



## **INTERNAL REGULATIONS GENERAL**

### **CAMPING MARINA ERBA ROSSA \*\*\*\*\***

#### **1- Conditions of admission and stay**

To be admitted to enter, settle or stay on a campsite, you must be authorised by the manager or his representative. The manager is obliged to ensure that the campsite is kept in good order and that the present internal regulations are respected.

The fact of staying on the campsite implies the acceptance of the provisions of these rules and the commitment to comply with them.

No one may take up residence on the campsite.

#### **2- Police formalities**

Minors who are not accompanied by their parents will only be admitted with the written authorisation of their parents.

In application of article R. 611-35 of the Code de l'Entrée et du Séjour des Etrangers et du Droit d'Asile (Code on the Entry and Stay of Foreigners and the Right to Asylum), the manager is required to have the foreign guest fill in and sign an individual police form on arrival. It must mention in particular

1° The surname and first names ;

2° Date and place of birth

3° Nationality;

4° Habitual residence.

Children under 15 years of age may appear on the form of one of the parents.

#### **3- Installation**

The outdoor accommodation and related equipment must be installed in the location indicated in accordance with the instructions given by the manager or his representative.

#### **4- Reception office**

Open from 09:00 to 12:00 and from 14:30 to 18:00.

At the reception desk you will find all the information about the services of the campsite, information about food and drink, sports facilities, the tourist attractions of the area and various useful addresses.

A system for collecting and handling complaints is available to guests.

#### **5- Display**

These rules and regulations are displayed at the entrance to the campsite and at the reception desk. They shall be given to any customer who requests them.

For classified campsites, the classification category with the mention tourism or leisure and the number of tourism or leisure pitches are displayed.

The prices of the various services are communicated to the customers under the conditions fixed by decree of the minister in charge of consumption and can be consulted at the reception desk.

#### **6- Terms of departure**

Guests are requested to inform the reception desk of their departure the day before. Guests intending to leave

before the opening time of the reception desk must pay for their stay the day before.

#### **7- Noise and silence**

Guests are requested to avoid any noise or discussion that might disturb their neighbours.

Sound equipment must be adjusted accordingly. Doors and trunks must be closed as quietly as possible.

Dogs and other animals should never be left unattended. They must not be left on the campsite, even locked up, in the absence of their owners, who are civilly responsible for them.

The manager ensures the peace and quiet of his guests by setting times when there must be complete silence.

#### **8- Visitors**

After having been authorised by the manager or his representative, visitors may be admitted to the campsite under the responsibility of the campers who receive them.

The client may receive one or more visitors at the reception desk. The services and facilities of the campsites are accessible to visitors. However, the use of these facilities may be subject to a charge, which must be displayed at the entrance to the campsite and at the reception desk.

Visitors' cars are not allowed on the campsite.

A guest wristband is required.

#### **9- Vehicle traffic and parking**

Within the campsite, vehicles must drive at a limited speed.

Traffic is allowed from 7.00 am to 11.00 pm.

Only vehicles belonging to campers staying on the campsite may circulate on the campsite. Parking is strictly forbidden on the pitches usually occupied by the accommodation unless a parking space has been provided for this purpose. Parking must not impede traffic or prevent the installation of new arrivals.

#### **10- Behaviour and appearance of the facilities**

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

It is forbidden to throw waste water on the ground or into the gutters.

Customers must empty waste water into the facilities provided for this purpose.

Household refuse, waste of any kind, papers, must be deposited in the bins.

Washing is strictly forbidden outside the bins provided for this purpose.

Laundry must be hung out in the communal drying room, if necessary. However, it is tolerated until 10 a.m. in the vicinity of the accommodation, provided that it is discrete and does not disturb the neighbours. It should never be done from the trees.

Plantations and floral decorations must be respected. It is forbidden to put nails in the trees, to cut branches, to make plantations.

It is not permitted to mark out the location of an installation by personal means, nor to dig up the ground.

Any damage to the vegetation, fences, grounds or facilities of the campsite will be charged to the person responsible.

The pitch used during the stay must be maintained in the same condition as the camper found it on arrival.

#### **11- Security**

##### **a) Fire.**

Open fires (wood, coal, etc.) are strictly forbidden. Stoves must be kept in good working order and not used in dangerous conditions or in case of wind.

In the event of fire, notify the management immediately. Fire extinguishers can be used if necessary.

A first aid kit is available at the reception desk.

##### **b) Theft.**

The management is responsible for the objects deposited in the safe and has a general obligation to monitor the campsite. Campers are responsible for their own facilities and must report any suspicious persons to the management. Guests are advised to take the usual precautions to safeguard their equipment.

#### **12- Games**

No violent or disturbing games may be played in the vicinity of the facilities.

The meeting room may not be used for boisterous games.

Children must always be under the supervision of their parents.

#### **13- Dead garage**

Unoccupied equipment may only be left on the pitch with the agreement of the management and only in the designated area. A charge may be made for this service.

#### **14- Infringement of the internal regulations**

In the event that a resident disturbs the stay of other users or does not respect the provisions of these rules, the manager or his representative may orally or in writing, if he deems it necessary, give notice to the latter to stop the disturbance.

In the event of serious or repeated infringement 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 offence, the manager may call in the police.

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### **15- VEHICLES**

The number of vehicles is limited to 1 car per accommodation. The second car, if necessary, must be parked in the car parks provided for this purpose located throughout the campsite. Only vehicles belonging to the campers staying on the campsite may circulate on the campsite. Parking is strictly forbidden on the sites usually occupied by the accommodation unless a parking space has been provided for this purpose. Parking must not impede traffic or prevent the installation of new arrivals.

Some areas are pedestrian and not accessible by car, it is imperative to respect these areas for the safety of users.

It is forbidden to charge electric vehicles on the accommodation. The electrical circuit in the accommodation does not have the required amperage and the guest may be held responsible for a fire. Charging points are available behind the reception, a daily surcharge of 35€ may be charged in case of violation up to the full deposit in the event of a repeat offence.

All vehicles as well as electric scooters are required to respect a speed limit of less than **10 km/h** within the campsite.

For safety reasons, scooters and bicycles are not allowed in the main entertainment area after 8pm.

### **16- RECEPTION**

The reception opens at 9.00 a.m. Customers can go to the reception in the morning to check in, but **the campsite does not guarantee to hand over the keys on arrival.**

However, once the administrative check-in has been completed, guests may use the campsite facilities **while waiting for the keys to be handed over later that day. The handover of the keys is guaranteed by 7 pm at the latest. No keys can be demanded before 7 p.m. on the day of arrival.**

Proper attire is required at the reception, no swimwear or shirtlessness is permitted.

The reception does not provide luggage storage.

### **17- ACCOMMODATION**

It is forbidden to go to the accommodation before the keys are handed over. The campsite declines all responsibility in the event of a delay in handing over the keys in these circumstances.

At the end of the stay, the rented and used sheets and towels must be placed in a rubbish bag and left on the terrace of the accommodation.

The campsite cannot be held responsible for the communication of false, misleading or erroneous information by its partners or by any third party.

The photos and plans of the accommodation are given for illustrative purposes only and are not contractual.

The establishment requires a deposit to cover any material damage or uncleanness at the start of the stay. In the event of damage to the accommodation or uncleanness being ascertained by the campsite service concerned, the deposit will be retained.

The cleaning fee must be paid before the end of the stay. If the client chooses to pay the cleaning fee, this does not include the cleaning of the dishes and kitchen utensils, which must be returned in a clean condition. If this is not the case, a charge may be levied to restore the property.

Gas or charcoal barbecues/planchas are tolerated on the campsite, their use is under the total responsibility of the user. Electric barbecues/planchas are forbidden.

### **18- STAYS**

For safety and insurance reasons, it is forbidden to exceed the number of occupants provided for by type of accommodation (babies and children being considered as a full occupant). The manager of the campsite will refuse anyone beyond the planned capacity. The penalty will be 13€ / day + tourist tax and eco tax.

All bookings made with an agency or a works council cannot be changed. These reservations are subject to specific contracts with Homair Vacances, which the campsite cannot interfere with in any way.

The reservation software randomly allocates the accommodation, any choice of pitch must be requested at least 7 days before the arrival date from Homair Vacances or the campsite directly. This choice of pitch is subject to the subscription to a "Option Confort" at a cost of 50€ which allows to block a privileged number. No comfort option will be granted on the day of arrival.

The request for a side by side must be made at least 7 days before the arrival date to Homair Vacances or the campsite directly. This request is free of charge. The campsite reserves the right not to meet this request for planning purposes and/or if it is unable to do so. The request for side by side accommodation cannot be changed on arrival.

### **19- ANIMATIONS**

The loan of equipment for ancillary activities can only be made at the animation office during opening hours and with a deposit. The equipment must be returned on the same day so that everyone can take full advantage of this service.

The Kids Club area is only reserved for the mini-club from 9.30am to 12am and from 3pm to 5pm. Access to the public will be possible outside these times.

The teen club is only open in July and August.

### **20- TECHNICAL INTERVENTION**

Any technical intervention not notified to the reception beforehand will not be taken into account.

Emergency technical interventions will be dealt with within 24 hours, such as: water leak, lack of gas or disjunction of the electrical panel

Other non-urgent technical interventions can be dealt with within 24 hours: treatment of insects and other pests, defective air conditioning, replacement of the fridge, etc... and this after the technical service has been informed.

### **21- ANIMALS**

Dogs are not accepted on this campsite in July and August (RENTAL section). **They are prohibited throughout the season on our Premium Exclusive and Ultimate accommodation ranges.**

Only 1 dog is allowed per accommodation. Animals must be declared at the time of booking or during administrative check-in at reception. The current rate is €8 per day excluding July and August.

- Any undeclared animal will be subject to a penalty corresponding to the payment of the normal price increased by 30% in the categories where dogs are authorized. In the Premium and Exclusive categories where dogs are not allowed, the penalty will be applied + €95 cleaning fee for change of linen and disinfection of the accommodation.

Each owner is civilly responsible for his animals, they must not be left free, or even locked up at the campsite, in the absence of their master. Their behavior must not harm the tranquility, safety and cleanliness of the campsite. Specific bags available are given free of charge to pet owners. Droppings must be picked up by their owner. Dogs are prohibited in the camper showers.

Dogs are allowed on camper pitches throughout the season, you will be asked to pay the current rate when checking in.

It is forbidden to feed the animals in the animal park.

### **22- SELECTIVE SORTING & SUSTAINABLE DEVELOPMENT**

The campsite has signed an "eco-label" charter for selective sorting. Respect the selective sorting made available throughout the campsite. It is forbidden to throw away the glass at night between 8 p.m. and 10 a.m.

Respect the selective sorting provided throughout the campsite.

Do not throw anything on the ground. Save water, which is precious in our region. Washing vehicles is forbidden on the campsite. Keep the air-conditioning switched off when you are away from your accommodation.

### **23- CAMPER BRACELETS**

Wearing a wristband is compulsory throughout your stay on the campsite in all circumstances for your safety and to access the various playgrounds, sports and water areas.. It is personal. Giving or exchanging bracelets is prohibited. The loss of a wristband leading to its replacement may be charged at 5€.

### **24- VISITORS**

Visitors may be admitted to the campsite under the responsibility of the campers who receive them, who must declare their number and identity to the reception. Access to the swimming pools and water park is not allowed.

### **25- AQUATIC AREAS**

Access to the aquatic areas is free and strictly reserved to the campsite guests who must comply with the rules of hygiene, safety and the internal regulations which are displayed at the entrance of the foot bath. Children under 12 years of age must be accompanied by their parents who are responsible for their own supervision. Animals are strictly forbidden in the aquatic areas.

**Wearing the wristband is compulsory in play, sports and aquatic areas.**

Parasols are strictly forbidden in the aquatic areas.

Signs on certain sports, leisure or water facilities may supplement these rules

The management declines all responsibility in the event of an accident in the aquatic areas.

**For reasons of hygiene, swimming shorts, Bermuda shorts and burkinis are not permitted. It is forbidden to drink, eat or smoke and to wear shoes in the water areas. Showering is compulsory.**

The user undertakes :

- To respect and comply with the specific instructions on the signs installed in each of the areas. **Also refer to the signage on site.**
  - Not to behave in a way that is impaired by any substance whatsoever (drugs, alcohol or other).
  - Not to behave in a provocative, insulting or disrespectful manner towards the staff.
  - Not to behave in a way that is annoying and/or dangerous to other users or to oneself.
  - Not to enter in possession of any dangerous and/or sharp and/or blunt object.
  - Not to bring in bottles or other glass containers.
  - Not to bring in personal beach furniture (parasols, deckchairs, etc.).
  - Not to harm the physical and/or moral integrity of a third party.
  - Not to damage the facilities,
- Any person showing inappropriate behaviour may be excluded from the area.
- In the event of a large number of visitors or for any other reason relating to the smooth running of the rules, the Management reserves the right to limit admission and/or prohibit access to the aquatic areas.
- Furthermore, anyone with a particular medical condition (heart condition, respiratory problems, epilepsy, diabetes, etc.) is requested to report to the staff of the area they are using.