

## INTERNAL RULES FOR THE ATTENTION OF USERS

### **1 admission requirement**

To be allowed to enter, settle and stay at Pradal. You must have been authorized by the manager or his representative. He has the obligation to ensure the proper maintenance and order of the campsite, as well as compliance with the application of these internal regulations. The fact of staying on the campsite implies acceptance of the regulations as well as the commitment to comply with them. Any violation may result in the expulsion of its author by the manager. From April 1 to September 30, only people with the LE PRADAL bracelet will be able to access the campsite, all of its activities and services.

### **2 police formalities**

Anyone who has to stay at least 1 night at the Pradal must first present their identity documents to the manager or their representative and complete the formalities required by the police. An adult must be present during the stay and minors must present a parental certificate.

The same goes for visitors.

### **3 registrations / arrivals**

**Before any installation**, the complete registration formalities must be carried out by the person in charge of the family or group. Any modification of the reservation must be made before arrival on the site, and must be confirmed by the persons (natural or legal) by fax, e-mail, or mail in advance.

For customers who have booked in advance, a booking confirmation and ID will be required on arrival.

For unannounced arrivals: this person will indicate, exactly, the number of people staying on the pitch, the equipment installed and the presence or not of an animal. Only one dog is accepted in the chalets, camping-caravanning pitches, category 1 and 2 animals are prohibited on the site.

No inventory of accommodation will be made upon arrival. Any problem must be reported before noon the next day. No complaint will be taken into account the following days.

LE PRADAL bracelets given to the customer upon arrival must be worn.

### **4 reception**

open according to the displayed time:

Monday to Sunday: 8:00 a.m. 12:30 p.m. / 2:30 p.m. 9:00 p.m., you will find all the information about the campsite, information on the supply possibilities, sports facilities, tourist attractions in Anduze and its surroundings and various addresses that may be of use to you.

### **5 camping and caravanning pitches**

The vehicle, tent or caravan or camper van and related equipment must be installed on the location indicated, in accordance with the instructions given by the manager or his representative. They cannot be placed or moved without authorization under penalty of expulsion. The price of a pitch includes 1 caravan (or 1 tent), 1 car, 2 people (6 people maximum per pitch) and access to water and electricity points as well as to sanitary facilities. Any supplement must be authorized by the management and will be subject to an additional fee. Under no circumstances may the installation be left unoccupied (except with the express consent of the management).

Two sanitary blocks are available to residents on the camping-caravanning pitches.

### **6 rentals / packages**

After completing the formalities at reception, tenants can go to their assigned location. All persons on the site must be declared during registration at the reception. The maximum capacity of the accommodation must under no circumstances be exceeded under penalty of expulsion and cancellation of the reservation.

The vehicle must imperatively be parked on the plot.

In addition, no tent or other structure is allowed on the rental pitches (bungalow and mobile home), as well as on the "package" pitches.

### **7 stay payments**

The payment for your stay must be paid in full at the latest one month before your arrival.

You must pay the fees as soon as you arrive at the campsite. These are to be paid at reception. Their amount is displayed at the entrance to the campsite. They are due according to the number of nights spent in the field, counted from noon to noon (except the day of departure: until 10 a.m. for rentals). During the stay, any change in the number of people,

animals, vehicles or equipment (on the pitch) must be signaled, otherwise the number and the highest price will be taken into consideration for each of them. Pradal users are invited to notify reception of their departure the day before. Campers intending to leave outside reception opening hours must first pay their fees.

**Past noon**: an additional day will be obligatorily invoiced

### **8 guests (visitors)**

After having been authorized by the manager or his representative, visitors may be admitted to the Pradal enclosure under the responsibility of the campers who receive them. The camper can receive one or more visitors (4 people max). whether these visitors are allowed to enter the campsite after presenting themselves at reception. The swimming pool is only allowed for visitors. Visitors' vehicles must not be parked on the campsite and private access road, parking at the entrance to the campsite is available to them.

**In addition, visitors or guests are required to comply with the campsite regulations.**

**The non-declaration by the resident camper will be considered as an offense and sanctioned accordingly.** Visitors must leave the campsite before 11 p.m. on the day of their registration.

### **9 animals**

In mobile homes, bungalows and on camping pitches, only one dog (regardless of size) will be authorized and will be subject to a fee to pay. It will be admitted only after agreement of the person in charge and on presentation of the vaccination record (up to date anti-rabies vaccine). He must be kept on a leash at all times and remain under the constant supervision of his owners. Any dog showing the slightest aggression will not be accepted. They must in no case be left alone on the ground or in the rentals, even locked up in the absence of their owners who are civilly responsible. The masters will take particular care to prevent or clean any soiling, and to collect the excrements in the enclosure of the campsite and on the access paths (toutounet bags are available at the reception and on the site). Access to sanitary facilities and to the swimming pool is absolutely forbidden for animals. category 1 and 2 dogs are prohibited on the site. A can is available at the entrance of the campsite.

### **10 departures**

They must take place:

**before 11 a.m.** and be confirmed the day before at reception. The camper must, before his departure, check his accommodation, so as not to leave luggage or other objects in the structure. The LE PRADAL campsite cannot be held responsible if the camper leaves his personal belongings in the structure.

The camper is required on his departure to clean the accommodation, for the rental of fridge or barbecue must be returned clean. Otherwise, he agrees to pay the costs relating to cleaning for rentals € 50 and for fridge and barbecue € 20.

After cleaning the accommodation or the site, the camper must hand over to reception the keys after the inventory carried out with the management, for the equipment lent adapter, fridge, barbecue, iron after checking the deposit will be returned to you (150 €).

For any departure outside reception opening hours, the keys or any other material can be returned for the keys in the letterbox, for the material at the entrance of the reception, the deposit will be returned to you after inventory.

An inventory is to be expected before your departure. The camper must present himself at the reception 24 hours before, in order to agree the times.

### **11 vehicles, parking, barriers**

Inside the campsite, vehicles must drive at a speed limited to 10 km / h. Traffic is prohibited between 11:00 p.m. and 7:00 a.m. in low and high season. Only vehicles belonging to campers can circulate inside the campsite.

The barriers remain open from 7:00 a.m. to 11:00 p.m., the entrance gate closed from 11:00 p.m. to 7:00 a.m. outside of this schedule an outdoor car park is open. Outside these hours, the barriers will remain closed and no vehicle will be able to exit or enter, except in the event of an emergency (fire brigade, gendarmerie, ambulance service, etc.)

The additional vehicle must necessarily and undeniably park on the site of the campsite. Parking the vehicle must in no case protrude onto the roadway or obstruct traffic.

### **12 silence and noise**

There must be total silence between the end of the entertainment and 7:00 a.m. (Wednesday's entertainment ending at midnight and other entertainment at 11 p.m.). All sound equipment should be set to minimum. PRADAL campers are urged to avoid all noise, games and discussions that could disturb their neighbors.

The trunk and door closures should be as discreet as possible. In high season the teenager's area is located on the pétanque court, silence must be at midnight.

### **13 behavior and behavior of users / respect for the PRADAL site**

**Everyone is required to refrain from any action that could harm the cleanliness, hygiene and appearance of the campsite and its facilities, particularly sanitary facilities.**

**The vegetation must be fully respected.**

It is also not allowed to delimit the site of an installation by personal means, nor to dig holes or trenches. Any degradation committed to vegetation, fences, land or campsite facilities will be the responsibility of its author. No aggressive behavior will be tolerated. Everyone must ensure that their installation is properly respected and that their location is clean, otherwise cleaning will be invoiced upon departure. The clothesline is "forbidden from the trees" and is only tolerated on a standing clothesline, on condition that it is discreet and does not disturb the neighborhood. Washing machines and a dryer are available to users at the laundromat (5 € washing machine, 3 € dryer per cycle). Washing dishes and laundry is strictly prohibited outside the bins provided for this purpose in the sanitary block. All common facilities must be left perfectly clean after each use.

Hygienic chemical water and waste water must be poured into the chemical toilet provided for this purpose in the motorhome area.

Household waste, paper and cardboard must be properly deposited in the places specially provided on the site.

On the other hand, open fire barbecues (charcoal, wood, etc.) are strictly prohibited, only gas or electric barbecues are tolerated. Barbecues must under no circumstances, when in use, be left unattended, and are the responsibility of their users. Gas barbecues are available for hire from reception.

### **14 playground**

The children are placed in the custody of parents who are criminally and civilly responsible when using the games. No violent or annoying game can be organized near the facilities.

### **15 swimming pool**

Opening of the swimming pool from May to September. The swimming pool may be closed at any time for the following reasons: bad weather, technical problems, dirt, etc.

The aquatic area is only authorized for people with a LE PRADAL bracelet. Before each swim and each time you enter the pool, you must take a shower.

The swimming pool can only be used during opening hours 10 a.m. / 7 p.m., ball games and large buoys are not allowed from 6 p.m., only swimsuits and shorties are authorized for hygiene reasons. Shorts and Bermuda shorts are prohibited.

### **16 security**

**In case of fire**, immediately notify the campsite management or staff. Fire extinguishers can be used if necessary. A first aid kit is available at reception.

In case of fire and flood: avoid panic, evacuate and alert occupants of neighboring locations and notify management

**In case of floods**, please follow the instructions of the management, or the security services.

**Flight:** the camper remains responsible for his own installation and must notify the manager of the presence of any suspicious person.

### **17 violation of internal rules**

In the event that a resident disrupts the stay of other users or does not comply with the provisions of these internal regulations, the manager or his representative may, orally or in writing if he deems it necessary, give notice to the latter to cease the disturbances. .

In the event of a serious or repeated violation of the internal regulations and after formal notice by the manager to comply with them; the latter may terminate the contract.

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

No refund will be made for users whose stay has been interrupted due to a violation of the internal regulations.