

# Welcome to Camping du Mas Cauvy

559 chemin du Mas Cauvy - 30380 Saint Christol lez Alès

Tel : +33(0)7 69 55 15 79 / mas.cauvy@hotmail.fr

www.camping-mascauvy.com

## CAMPSITE OFFICIAL REGULATIONS AND CONDITIONS

### 1. Admission conditions

To enter, pitch and stay on a campsite you must have permission from the manager or his representative.

The manager's role is to ensure the upkeep and smooth running of the campsite and to ensure that the campsite regulations are respected.

Your decision to stay on the campsite implies your acceptance of these regulations and your agreement to comply with them.

It is forbidden to take up residence on the campsite.

### 2. Police formalities

Any guest staying at least one night should first present its identification papers to the manager et complete the registration forms requested by the police.

All minors must, during their entire stay, be accompanied by a responsible adult.

### 3. Installation

The tent or caravan and all equipment must be installed on the pitch indicated by the campsite owner or his representative.

### 4. Reception

Opening hours :

High season : 9:00 – 12:00 am and 3 :00 – 7:00 pm

Low season : 10:00 – 12:00 am and 3:00 – 6:30 pm

Arrivals are possible from 3:00 pm to 7:00pm (6:30 in low season)

Information regarding the campsite services, places to eat, sports facilities, local tourist attractions and useful addresses is available at the reception office.

A suggestion/complaints book or box is available for campers.

### 5. Display

These regulations are displayed at the campsite entrance and in the reception. It is available for download on the website. A copy will be given to campers on request.

The camper is informed of the tariffs of the various services, as determined in the decree of the minister in charge of consumer affairs. The tariffs are also displayed at the reception.

### 6. Departure procedure

Campers are to inform the reception office of their departure the day before.

To avoid any delay on departure day, they are requested to come and pay for their stay the day before departure.

The pitch should be made available by 11am.

### 7. Noise and silence

Campers are to avoid talking loudly and making any noise which may disturb their neighbours.

Sound devices must be adjusted accordingly.

Car doors and boots must be closed as quietly as possible.

Total silence is requested from 10pm to 8am.

### 8. Visitors

Following authorisation from the campsite management, visitors may enter the campsite under the responsibility of the campers who invited them.

The use of the campsite facilities by visitors are subject to a fee, according to the tariff displayed at the campsite entrance and in the reception office.

Visitors' cars must be parked at the entrance of the campsite.

### 9. Traffic flow and parking

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

Only vehicles belonging to resident campers may be driven on the campsite.

Parking is strictly forbidden on pitches usually occupied by tents or caravans unless a parking space is specifically provided.

Parked vehicles must not obstruct traffic or prevent new arrivals from setting up.

### 10. Condition and appearance of installations

All campers must refrain from any action which may be detrimental to the cleanliness, hygiene or appearance of the site and its installations, notably the toilet/washing facilities.

Dirty water must not be emptied onto the ground or into the gutters. Campers must empty their dirty water in the areas provided for this purpose.

Domestic waste and all rubbish, including paper, must be disposed of in the dustbins provided.

Plants and flower beds must be treated with respect. It is forbidden to knock nails into trees, to cut branches or to plant anything on the campsite.

It is forbidden to mark the limits of one's pitch in a personal way or to dig up the ground. Any damage caused to the vegetation, fences, camping grounds or installations will be borne by the perpetrator.

The pitch used during the stay must be left in the same condition it was found in on arrival.

## 11. Safety

### a) Fire.

Open fires (wood, charcoal, etc.) are strictly prohibited on the pitches. The use of the common barbecue is only allowed in the absence of wind.

Stoves must be kept in good condition and must not be used in dangerous conditions.

It is forbidden to charge hybrid/electric cars at the terminals of the campsite due to the high risk of fire and overheating of our network.

In event of a fire, inform the campsite management immediately. Fire extinguishers are available if necessary.

A first aid box is situated in the Reception office.

### b) Theft.

The campsite management has an obligation to keep a general watch over the campsite. The camper is responsible for his own equipment and must inform the management of any suspicious person on the site.

Campers are requested to take the usual precautions to safeguard their property.

## 12. Playground and games

Violent or obtrusive games may not be organised close to or inside the campsite buildings.

Children must be supervised by their parents at all times.

## 13. Swimming pool

The swimming pool is not supervised.

Specific regulations and conditions are on display at the gate of the swimming pool and should be respected.

It is forbidden to eat inside and shoes should be kept outside. Please shower before going into the pool.

It is strictly forbidden to run, dive, jump or push each other.

Children under the age of 12 and non-swimmers should be accompanied by an adult.

The supervision of children is under the full responsibility of their parents at all times.

## 14. Pets

Dogs and other animals are accepted after prior agreement from the manager.

They should be kept on a leash at all times and have an up-to-date vaccination book.

They must not be left on the campsite, even if shut in, in the absence of their owners, who are legally responsible for them.

Owners are responsible for removing the droppings.

The use and access to sanitary facilities is strictly forbidden for animals, as well as the swimming pool.

Dogs of categories 1 & 2 are not allowed.

## 15. French data protection law

Information collected during booking is confidential et will not be transmitted to others.

According to the French data protection law, users have an access right, a modification right, a rectifying right, and a right to suppress data concerning them. To use it, please send your request in writing.

## 16. Infringement of the campsite regulations

If a camper disturbs another camper or does not respect the campsite regulations, the campsite owner or his representative can, if he deems necessary, give a formal verbal or written warning to cease the disruption.

In the event of serious or repetitive infringement of the campsite regulations after the warning to abide by the rules, the management reserves the right to terminate the contract.

If the camper commits a criminal offence, the management may call the police.

In the event of a dispute and after having contacted the establishment's customer service, any campsite customer has the option of contacting a consumer mediator, within a maximum period of one year from the date of the written complaint, by recorded delivery letter.

The contact details of the mediator likely to be contacted by the client are as follows: CM2C - 14 rue Saint Jean 75017 Paris - cm2c@cm2c.net.

## 17. Special conditions

The spaces provided for caravanners cannot accommodate double-axle caravans.

The number of people per pitch is limited to 6, including campers and visitors.

**Please do not hesitate to contact us at reception, we will always make our best for your holidays !**