



Camping les falaises de Toussaint – 2 bis rue de Rouen – 76400 TOUSSAINT – tél. 07 49 45 49 14

## INTERNAL RULES

### I. – GENERAL TERMS AND CONDITIONS

#### 1. Conditions of admission and stay

To be permitted to enter, set up camp or stay on a campsite, you must have been authorised to do so by the manager or their representative. The manager is responsible for ensuring the good conduct and order of the campsite, as well as compliance with these rules and regulations.

Staying on the campsite implies acceptance of the provisions of these rules and a commitment to comply with them.

No one may take up residence there.

#### 2. Police formalities

Any person intending to stay at least one night on the campsite must first present their identity documents to the reception manager and complete the formalities required by the police. No minors unaccompanied by an adult will be admitted to the campsite.

#### 3. Setting up

Outdoor accommodation and associated equipment must be set up on the designated pitch in accordance with the instructions given by the manager or their representative.

Access to the sanitary facilities is prohibited to anyone staying in a mobile home or chalet.

#### 4. Reception

Open from 9am to 12pm and from 2pm to 7pm (July and August) and from 9.30am to 12pm and from 3pm to 6pm (off-season).

At the reception, you will find all the information you need about the campsite's facilities, details of local shops, sports facilities, tourist attractions in the surrounding area and various useful addresses.

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

#### 5. Display

These rules and regulations are displayed at the entrance to the campsite and at reception. A copy is provided to any customer who requests one.

For classified campsites, the classification category (specifying 'tourism' or 'leisure') and the number of tourism or leisure pitches are displayed.

The prices of the various services are communicated to customers in accordance with the conditions established by decree of the Minister for Consumer Affairs and are available for consultation at reception.

#### 6. Departure procedures

Customers are requested to inform reception of their departure by the day before they leave. Customers intending to leave before reception opens must complete payment for any additional services the day before their departure..

#### 7. Noise and quiet

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

Audio devices must be adjusted accordingly. Doors and car boots must be closed as quietly as possible.

Dogs and other animals must never be left to roam freely. They must not be left on the campsite, even if locked up, in the absence of their owners, who are legally responsible for them.

The manager ensures customer peace and quiet by setting times during which there must be complete silence. Dogs classified as Category 1 or 2, and crossbreeds of Category 1 or 2, are not permitted on the campsite, even if muzzled. There must be complete silence between 10.30 pm and 7.30 am.

#### 8. Visitors

Once authorised by the manager or their representative, visitors may be admitted to the campsite under the responsibility of the campers hosting them. The maximum capacity on the pitch is 8 people.

The client may receive one or more visitors at reception. The campsite's facilities and services are available to visitors. However, the use of these facilities may be subject to a additional charge, the price of which must be displayed at the campsite entrance and at reception.

Visitors' cars are not permitted on the campsite

#### **9. Vehicle traffic and parking**

Within the campsite, vehicles must not exceed a speed limit of 10 km/h.

One vehicle per pitch.

Vehicle traffic is permitted between 7.30 am and 10.30 pm.

Only vehicles belonging to campers staying on the site are permitted to drive in the campsite. Parking is strictly prohibited on pitches normally occupied by accommodation units, unless a parking space has been provided for this purpose. Parking must not obstruct traffic or prevent the installation of new arrivals. Electric cars may not be charged at the campsite's charging points.

#### **10. Maintenance and appearance of the facilities**

All users are required to refrain from any action that might compromise the cleanliness, hygiene or appearance of the campsite and its facilities, particularly the sanitary.

Watering flowers and plants using water from communal taps is strictly prohibited.

It is forbidden to throw waste water onto the ground or into the drains.

Campers must dispose of waste water in the facilities provided for this purpose.

Household rubbish, waste of any kind and paper must be placed in the bins.

Washing is strictly prohibited outside the areas designated for this purpose.

Drying laundry is permitted provided that it is discreet and does not disturb neighbours. It must never be hung on trees.

Plants and floral decorations must be respected. It is forbidden to hammer nails into trees, cut branches or plant anything.

It is not permitted to mark out the boundaries of a pitch using personal materials, nor to dig into the ground.

Any repairs for damage caused to vegetation, fences, the land or the campsite's facilities shall be the responsibility of the person who caused it.

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

#### **11. Safety**

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

Open fires (wood, charcoal, etc.) are strictly prohibited. Camping stoves must be kept in good condition and not used in dangerous circumstances.

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

A first-aid kit is available at reception.

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

The management is responsible for objects left at reception and has a general duty to monitor the campsite. Campers remain responsible for their own pitches and must report any suspicious persons to the manager. Customers are advised to take the usual precautions to safeguard their belongings.

#### **12. Games**

No violent or disruptive games may be organised in the vicinity of the facilities.

Children must always be supervised by their parents.

#### **13. Parking**

Unattended equipment may only be left on the site with the management's permission and only in the designated area. A surcharge may apply for this service.

#### **14. Breach of the Rules and Regulations**

Should a resident disrupt the stay of other users or fail to comply with the provisions of these internal rules, the manager or their representative may, if deemed necessary, issue a formal notice to the resident, either verbally or in writing, to cease such disruption.

In the event of a serious or repeated breach of the internal rules and following a formal notice from the manager to comply, the manager may terminate the contract.

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