

## INTERNAL RULES 2025

The Operator is responsible for maintaining good order and cleanliness at the outdoor hospitality site and ensuring compliance with these internal rules, which are contractually binding. Staying at the leisure site implies acceptance of these rules and a commitment to abide by them.

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### ARTICLE 1 – ADMISSION CONDITIONS

1.1 – To enter, settle in, or stay at the campsites “LES SABLES D’OR,” “LES SABLES DORÉS,” or “LES DUNES DORÉES,” authorization from the Operator or their representative is required. New arrivals must check in at the reception before settling. Minors unaccompanied by their parents will only be admitted with written authorization from them.

1.2 – Use of a pitch or mobile home, as well as access to equipment and services, is subject to prior registration and full payment of stay fees, services, subscriptions, tourist taxes, "eco-contribution," and other posted charges.

Rates are posted at reception and the campsite entrance. A deposit, by check or credit card, is required at reception and returned upon departure.

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### ARTICLE 2 – POLICE FORMALITIES

Upon arrival, and in accordance with article R.611-35 of the code on the entry and residence of foreigners and the right of asylum, foreign guests must complete an individual registration form including name, surname, date and place of birth, nationality, and current address. Children under 15 may be listed on a parent's form.

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### ARTICLE 3 – INSTALLATION

Mobile homes and their equipment must be set up on the designated pitch following the Operator's instructions. The allocated pitch must be respected. No changes may be made without formal written approval from the Operator.

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### ARTICLE 4 – CONDITIONS OF STAY

4.1 – The wristband provided upon arrival must be worn at all times during the stay.

4.2 – Proper attire is required on the entire site and in all facilities. Access to the water park is regulated. Users must comply with its specific rules and wear authorized swimwear (swim briefs or boxer-style trunks) for hygiene and safety.

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4.3 – Guests must collect their mail, newspapers, and messages at the reception after noon. Loudspeaker announcements will only be made in case of medical emergencies or force majeure.

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## ARTICLE 5 – LANDSCAPE INTEGRATION AND ENVIRONMENTAL PROTECTION

5.1 – Guests must respect the environment. All actions detrimental to cleanliness, hygiene, or the appearance of the campsite and facilities, especially sanitary blocks, are prohibited. Pitches must be kept in their original condition.

5.2 – Washing with water taps or fire hoses in the alleys is strictly forbidden. Washing is only allowed in designated areas. Wastewater must not be disposed of on the ground or in drains and must be emptied at designated stations.

5.3 – Household waste and all rubbish must be disposed of in provided bins. Sanitary facilities must be cleaned after use and children may not play there. Clothes drying is only allowed at communal racks or discreetly near accommodation before 10 a.m., without disturbing neighbors. Drying on trees is prohibited.

5.4 – Plants and flowers must be respected. It is forbidden to drive nails into trees, cut branches, or plant anything. Any damage will be charged to the offender.

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## ARTICLE 6 – RECEPTION DESK

Reception is open:

- From 9 a.m. to 8 p.m. in low season (April to June and September)
- 24/7 in high season (July and August)

Information on services, supplies, sports facilities, local attractions, and useful contacts is available. Guests may also submit feedback or complaints here.

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## ARTICLE 7 – DISPLAY

These rules are posted at the campsite entrance and at reception. A copy is available upon request. For classified campsites, the category, type (tourism or leisure), and number of pitches are posted. Prices are displayed and available for consultation at reception.

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## ARTICLE 8 – END OF STAY

Guests must inform reception of their departure the day before. Guests leaving before reception opens must settle their bill the previous day.

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## ARTICLE 9 – NOISE AND QUIET HOURS

Guests must avoid noise or behavior that may disturb others. Sound devices must be kept at low volume. Car doors and trunks should be closed quietly. Silence is mandatory after 10 p.m.

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## ARTICLE 10 – VISITORS

Visitors must be registered at reception and authorized by the Operator. They are allowed on-site for up to two hours free of charge and under the responsibility of the hosting guest. Longer visits are subject to a flat fee. Access to facilities is based on selected options and applicable fees. Visitor vehicles must remain outside the campsite.

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## ARTICLE 11 – VEHICLE TRAFFIC AND PARKING

11.1 – Speed limit is 10 km/h. Traffic rules apply throughout the site. Traffic is allowed from 7:00 a.m. to midnight. Outside of these hours, vehicles must remain in outside parking.

11.2 – Only campers' vehicles are allowed. One vehicle per pitch is permitted. It must be parked facing the exit. Parking must not obstruct traffic or new arrivals. Report neighbor disputes to the Operator promptly.

11.3 – **For safety reasons (fire hazard), it is strictly forbidden to charge your electric or hybrid vehicle from a mobile home or anywhere else in the campsite. Failure to comply with this rule will result in a €150 penalty. For your information, paid charging stations are available in parking lot P2.**

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## ARTICLE 12 – SAFETY

12.1 – **Storage and gas:** No hazardous or flammable materials (gas, paint, aerosols, etc.) may be stored in the accommodation or shed. Gas installations must be annually inspected.

12.2 – **Fire safety:** Guests must familiarize themselves with the evacuation plan and instructions posted at reception. Open fires are prohibited. Camping stoves must be safe and functional. In case of fire, contact management immediately. Fire extinguishers are available. First aid and a defibrillator are located at the infirmary.

12.3 – **Theft:** The campsite is monitored, but guests are responsible for their belongings and must report any suspicious activity. Valuables may be deposited at reception.

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## ARTICLE 13 – GAMES

No violent or disruptive games near facilities. The meeting room is not for rough play. Children must always be supervised by parents.

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## ARTICLE 14 – CLOSURE PERIOD

Unoccupied equipment may only remain on-site with prior approval and in designated areas. This may incur a fee.

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## ARTICLE 15 – MINORS

Minors unaccompanied by parents must have written authorization. Children, especially under 15, must always be supervised within the campsite.

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## ARTICLE 16 – ANIMALS

Dogs and other animals must never roam freely. They cannot be left alone at the campsite, even locked in. Owners are fully responsible. Animals must be declared at reception. Owners must clean up after their pets.

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## ARTICLE 17 – WATER PARK AND POOL

The posted water park/pool rules must be strictly followed. Failure to comply or disobeying staff may result in access being denied for the rest of the stay. Children must be closely supervised by a parent or guardian at all times.

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## ARTICLE 18 – RULE VIOLATIONS

Any guest disturbing the peace or violating these rules may be warned verbally or in writing. In case of serious or repeated violations (e.g. noise complaints), the Operator may terminate the contract without refund. In case of criminal behavior, law enforcement will be contacted. In severe cases, immediate expulsion may be enforced without notice or compensation.

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## ARTICLE 19 – DEPARTURE FROM THE CAMPSITE

On departure day, the pitch and facilities must be vacated by 10:00 a.m. Late check-out may result in an extra night being charged.

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**Done at:** \_\_\_\_\_

**The Operator / The Tenant(s)**

*Signature preceded by the phrase "Read and Approved"*

**A parapher par le(s) locataire(s)**