or damage.

In the event of theft of bicycles or any other personal items, the campsite's insurance will not cover you. We therefore advise you to check the holiday cover provided by your home insurance policy.

WITHDRAWAL DELAY

In accordance with Article L221-28 of the Consumer Code, you do not have a right of withdrawal.