

## TERMS AND CONDITIONS

In order to benefit from the services offered by our campsite, we ask you to read carefully the general conditions below. These conditions govern the sale of stays and are valid at the time the order is placed. The fact of booking a holiday implies complete adherence to our general conditions. All rentals are nominative and can in no case be transferred or rented (all identity cards will be requested on arrival). Minors must be accompanied by their parents or legal guardians. Any arrival before the scheduled date and time exposes the holidaymaker to the risk of not being able to occupy the chosen accommodation, unless prior agreement has been made with the campsite management.

**1 - RESERVATION :** On receipt of your reservation and deposit, we will send you, depending on availability, a booking confirmation. The present reservation will become effective only after receipt of a corresponding deposit of 25% + booking fees for a rental accommodation. The deposit is payable by bank/postal cheque, credit card or money order made out to the campsite. One reservation per family (same name, same address). The booking fees are payable for each pitch or rental booked. The rental rates are exclusive of booking fees and eco-tax (per day and per person).

**2 - RENTAL :** Arrival from 4pm to 7pm in July-August. Out of season: from 2 pm to 6 pm. Present yourself at the reception with your stay voucher. Departures 8.30am to 10am. After this time 70€ will be automatically charged and deducted from your deposit. The balance of the stay is payable 30 days before the arrival date. For bookings made less than 30 days before the date of arrival, full payment must be made at the time of booking. No refund will be given for late arrivals or early departures. Any additional installation (e.g. tent) next to the rental is strictly forbidden. The "parking" area of the rental is designed for one vehicle only. All other vehicles must park outside the campsite.

**3-DEPOSIT OF GUARANTEE:** 2 deposits of 300 € (equipment 230€ + cleaning 70€) will be paid by the client on the day of arrival by cheque, CB or cash before any handing over of the rental. This one will be returned by mail for the guarantee deposit paid by cheque or by cancellation of transaction for the guarantee deposit paid by CB, within 2 months after checking the state of cleanliness of the accommodation and if no degradation was noted in the hiring. In the absence of conformity, a deduction will be made for the costs of repairing the premises and the value of the missing or deteriorated equipment. In the event that the rented accommodation has not been cleaned on the day of departure or is unsatisfactory, a sum of 70€ will be deducted from the amount of the security deposit, in view of the Internal Regulations which require the client to clean this accommodation. The cleaning of the mobile home is the responsibility of the tenant. The accommodation will be rented to you in the strictest cleanliness and must be returned in the same state, i.e. completely cleaned (including crockery, fridge, sanitary facilities, floor mirrors, dust, windows, etc...). You must take care not to leave any food in the cupboards or in the dustbins. The fridge must be defrosted the day before and cleaned, the water heater must not be turned off. Any damaged or broken object will have to be reimbursed by the customer. On the day of arrival, the campsite will provide an inventory which must be duly filled in, signed and returned by the tenant within 3 hours at the reception. After this time, the inventory made by the campsite will be considered as proof in case of dispute. Please note that no deposit will be returned on the day of departure.

**4 - CANCELLATION:** In case of cancellation, the following will be retained: the reservation fees and as compensation for breach of contract, an amount equal to 25% of the total cost of your stay, if you cancel more than 30 days before the planned date of arrival, and an amount equal to the total cost of your stay if you cancel less than 30 days before the date of arrival. All cancellations must be made by registered letter with proof (hospitalization, death, accident...). Please note: any stay started is due. In the absence of a letter from the client or camper stating that he or she has had to postpone the date of arrival, the pitch or accommodation becomes available 12 hours after the arrival date mentioned on this contract.

**5 - ANIMALS:** The campsite accepts animals in mobile homes and bare pitches, subject to a fee payable at the time of your reservation. Your pet must be kept on a lead at all times, and is forbidden near the swimming pool, and in the playgrounds or green areas. The vaccination book must be up to date and presented on arrival.

## INTERNAL REGULATION

**1 - CONDITIONS OF ADMISSION:** To be admitted to enter, settle and stay on a campground, you must have been authorized by the manager or his representative. It is his obligation to ensure that the campsite is kept in good order and orderly condition and that the application of the present rules and regulations is respected. The fact of staying on the Barataud campsite, head office : 17650 Saint Denis d'Oléron, implies acceptance of the provisions of the present rules of procedure and the commitment to comply with them.

**2 - POLICE FORMALITIES :** Any person who has to stay at least one night in the campsite must first present to the manager or his representative his identity papers and complete the formalities required by the police. Minors unaccompanied by their parents will only be admitted with their parents' written authorisation.

**3 - INSTALLATION:** The tent or caravan and the related equipment must be installed at the indicated pitch in accordance with the instructions given by the manager or his representative.

**4 - RECEPTION OFFICE:** Open from 9 a.m. to 1 p.m. and from 3 p.m. to 7 p.m. (high season). At the reception desk, you will find all information on the services of the campground, information on the possibilities of supplies, sports facilities, tourist attractions in the surrounding area and various addresses that may prove useful. A satisfaction questionnaire for complaints is available to users. Complaints will only be taken into consideration if they are signed, dated, as precise as possible and relate to relatively recent events.

**5 - FEES:** Fees are paid on arrival at the reception desk. Their amount is posted at the entrance to the campsite and at the reception office. They are due according to the number of nights booked on the campsite. Camp-site users are invited to inform the reception office of their departure the day before.

**6 - NOISE AND SILENCE - ANIMALS :** a) NOISE AND SILENCE : Campground users must avoid all noise and discussions that could disturb their neighbours. Noise devices must be adjusted accordingly, and door locks and trunks must be as discreet as possible. Silence must be total between 11.30 p.m. and 7 a.m. b) ANIMALS: At the entrance to the establishment, the tattoo card and rabies vaccination certificate for dogs and cats, which must be wearing a collar, will be obligatorily presented. In accordance with article 211-1 of the rural code, and the decrees and ministerial orders of application, dogs of 1st category "attack dogs" and dogs of 2nd category "guard and defence" are prohibited. Dogs and other animals must not be left at liberty, or even locked up in the campsite, in the absence of their masters who are civilly responsible for them.

**7 - VISITORS:** After having been authorized by the manager or his representative, visitors may be admitted to the campsite under the responsibility of the campers who receive them. The camper may receive one or more visitors after declaration at the reception desk. If these visitors are allowed to enter the campsite, the camper who receives them shall be required to pay a fee, insofar as the visitor has access to the services and/or facilities of the campsite. This fee shall be displayed at the entrance to the campsite and at the reception desk. Visitors' cars are not allowed on the campsite, including in the car park.

**8 - TRAVELLING AND PARKING OF VEHICLES:** Inside the campground, vehicles must obligatorily drive at a speed limited to 10 km / hour. Traffic is prohibited between 11.30 p.m. and 7 a.m. (closing time of the gates). Only declared vehicles belonging to campers staying at the campground may be driven in the campground. Parking, which is strictly forbidden on the pitches usually occupied by the camping shelters, must not, moreover, hinder traffic or prevent new arrivals from settling in.

**9 - HOLDING AND APPEARANCE OF THE INSTALLATIONS:** It is forbidden to throw waste water on the ground or in the gutters. Caravanners' must dispose of their waste water in the installations provided for this purpose. Household waste, rubbish of any kind, papers must be deposited in the dustbins. Everyone is required to refrain from any action that could harm the cleanliness, hygiene and appearance of the campsite and its facilities, especially sanitary facilities. Washing is strictly forbidden outside the bins provided for this purpose. Spreading is tolerated up to 10 hours near the shelters, provided that it is discreet and does not disturb the neighbours.

## SWIMMING POOL REGULATION

**1 - SWIMMING POOL ACCESS :** Any person or group entering the pool area is subject, without reserve, to the present rules and regulations as well as to its extensions or references in the form of posters or pictograms located in any part of the establishment. Any person or group is required to comply with the instructions and directives of the pool personnel. The present by-law will be posted in a visible and permanent manner within the pool enclosure. The pool is accessible according to the schedule posted at the entrance. Access to the pool will be prohibited ½ one hour before the pool closes and its evacuation will take place ¼ one hour before closing. Annual opening of the pool on July 1st. The management can always, for technical reasons or for reasons of force majeure, order the closure, temporary or definitive, of the pool without being able to claim, by anyone, any compensation or damages. The children who bathe in the pools of the campsite are under the responsibility of their legal guardians: THE PARENTS. In this sense, parents must also respect their duty of supervision.

**2 - PROHIBITION:** Access to the swimming pool is forbidden: To animals, to people in a state of drunkenness or abnormal agitation, to people under the influence of psychotropic substances, to people suffering from or suspected of contagious diseases (Circular of 13 March 1975 from the Ministry of Public Health), to people in a state of obvious uncleanness, to children under 10 years old not accompanied by an adult capable of supervising them.

**3 - BEHAVIOUR:** - It is forbidden to smoke in the swimming pool area, Decree No. 2015-768 of 29 June 2015 on the prohibition of smoking in collective playgrounds. It is forbidden to consume drinks and food within the pool area. Users may not undress or dress outside the premises provided for this purpose. It is strictly forbidden to walk with shoes in the "barefoot" area (pool areas).

**4 - ACCESS TO THE BASINS** will not be authorized: To persons with proven skin conditions or lesions, not wearing a clean, classic swimsuit, compatible with good morals and exclusively reserved for bathing. Bathing shorts and thongs are not allowed, boxer shorts and swimming briefs are allowed, as well as persons who have not respected the right to shower and use the foot bath.

**5 - It is forbidden :** to disturb other bathers by acts or attitudes not in accordance with respect for others or good sports practice, to soil or damage the facilities by inscriptions, drawings, dirt, notches, blows or other processes, to indulge either in the pool or in the facilities, dangerous games or games likely to disturb third parties running on the beaches, rushing bathers into the water, shouting or snorkelling, diving and/or jumping, using or coating oneself with any products that could contaminate the water of the pools. The use of fins, masks, snorkels, balloons or any other objects in the pools is subject to the prior agreement of the management. People who cannot swim should take care not to go to areas where they do not have feet. The posting of posters and advertising items is permitted only with the authorization of the management.

**6 - Damage,** theft, loss, etc. The management declines all responsibility for accidents caused by users, who will be entirely responsible for any damage caused to third parties, equipment and premises. The management and staff cannot, under any circumstances, be held responsible for the loss, theft, disappearance or damage to objects or clothing. Any person who does not respect the present regulations or who has caused damage may, in addition to the compensation for the damage caused, be expelled immediately and be subject to legal proceedings. Without prejudice to any possible legal recourse, the management will judge the consequences to be given to any case not provided for in these regulations. Complaints or suggestions of any kind will be sent by post to the management.

**8 - groups :** All groups must be accompanied by a person in charge who will ensure the maintenance of order in the pool, under the instructions of their legal guardian / lifeguard(s) on duty.

