

Internal regulation

I - GENERAL CONDITIONS

1° Booking conditions

To be allowed to enter and to stay in the Camping you should be authorized by the manager or his representative. You have for obligation to watch to the good one held and to the good order of the camping land, as well as to the respect of the application of the present conditions. Your stay in the « Village Camping Océliances » in avenue des Tucs in SEIGNOSSE implies the acceptance of the disposals of the present conditions and your engagement to our conform.

2° Police formalities

Any person staying at least one night at the Camping should be declared at the reception upon its arrival and present an identity card and fill the formalities demanded by the police. **Minors without their parents are not allowed to enter into the Campsite.**

3° Installations

The tents or the caravans and their material should be installed in the place indicated in accordance with the directives given by the administrator or his representative

4° Reception

Opening schedule :

Low season : 7/7 days from 9h to 19h

High season : 7/7 days from 9h to 20h/21h

At the reception you will find all information about the Camping services, supermarket, Sporting activities, tourism outskirts, and many useful addresses. For any complaint you will find a Book where you can write your complaint and a "complaint box" where you can deposit your complaint. Complaints won't be handled if they are not signed and dated and retrieving themselves to comparatively recent facts.

5° Payment

Due fees are paid at the reception. Rates are visible at the entry of the Camping and at the reception. Due fees belong to the number of nights booked in the Camping. Customers must inform the reception of their departure the day before it. Customers who scheduled their departure before the opening of the reception must give back all the objects and settled the eventual due fees the day before.

6° Noise and silence rule

We ask all customers to avoid any noise or discussion which may disturbs neighborhoods. Radios volume must be regulated in consequence. Car doors must be closed silently. **Dogs and other animals must not be left in freedom al around the campsite.** They can't be left locked up alone in absence of his proprietors who are civilly responsible for them. **Completely silence must be keep between 22h and 07h am.**

7° Visitors

After previous authorization by the direction, visitors are admitted in the campsite under the client responsibility.

Campers may receive visitors at the reception. If a visitor wants to enter in the campsite, he must pay the specific quota. Quota depends on the access to the different services of the campsite. Prices are visible at the entry of the camping or at

the reception. Visitors cars are forbidden inside the campsite, they may left their car at the central parking area.

8° Traffic and parking

Inside the campsite you must respect the 10km/h limitation. **Traffic is forbidden between 23h and 07h am.**

Only clients' cars are authorized to enter in the campsite. Parking is strictly forbidden on the pitches. Cars do not disturb traffic neither the installation of new arrivals.

9° Maintenance and aspect of the facilities

Any action committed to the detriment of the cleanliness, the hygiene and the aspect of the park and of the facilities stays on the responsibility of each one. It remains strictly prohibited to throw used waters in the soil or in the sewerages. Caravans must empty wastewaters in the facilities foreseen to this effect.

Domestic and all kind residues must be deposited in the due containers of garbage preview to that end. Washing remains strictly forbidden out of wash-basins foreseen to this effect. Clothes must be tended only in due spaces (if need in common driers). However, it is tolerated at daytime close to shelters, provided that it is very discreet and without harming the neighbors. For security reasons, washing lines must be hang off at nighttime and it is forbidden to fix them in the trees, to cut branches and to plant. Plantations and flower arrangement must be respected.

It remains prohibited to delimit a plot for your own means or to excavate the soil. Any damage cause to the vegetation, the fences, the area or the facilities of the campsite will stay in charge of the author. The pitch which will have been used during the stay will have to be supported in the state in which the camper found it at his entrance in places.

10° Safety

a) Fire

Open fires are strictly forbidden (wood, carbon, etc.). You should keep cooking arrangements in good work and do not use them in dangerous conditions.

In case of fire, prevent immediately the direction of the camping. You may use extinguishers if necessary. You can find a first aide trouser at the reception.

b) Loss

Direction is responsible for all material left at the reception and for the general supervise of the campsite. Campers keep the entire responsibility of their own items. Please point out any strange presence. We ask you to take all reasonable precautions to safeguard yourself/party and material.

We cannot accept any responsibility for items left on site.

11° Games

It remains forbidden to organize violent inside the park. Meeting room can't be use for rough games. The children must remain under alertness of their parents.

12° Garage mort

It won't be possible to leave material inside an emplacement including the attributed one by the Society if this one is not occupied. For every "Garage mort" a quota will be imposed, prices are visible at the reception.

13° Billing

The present terms & conditions are visible in the entry of the camping and to the reception. You may have one at simply request.

14° Violation to the present conditions

If one of our hosts disturbs other users holidays or do not respect the dispositions of the present conditions, the manager or his representative will be able to force him, verbally or writing to stop the disturbances.

In case of serious or repeated infraction to the internal regulation and after receiving a warning by the manager or his representative, the Society will be able to cancel the contract. In case of penal infraction, it is possible to resort to the police.

II - PARTICULAR CONDITIONS

Booking conditions

Groups : Groups for more than 10 persons are not allowed in the Camping without upon authorization from the manager or his representative.

Pets

Only Cats & dogs are allowed to enter in the Camping. They are tolerated wearing a collar and presenting its vaccination card and official documents.

Dogs from fist and second category are not allowed.

Pets are not allowed into the lease residences and bungalows.

Elementary rules of property and tranquility must be respected.

Police formalities

Customers might be submitted to control to be sure they belong into de establishment, we ask you to help our personal in charge of this particularly mission.

Payment

In order to confirm your chosen holiday, full cost must be paid in advance for the lease residences and bungalows.

Noise and silence

Percussion instruments, alarms and claxons are strictly forbidden.

Visitors

Visitor must be declared immediately at the reception. To access to the Camping's structures and equipment: they have to present the receipt to confirm the payment if it's necessary.

Traffic and parking

Gate and automatic gate are close according to season:

Except season : from 21h pm to 8h am

Season : from 23h pm to 7h am

Maintenance and aspect of the facilities

To facilitate control, each emplacement will be provided of a bracelet which contains the number of emplacement, the name of the client, date of arrival and departure and number of registered persons.

Concerning the well keep of the emplacement, it is forbidden to install fences or to store used objects.

Internal regulation

Only specific material for camping is authorized in the Village Camping Océliances. Material must be in good working conditions. The use of tarpaulins (plastic tarpaulins) is strictly forbidden.

Insurance

Customer must be insured for his civil liability and that of his family. Customer is responsible for his own items.

Rentals (Mobil homes, furnished bungalow or H.L.L. for rental usage)

Animals are forbidden in the rentals.

For comfort and security of each, it is forbidden to smoke in the rooms and hard misadvised in other rooms.

Clotheslines must be installed near trellises at the back of the residences and not on terraces.

It is forbidden to spread the linen between trees and to install a tent on plot. Vehicles must be parked in the due places to that end.

Swimming pool

The use of the swimming pool is strictly reserved to clients of the Village Camping Océliances.

On the arrival day, a bracelet is delivered to all persons declared on the hire contract. The use of this bracelet is obligatory to gain access to the swimming pool. Visitors are not authorized to use the swimming pool.

Complaints

Any claim can be done by letter certified with report of reception in the space of 10 days after the end of the stay.

The Direction