

INTERNAL REGULATIONS

Welcome to Les Mimosas.

We are delighted to welcome you to Camping Club 5-Star Les Mimosas.

To ensure that everyone can fully enjoy their holiday, these Internal Regulations set out the main rules concerning life at the campsite, safety and the use of the various areas and facilities.

We thank you for reading these regulations carefully and for ensuring that they are respected by everyone accompanying you, as well as by any visitors you may have.

These few rules are intended to ensure that everyone enjoys a pleasant and peaceful stay, with respect for one another.

We wish you an excellent stay!

1. GENERAL PROVISIONS

These Internal Regulations apply to all persons staying at or authorised to access Camping Club 5-Star Les Mimosas.

Everyone present on the campsite must comply with these Internal Regulations, as well as with safety instructions and directions given by Management or members of staff.

The person named on the booking is responsible for the behaviour of, and compliance with these regulations by, the people accompanying them and any visitors they may have.

Management may take any measures necessary to maintain safety, ensure the proper functioning of the facilities and enforce the rules applicable on the campsite.

Everyone present on the site must behave respectfully towards other holidaymakers, members of staff, equipment, facilities and the environment. Appropriate clothing is required in certain areas, particularly in the supermarket and at reception.

The campsite is exclusively intended to accommodate holidaymakers and may under no circumstances be used as a permanent residence or home.

2. ADMISSION, ARRIVAL AND OCCUPANCY OF THE CAMPSITE

2.1 AUTHORISED PERSONS:

Access to the campsite and stays are reserved for persons authorised by Management and registered in accordance with the conditions established by the campsite.

The number of persons occupying an accommodation unit or pitch may not exceed its maximum capacity, including children and infants.

Any additional person must be declared in advance and authorised by Management. Specific conditions and charges may apply.

The campsite reserves the right to refuse access to any undeclared person or to any person whose presence has not been authorised in advance.

No additional tent, installation, vehicle or person may be added to a pitch without prior approval from Management.

All installations must be set up exclusively on the allocated pitch and in accordance with the instructions given by the campsite.

2.2 MINORS:

Minors staying without their parents must have written authorisation from them.

Children and minors present on the campsite remain under the responsibility and supervision of their parents or the adult responsible for them throughout their stay.

2.3 ARRIVAL FORMALITIES:

Persons staying at the campsite must complete the registration formalities requested by reception.

Any change concerning the persons occupying the accommodation or pitch must be reported to reception in advance.

2.4 WRISTBANDS:

Wearing the wristband provided by the campsite is compulsory for every person staying on the campsite, without exception, throughout the entire stay. Each person must be able to show their wristband upon request by campsite staff.

The wristband must be worn exclusively on the wrist. It is forbidden to wear it around the ankle or anywhere else on the body.

Different wristbands are provided for adults and minors to allow identification.

The wristband is strictly personal and may not be lent, exchanged or used by another person.

Wearing the wristband is compulsory in order to access the campsite's facilities and areas subject to access control.

The campsite reserves the right to charge for any misuse of wristbands.

No exemption from the wristband requirement is permitted.

3. CLOTHING AND BEHAVIOUR IN COMMON AREAS

Appropriate, clean and suitable clothing is compulsory in common areas and in the campsite's various services, particularly at reception and in the supermarket.

In particular, guests may not enter these areas wearing swimwear, while wet, shirtless or barefoot. Holidaymakers must ensure that they are appropriately dressed before entering these areas.

Each holidaymaker must also comply with the **posted instructions** and **directions given by members of staff** in the various areas and facilities of the campsite.

Campsite staff reserve the right to ask anyone who does not comply with these rules or instructions to leave the relevant area and comply with the requirements before entering again.

Repeated failure to comply with instructions or with these Internal Regulations may result in the measures provided for under these regulations, up to and including exclusion from the campsite.

4. ADDITIONAL PERSONS AND VISITORS

Any additional person wishing to stay on the site or visit our holidaymakers must be declared in advance and authorised by Management.

4.1 ADDITIONAL PERSONS:

Subject to the campsite's capacity and availability, an additional person may be accepted under the applicable conditions and at the current rate.

The applicable rate for additional persons will be communicated by the campsite.

The campsite reserves the right to refuse any additional person when the maximum capacity of the accommodation or pitch has been reached.

Any undeclared person may be refused access to the campsite.

4.2 VISITORS :

Visitors are welcomed under the responsibility of the holidaymaker they are visiting. The holidaymaker must ensure that their visitors comply with all of these Internal Regulations.

Les visiteurs sont invités à se présenter à la réception et sont soumis au paiement du tarif d'entrée en vigueur.

Visitors are required to report to reception and are subject to the applicable entrance fee.

Visitors' vehicles are not permitted to drive or park within the campsite.

The campsite may limit or refuse visitor access whenever safety, capacity or operational requirements make this necessary.

5. SAFETY AND BEHAVIOUR

Safety, respect for others and **everyone's peace and quiet** are essential to the proper functioning of the campsite.

Everyone present on the campsite must behave respectfully and must not endanger their own safety, the safety of others or the safety of the facilities.

The following are strictly prohibited:

- Physical or verbal violence;
- Threats and intimidation;
- Insults or offensive remarks;
- Aggressive behaviour;
- Dangerous behaviour or behaviour likely to cause an accident;
- Deliberate damage;
- Any behaviour seriously affecting the peace, safety or well-being of other holidaymakers or staff.

Members of staff must be treated with respect. Any aggressive, threatening, insulting or disrespectful behaviour towards a member of staff may result in intervention by Management.

Safety instructions given by the teams must be followed immediately.

In the event of an incident, danger or situation requiring intervention, holidaymakers must inform reception or campsite staff as soon as possible.

In the event of serious, dangerous or repeated behaviour despite requests from Management, measures may be taken up to and including exclusion from the campsite, without reimbursement of the remaining stay.

In the event of behaviour that may constitute an offence, the campsite may contact the relevant authorities.

6. VEHICLES AND TRAFFIC

The speed limit for vehicles within the campsite is 10 km/h.

All users of vehicles, whether motorised or not, must comply with the signs and traffic rules in place on the site, including parking rules and pedestrian areas.

These provisions apply in particular to cars, motorcycles, scooters, bicycles, electric scooters and other means of transport authorised within the campsite.

Vehicles must be parked in the designated areas and must not obstruct traffic lanes, access to accommodation or emergency access routes.

Parking in a space other than the one allocated to the vehicle concerned is prohibited, unless authorised by Management.

Vehicles must be driven with caution and with due consideration for pedestrians and other users, particularly children. Drivers must adapt their speed to traffic conditions and exercise particular caution near accommodation units, playgrounds and common areas.

Only vehicles authorised by the campsite may circulate within the premises. **Any vehicle not registered at reception and parked without the campsite's authorisation in the entrance car park will be removed by the vehicle recovery service.**

Visitors' vehicles are not permitted to drive or park within the campsite.

Each vehicle must be identified in accordance with the procedures required by the campsite. In particular, the vehicle registration number must be provided during registration whenever requested.

Where the campsite provides an identification device or sticker, it must be displayed in accordance with the instructions provided.

For safety reasons and in order to preserve everyone's peace and quiet, vehicle use must be limited to what is strictly necessary.

Access control: The entrance and exit barriers located on the entrance car park side operate automatically by reading vehicle registration plates. Vehicles must therefore be registered in advance with reception.

A second barrier, located at the security guard's post, is open during the day and closed from 11:00 p.m. to 6:00 a.m.

This night-time closure is intended to limit vehicle movements during this period and preserve the quiet necessary for holidaymakers' rest. Vehicle movements and access while this barrier is closed are subject to the procedures communicated by the campsite and to the security guard's instructions.

Bicycles, scooters and similar equipment: For safety reasons, to prevent collisions and to ensure comfortable circulation, bicycles, scooters, roller skates, skateboards and similar equipment are not permitted in indoor common areas or their immediate surroundings, particularly at reception, in the restaurant, supermarket, swimming pool area, sanitary facilities and arcade area.

This equipment must be left or parked in the designated areas and must not obstruct access, passageways or emergency exits.

Bicycles, scooters and similar equipment must be used with caution in areas where their use is authorised and must not exceed the maximum speed of 10 km/h.

The campsite accepts no liability in the event of an accident, loss and/or theft.

7. ELECTRIC VEHICLES AND CHARGING

Charging electric or plug-in hybrid vehicles using sockets in accommodation units or campsite facilities is **strictly prohibited**.

The electrical installations in the accommodation units are not designed for charging vehicles. Holidaymakers must use exclusively the charging facilities provided for this purpose when available.

It is **strictly prohibited** to divert or use the campsite's electrical installations for any purpose other than that for which they are intended.

Any unauthorised connection may result in its immediate disconnection and, in accordance with the conditions communicated by the campsite, a flat-rate charge of €100 may be applied.

8. SWIMMING POOL AREA

Access to the swimming pool area is reserved exclusively for authorised persons wearing their wristband. All hygiene and health and safety rules applicable to public-use swimming pools must be respected by everyone.

The rules concerning clothing, footwear and cleanliness are in place for hygiene and health and safety reasons, in accordance with the requirements applicable to public-use swimming pools and the recommendations and requirements followed as part of the health inspections carried out by the Regional Health Agency (ARS).

If there is any doubt as to whether clothing, equipment or an accessory complies with the rules, lifeguards may refuse its use.

Visitors are not permitted to access the swimming pool area. No exception to this rule may be granted.

8.1 ACCESS AND HYGIENE RULES:

Using the footbath is compulsory before entering the swimming pool area.

Pushchairs are permitted in the swimming pool area, provided they do not obstruct circulation or access to facilities. The wheels must pass through the footbath.

Footwear is strictly prohibited in the swimming pool area, with the exception of fully neoprene water shoes specifically designed for use in the swimming pool area. Flip-flops, sandals, trainers, ordinary shoes, beach shoes, river shoes and any other type of footwear are prohibited.

Head coverings such as caps, hats or similar accessories are permitted in the swimming pool area. However, they must under no circumstances be immersed in the pools.

Wheelchairs are permitted in the swimming pool area and must pass through the footbath. A pool access chair may be provided to allow access to the wave pool only.

8.2 FOOD AND DRINKS:

For hygiene, cleanliness and safety reasons, eating or consuming drinks in the swimming pool area is prohibited. **Only bottled water is permitted.**

Cans, bottles containing drinks other than water, glasses, cups and other containers intended for drinking are not permitted in the swimming pool area.

8.3 AUTHORISED SWIMWEAR:

For hygiene reasons and in accordance with the rules applicable to the swimming pool area, only the following swimwear is permitted:

- ✓ One-piece swimsuit;
- ✓ Two-piece swimsuit;
- ✓ Close-fitting Lycra swim briefs;
- ✓ Close-fitting Lycra swim boxer shorts, short or mid-length, provided they end above the knees;
- ✓ Jammer;

- ✓ Lycra UV-protection T-shirt suitable for swimming;
- ✓ Swim nappies for babies and young children;
- ✓ Swimwear in the form of period swim briefs, specifically designed for swimming.

8.4 PROHIBITED SWIMWEAR:

The following are not permitted in the swimming pool area:

- × **Swimming shorts or regular shorts;**
- × **Boardshorts;**
- × **Loose-fitting swim boxer shorts, including “Nabaiji” models by Decathlon, or any other swimwear with an inner mesh lining;**
- × **Swim skirts;**
- × **Dresses or ruffled garments;**
- × **Sarongs;**
- × **Cotton T-shirts or regular clothing;**
- × **Any clothing extending below the knees;**
- × **Underwear;**
- × **Neoprene clothing (wetsuits or similar garments);**
- × **Loose-fitting clothing and/or clothing covering the entire body.**

8.5 BALLS AND WATER GAMES:

The use of balls in the pools is subject to prior authorisation from the lifeguards, who may allow or refuse their use depending, in particular, on the number of people present and safety conditions.

Only balls specifically designed for use in swimming pools are permitted. Their size must not exceed the size of a hand.

Even when compliant with the rules, a ball may be refused by the lifeguards when crowd levels or swimming conditions do not allow its use.

8.6 AIR MATTRESSES, INFLATABLE RINGS AND INFLATABLE OBJECTS:

Inflatable mattresses, rings and other inflatable objects intended for swimming or relaxing in the water are prohibited in the pools.

Only flotation rings and devices specifically designed for babies and young children, suitable for their age and intended use, are permitted.

The use of these devices does not in any way replace the need for constant adult supervision.

8.7 SUPERVISION OF CHILDREN:

Children and non-swimmers must remain under the constant supervision of a responsible adult.

Campsite staff do not in any way replace the supervision provided by parents or accompanying adults.

Children who cannot swim must wear appropriate safety equipment in accordance with the campsite's instructions.

The presence of an adult nearby does not exempt them from active and continuous supervision.

8.8 RULES OF CONDUCT:

The following are prohibited:

- Running around the pools;
- Pushing or shoving other users;
- Engaging in dangerous behaviour;
- Playing in a way that could disturb or injure other users;
- Diving where prohibited;
- Entering restricted areas or facilities;
- Failing to comply with instructions given by lifeguards or staff;
- Failing to comply with the instructions for using the slides.

Slides and water facilities must be used in accordance with the posted rules and staff instructions. Each user must wait for permission or for the previous person to start when required by the safety instructions.

8.9 CLOSURE OF FACILITIES:

For safety, hygiene, maintenance, weather or technical reasons, Management may temporarily close a pool, slide or any other water facility.

These measures may be taken without prior notice when circumstances require it. Compliance with closure instructions is mandatory.

9. CHILDREN AND PLAYGROUNDS

Children remain under the responsibility of their parents or accompanying adults.

Playgrounds and equipment provided must be used for their intended purpose and in accordance with the posted instructions.

Equipment must be used in accordance with the applicable age requirements and conditions of use. Dangerous games or activities likely to disturb or injure other people are prohibited.

Sanitary facilities, showers, technical rooms and other areas not intended for play must not be used as playgrounds.

Parents or accompanying adults must ensure that the facilities and other holidaymakers are respected.

10. PETS

Domestic animals are permitted on the campsite, subject to compliance with the rules applicable to them.

Animals must be kept on a lead within the campsite and remain under the supervision and responsibility of their owner.

Animals must only be walked and allowed to relieve themselves outside the campsite. Owners must systematically clean up after their animals.

Animals must not be left alone or unsupervised in accommodation units, on pitches or in vehicles. The campsite reserves the right to contact **animal protection services** if an animal is suffering and/or has been left alone in its accommodation.

Animals are not permitted in the swimming pool area or supermarket. Their presence in other areas of the campsite is subject to the specific rules applicable to each facility.

The owner is responsible for any damage, nuisance or deterioration caused by their animal and must be able to provide the required health and identification documents.

11. CLEANLINESS, ENVIRONMENT AND RESPECT FOR THE SITE

Every holidaymaker is required to keep their pitch, accommodation and common areas in a satisfactory state of cleanliness.

Ordinary and household waste must be disposed of in the containers and collection areas provided for this purpose. It is strictly prohibited to throw waste, cigarette butts or other rubbish on the ground or in green areas.

Any other type of waste that cannot be disposed of in the containers provided at the campsite must be taken to a waste disposal centre in Portiragnes / Vias / Agde / Béziers.

It is also prohibited to discharge wastewater or any other liquid into green areas, traffic lanes or any other area not intended for this purpose.

Sanitary facilities, equipment and **common areas** must be used for their intended purpose and left clean after use.

Everyone must respect the campsite's green areas, trees, plants, flowers, fences, landscaping and facilities. In particular, it is prohibited to cut, uproot, damage or move plants, or to dig or damage landscaping and equipment.

Any deliberate damage or damage resulting from improper use may be charged to the person responsible.

12. BARBECUES AND FIRES

Barbecues may only be used in the designated areas and subject to any authorisations and restrictions currently in force and issued by the Prefecture.

In the event of a prefectural ban, the use of barbecues is strictly prohibited throughout the campsite, without exception.

The use of an **electric barbecue** is permitted only under the conditions established by the campsite. It must not exceed a maximum power of 1000 W and must be equipped with a suitable control system.

Any appliance or installation presenting a risk to people, accommodation units or campsite facilities may be prohibited.

13. PEACE AND QUIET AND RESPECT FOR NEIGHBOURS

Everyone's peace and quiet must be respected throughout the stay.

Any behaviour or activity likely to disturb other holidaymakers through excessive or repeated noise is prohibited, including loud conversations, music, audio equipment or televisions at a high volume, as well as any other form of nuisance.

The quiet hours communicated or displayed by the campsite must be respected by everyone.

Particular attention must be paid to movements and handling of equipment that may generate noise. The person named on the booking must also ensure that the people accompanying them and any visitors respect the peace and quiet of the surrounding area.

In the event of a nuisance or disturbance, holidaymakers are asked to inform reception and/or contact the security guard so that our team can intervene and attempt to resolve the situation amicably as quickly as possible.

Any person who, despite reminders and interventions by the campsite, continues to disturb the peace or well-being of other holidaymakers may be excluded from the campsite, with no possibility of reimbursement of amounts paid for the stay.

14. FACILITIES AND EQUIPMENT

Facilities, equipment, sanitary facilities, games and common areas must be used for their intended purpose and in accordance with the posted instructions.

It is prohibited to move, dismantle, modify or damage campsite equipment. Any equipment provided or rented by the campsite must be used carefully and returned in accordance with the applicable conditions.

Any dangerous, improper or potentially damaging use is prohibited. Equipment belonging to the campsite may not be moved to another pitch or another area without authorisation.

Any damage caused by improper use may be charged to the person responsible, in accordance with the applicable provisions.

15. PERSONAL BELONGINGS AND VALUABLE ITEMS

Each holidaymaker is responsible for their personal belongings, valuables and equipment throughout their stay.

It is recommended not to leave valuables unattended and to take all necessary precautions to ensure their security.

Any lost property found must be handed in at the campsite reception.

The provisions relating to liability and insurance are set out in the General Terms and Conditions of Sale.

16. DEPARTURE AND RETURN OF THE PREMISES

Departures must comply with the times specified in the General Terms and Conditions of Sale and communicated by the campsite.

Holidaymakers are asked to inform reception of their departure in accordance with the procedures communicated by the establishment.

Before departure, holidaymakers must in particular:

- Remove all personal belongings;
- Follow the departure instructions provided in the accommodation;
- Return any equipment belonging to the campsite;
- Leave the pitch or facilities in a condition allowing them to be put back into service.

17. FACILITIES AND STORAGE OF EQUIPMENT

No unused equipment, installation or facility may be left on the campsite without prior authorisation from Management.

The campsite may request the relocation or removal of any installation or equipment that does not comply with the instructions provided.

18. HOLIDAYMAKERS' LIABILITY

Each holidaymaker must ensure that they do not cause damage to people, accommodation, pitches, facilities, equipment or the environment.

Anyone responsible for damage must inform Management as soon as possible. Damage caused by a holidaymaker or by persons for whom they are responsible may be charged to them.

The general rules relating to liability and insurance are set out in the General Terms and Conditions of Sale.

19. ENFORCEMENT OF THE INTERNAL REGULATIONS

In the event of non-compliance with these Internal Regulations, Management or its representative may ask the holidaymaker to immediately stop the behaviour or situation concerned. Depending on the nature and seriousness of the breach, a verbal or written warning may be issued.

In the event of a serious breach, dangerous, violent or aggressive behaviour, or behaviour affecting the safety or peace and quiet of other holidaymakers or staff, Management may take the necessary measures, up to and including exclusion from the campsite, in accordance with the applicable provisions.

In the event of repeated non-compliance despite requests from Management, measures may also be taken to put an end to the disturbance.

Exclusion resulting from the holidaymaker's behaviour or failure to comply with these Internal Regulations shall not give rise to any refund, subject to applicable legal provisions and the General Terms and Conditions of Sale.

In the event of conduct that may constitute a criminal offence, Management may contact the law enforcement authorities.

20. APPLICATION OF THE REGULATIONS

These Internal Regulations apply to all persons staying at or authorised to access Camping Club 5-Star Les Mimosas.

They are displayed at the campsite entrance and at reception and are made available to holidaymakers through the information materials provided for this purpose.

Specific instructions displayed near facilities and equipment supplement these Internal Regulations and must also be complied with.

Opening and closing times and access conditions for the various services and facilities are communicated through signage and the campsite's information materials and may change depending on the season, operating conditions or safety requirements.

Management and members of staff are responsible for ensuring compliance with these Internal Regulations.

Management reserves the right to amend these Internal Regulations whenever necessary for the proper operation of the campsite, the safety of persons or changes to the facilities and services.

Any amendment applicable to holidaymakers will be communicated to them through appropriate means.