

**INTERNAL RULES
CAMPING YELLOH ! VILLAGE SYLVAMAR*******

1/ ADMISSION CONDITIONS:

A/ To be allowed to enter, set up or stay on the Sylvamar campsite, you must have been authorised to do so by the manager or his representative and comply with the campsite rules. Staying on the site implies acceptance of these rules and a commitment to comply with them. Anyone wishing to stay at least one night at Camping Sylvamar must first show the manager or his representative their identity papers and complete the formalities required by the police. Minors must be accompanied by their parents or legal guardians. The Camping Sylvamar bracelet must be worn on the wrist.

B/ The tent or caravan and related equipment must be installed on the pitch indicated and in accordance with the instructions given by the manager or his representative. Each pitch may only be occupied by one installation (tent, caravan or camper van). On arrival, the user must report to the reception desk and indicate the planned duration of their stay.

C/ Users of the site are prohibited from engaging in any commercial activity or advertising on the site.

2/ RECEPTION DESK:

OPERATION: Low season: from 09h00 to 19h00 High season: from 8h00 to 20h00 Telephone 05 59 45 75 16.

At the reception desk, you'll find all the information you need about the campsite's services, refreshment facilities and sports facilities.

CUSTOMER NOTICE: The management remains at your entire disposal for any suggestions, complaints or information. A satisfaction questionnaire will be sent to you after your stay.

3/ CHARGES:

A/ The amount of the fees is displayed at the entrance to the site and at the reception desk. Fees are payable the day before departure, except for reservations, which for rentals and camping pitches are paid one month before arrival.

B/ Camping Sylvamar prices are given for information only. They have been established on the basis of current economic indices and may be revised upwards or downwards, depending on changes in these indices (VAT and tourist tax, for example).

4/ MAINTENANCE AND APPEARANCE OF FACILITIES:

Correct dress is required. Everyone is required to refrain from any action that could damage the cleanliness, hygiene and appearance of Camping Sylvamar.

Users are urged to avoid any noise or discussion that might disturb their neighbours. Sound equipment must be adjusted accordingly. Doors and boot lids must be closed as discreetly as possible. There must be complete silence between 11.30pm and 7am.

It is forbidden to dispose of polluted and waste water on the ground. It must be emptied into the facilities provided for this purpose. Household waste, rubbish of any kind and paper must be sorted and deposited in the containers located at the exit of the Sylvamar campsite.

Sanitary facilities must be kept in a constant state of cleanliness by users.

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

Any pitch used during the stay must be returned to its original state.

Any damage to the vegetation, fences, grounds or facilities of Camping Sylvamar will be charged to the person responsible. If such damage is caused by children, the parents will be held responsible.

Plantations and floral decorations must be respected; it is forbidden for campers to put nails in trees, cut branches or make plantations. Nor is it permitted to mark out the site of an installation using personal means (wire, chain, branches, etc.), or to dig the ground or make gullies. It is forbidden to drive stakes longer than 30 cm into the ground due to the presence of buried electrical cables.

Tents are not permitted on rental pitches.

5/ TRAFFIC:

Inside the Sylvamar campsite, vehicles must drive at a limited speed of 10km/h. Traffic is strictly forbidden between 11pm and 7am, except for vehicles belonging to the maintenance and emergency services. Parking on pitches must not obstruct traffic, prevent new arrivals from settling in or hinder internal services at Camping Sylvamar.

ANIMALS: Animals must be kept on a lead, wear a collar, be tattooed, vaccinated, have a vaccination certificate and be declared at reception. 1st and 2nd category dogs (attack and defence dogs) are not allowed on the Sylvamar campsite. (Ministerial orders of 30/06/1992, 22/01/1985, 06/01/1999). Please ensure that dogs relieve themselves outside the Sylvamar Campsite or remove their faeces yourself. They must not remain on the Sylvamar campsite, even if tied up, in the absence of their owners who will be financially and civilly liable for any damage. They are not allowed in public places or in rental accommodation.

VISITORS: Visitors may be admitted to Camping Sylvamar under the responsibility of the campers receiving them. They are bound by the campsite rules. They must ask the reception desk for permission to enter the campsite, indicating who they are going to see, and pay the sum of 5 euros per day and per person. Under no circumstances may visitors or guests enter the Sylvamar campsite in their own vehicle. Visitors may not use the aquatic area or any of the activities at Camping Sylvamar, either free of charge or for a fee.

To ensure the peace and quiet of all users, access to the Camping Sylvamar is forbidden to non-campers, street vendors and traders, canvassers, walkers, picnickers, etc....

6/ SAFETY:

A/ All fires are strictly forbidden. Alcohol or petrol stoves are strictly forbidden. Gas stoves must be kept in perfect working order and must not be used under a tent or near a car or in dangerous conditions. Charcoal barbecues may only be used in designated areas. It is forbidden to throw cigarettes or matches on the ground. No electrical connection that does not comply with safety standards will be tolerated. It is forbidden to recharge electric vehicles on campsite pitches or in accommodation. Only the charging points provided for this purpose may be used. This is a matter of safety, to avoid any fire starting.

B/ A first aid kit is available at the lifeguard post in the aquatic area or at reception if the pools are closed. A free-access defibrillator is located between the restaurant and the TV room. A first aid kit is available at reception.

C/ The access gate to Camping Sylvamar is closed from 11pm to 7am. In the event of an emergency, an intercom is available outside reception to put you through to the security service.

D/ The management cannot under any circumstances be held responsible for the loss of personal objects, theft, injury or damage that may occur to holidaymakers or their property during their stay, unless the responsibility of Camping Sylvamar can be proven; in particular, the management is not responsible for objects stolen from pitches. The management is responsible for items left in the office. To this end, individual safe deposit boxes are available for hire at reception to protect the security of users' belongings.

E/ La direction décline toute responsabilité en cas d'accident pouvant survenir aux enfants, qui devront toujours être sous la surveillance de leurs parents.

F/ To ensure the safety of people and property, the campsite is equipped with video protection systems. In accordance with article 105 of law no. 78-17 of 6 January 1978 on data processing, data files and individual liberties, which sets out the obligations governing the right of access to recorded personal data, any person wishing to do so may ask the management to access the recordings concerning them and to check that the images have been deleted within the legal time limit.

7/ GAMES:

No violent or disruptive games may be played near the facilities.
Children must always be supervised by their parents.

8/ ENVIRONMENT:

You are staying under a pine forest, which protects you from the heat, but has two natural disadvantages:

- falling pine cones in hot weather.
- falling branches in strong winds or storms.

Despite the care taken in the upkeep and pruning of this forest, the management of Camping Sylvamar cannot be held responsible for these natural events, except in cases of proven fault.

9/ AQUATIC AREA:

Access is strictly reserved for Camping Sylvamar customers wearing a wristband. All bathers must wear swimming attire. Please follow the health and safety instructions posted at the entrance to the pool area. As swimming is unsupervised, children remain under the supervision and responsibility of their parents or carers. It is forbidden to reserve unoccupied deckchairs. The Archipel 2 swimming pool is reserved for guests and is unsupervised.

10/ BEHAVIOUR:

The consumption of alcohol is strictly forbidden in public areas (except in the bar and restaurant), in accordance with current legislation.

Any physical or verbal aggression towards other users or members of the campsite staff will be considered an infringement of these rules.

11/ RIGHT TO IMAGE:

During your stay, you may be photographed or filmed on our site. We may use these photos or films for commercial or advertising purposes unless you inform reception in writing on arrival that you do not wish this to happen.

12/ COMPLIANCE WITH THE RULES :

DISPLAY: These rules and regulations are displayed at the entrance to the Sylvamar campsite and at the reception desk. They can be consulted online on the Camping Sylvamar website. They will be given to customers on request.

INFRINGEMENT OF THE INTERNAL RULES: 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 formal notice to the latter to cease the disturbance.

Any infringement may result in the expulsion of the offender. In the event of serious or repeated breaches of the house rules, and after formal notice to comply has been given by the manager or his representative, the latter may terminate the contract without refund or compensation.

In the event of a criminal offence, the manager may call in the police.

We hope that, in the interests of all concerned, everyone will respect these rules. We wish you a pleasant stay at Sylvamar.

TRANSLATION: If the rules and regulations of Camping Le Sylvamar have to be translated, the rules and regulations written in French will prevail.

