

## **Pélonie campsite INTERNAL RULES**

These rules are general for all campsites. Specific additions pertaining to the Pélonie campsite are made in the form of special conditions appended to each article.

These rules constitute a contractual document. They may only be waived in the event of a force majeure that may result from measures imposed by the administration, in particular due to COVID.

### **Article 1 [Special conditions](#) - OPENING AND CLOSING DATES:**

The establishment is closed from the end of September to mid-April. You will find details on the campsite website [www.lapelonie.com](http://www.lapelonie.com) with the exact dates each year.

### **Article 2 CONDITIONS OF ADMISSION AND STAY:**

Admission to enter or stay on a campsite is subject to authorisation by the management or their representative. The management or his/her representative is obliged to ensure the proper maintenance and order of the campsite, as well as compliance with the application of these rules. Staying on the campsite implies acceptance of the provisions of these rules and the commitment to comply with them. It is forbidden to take up residence at the campsite. [Special conditions](#) - To gain admission to the campsite you must bring an identity document and register at the reception desk.

### **Article 3 POLICE FORMALITIES:**

Minors unaccompanied by their parents will only be admitted with written authorisation from them. Pursuant to article R. 611-35 of the "Code de l'entrée et du séjour des étrangers et du droit d'asile" (Code of the entry and residence regulation, and asylum right), upon arrival, management requires any customer of foreign nationality to complete and sign an individual police document. It must include the following:  
1° The customer's first and last names;  
2° The customer's date and place of birth;  
3° The customer's nationality;  
4° The customer's usual place of residence.  
Children under the age of 15 can be listed on either parent's document. [Special conditions](#) – Minors unaccompanied by their parents may not stay on the Pélonie campsite.

### **Article 4 SETTING UP:**

Outdoor accommodation and related equipment must be set up at the location indicated, in accordance with the directives given by the management or their representative.

### **Article 5 RECEPTION DESK:**

At the reception desk, you will find all relevant information about the campsite's services, information on the refuelling possibilities, sports facilities, nearby tourist attractions and various addresses which may prove useful. A system for collecting and processing complaints is available to customers. [Special conditions](#) – The reception office is open from 8:30 a.m. to 7:30 p.m. in July and August. In low season the office is open from 9 a.m. to 12:30 p.m. and from 2 p.m. to 6 p.m. During the annual closure, a hotline is at your disposal: Monday to Friday 9 a.m. to 12:30 p.m. and 2:30 p.m. to 6:30 p.m. From Saturday to Sunday from 10 a.m. to 12 p.m. and from 3

p.m. to 6 p.m.

### **Article 6 [Special conditions](#) - PAYMENT METHODS:**

Bank cheques are not accepted for payment on the campsite

### **Article 7 DISPLAY OF THE RULES:**

These rules are displayed at the entrance to the campsite and at the reception desk. They can be given to any customer who requests them. For campsites with classification, the classification category, along with the tourism or leisure type and the number of tourism or leisure pitches, is displayed. The prices of the various services are communicated to customers under the conditions set by order of the Minister responsible for consumption and can be consulted at reception.

### **Article 8 DEPARTURE:**

Customers are invited to inform the reception desk of their departure the day before.

### **Article 9 NOISE AND SILENCE:**

Customers are asked to avoid making noise and having loud discussions that may disturb their neighbours. Sound devices must be adjusted accordingly. Car door and boot closures should be as discreet as possible. Dogs and other animals should never be left loose. They must not be left at the campsite, even locked up, in the absence of their owners, who are legally responsible for them. The management ensures a peaceful environment for customers by setting times during which there must be complete silence. [Special conditions](#) - It is mandatory to RESPECT your neighbour's right to rest from 11:00 p.m. onwards. There must be complete silence between 11 p.m. and 7 a.m. The management reserves the right to ask any individual or group of individuals who do not respect this principle to leave.

### **Article 10 VISITORS:**

After being authorised by management or their representative, visitors may be admitted to the campsite under the responsibility of the customers who receive them. Customers may receive one or more visitors at the reception. Campsite services and facilities are accessible to visitors. However, the use of this equipment may be charged for, using a tariff that is displayed at the entrance to the campsite and at the reception desk. Visitors' cars are prohibited in the campsite. [Special conditions](#) - Visitors must present themselves at the reception. Access to swimming pools is prohibited.

### **Article 11 TRAFFIC AND PARKING OF VEHICLES:**

Inside the campsite, vehicles must drive at a limited speed. Traffic is authorised from 7:00 a.m. to 11:00 p.m. Only vehicles that belong to the customers staying on the campsite may circulate in the campsite. Parking is strictly prohibited on the pitches usually occupied by tents/caravans unless a parking space has been provided for this purpose. Parking must not impede traffic or prevent newcomers from setting up. [Special conditions](#) - The speed of vehicles inside the campsite is limited to 10 km/h. Any additional vehicle must park in the outdoor car park and will be liable for the second vehicle package charge. Traffic is prohibited between 11:00 p.m. and 7:00 a.m. The automatic barrier is closed from 11 p.m. to 7 a.m.

## **Article 12 MAINTENANCE AND APPEARANCE OF THE FACILITIES:**

Everyone is required to refrain from any action that could be detrimental to the cleanliness, hygiene and appearance of the campsite and its facilities, including the sanitary facilities. It is forbidden to throw wastewater on the ground or in the gutters.

Customers must empty wastewater into the facilities provided for this purpose.

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

Washing is strictly prohibited outside the receptacles provided for this purpose.

Linen must be dried in the shared dryer. However, hanging it outside is tolerated until 10 a.m. near the pitches, provided it is discreet and does not disturb neighbours. Washing must never be hung from trees.

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

You must not demarcate the pitch using personal means, nor dig the ground.

Any damage to the vegetation, fences, grounds or facilities of the campsite will be charged to the person responsible.

The pitch and area used during the stay must be maintained in the state in which the camper found it when entering the premises.

[Special conditions](#) It is strictly forbidden to wash dishes or play with water from the fountains on the camping pitches.

## **SECURITY:**

### **Fire.**

Open fires (wood, coal, etc.) are strictly prohibited. Stoves should be kept in good working order and not used in hazardous conditions.

In case of fire, notify management immediately. Fire extinguishers are available if necessary.

A first aid kit is available at the reception desk.

[Special conditions](#) - You will also find the various numbers of the emergency services displayed and at the reception desk.

### **Theft.**

The management is responsible for objects deposited at the office and has a general obligation to monitor the campsite. The customer retains responsibility for his/her own installation and must report to management the presence of any suspicious person. Customers are invited to take the usual precautions for safeguarding their equipment.

### [Special conditions](#) – Cigarettes.

Smokers are advised to be very vigilant when smoking outside their accommodation. It is strictly forbidden to drop cigarette butts on the ground.

## **Article 13 GAMES:**

No violent or noisy games may be organised near the pitches.

The meeting room may not be used for lively games.

Children must always be under the supervision of their parents.

[Special conditions](#) – The age group of each play area must be respected. Play areas are available to children under the sole responsibility of their parent. Unaccompanied visitors and unaccompanied minors are not permitted in the facilities.

## **Article 14 [Special conditions](#) – WRISTBAND:**

The wristband is obligatory and must always be worn. It also gives access to swimming pools and helps to keep your children safe.

## **Article 15 UNOCCUPIED TENTS/CARAVANS:**

Unoccupied equipment may only be left on the campsite by agreement with the management and only at the location

indicated. This service may be chargeable.

## **Article 16 [Special conditions](#) - WATER AND ELECTRICITY POINTS:**

We cannot guarantee that electricity and water points will be on your pitch or much further away. Bring a 25m extension.

Electrical terminals are to 10A European standards: you must bring a European adapter.

The water is drinkable throughout the campsite.

## **Article 17 [Special conditions](#) - DAMAGE:**

Each person is required to refrain from any action that could be detrimental to the cleanliness, hygiene and appearance of the campsite.

Any damage will be subject to a repair invoice and will be charged to the customer.

You are expressly reminded that children are the responsibility of their parents.

## **Article 18 [Special conditions](#) - CLEANLINESS:**

Our campsite supports the sorting of rubbish for recycling. Also, household waste must be sorted and placed in the containers provided for this purpose at the campsite entrance.

## **Article 19 [Special conditions](#) - SANITATION:**

Please leave SANITARY FACILITIES in the CLEAN state in which you found them.

Children must always be accompanied by an adult when in the sanitary facilities. Games are prohibited in the sanitary facilities.

The campsite is equipped with a sanitation system planted with reeds, it is an ecological process optimising the natural cycle of water purification. Wipes and other items (condoms, plastic, etc.) are not biodegradable and may clog the system. These items should be thrown in the rubbish bins.

## **Article 20 [Special conditions](#) – ANIMALS:**

Animals are welcome, they are allowed in certain rentals or pitches on payment of a daily rate not included in the price of the rental or pitch. They must be declared on your arrival. The vaccination record is compulsory. Animals must be kept on a lead even on your camping pitch or rental. Under no circumstances should they be left alone at the campsite. They are prohibited in the following mobile homes: SARLAT, LASCAUX, ACACIA, CHENE, DORDOGNE, HAUTEFORT. Category 1 and 2 “attack, guard and defence dogs” are prohibited

Animals are prohibited in the showers.

## **Article 21 BREACH OF INTERNAL RULES:**

In the event that a resident disturbs the stay of other users or does not respect the provisions of these rules, the management or their representative may, orally or in writing, if deemed necessary, give notice to the customer to cease the disturbances. .

In the event of a serious or repeated violation of the rules and after formal notice by management to comply with them, the contract may be terminated. In the event of a criminal offence, management may call on the police.

## **SPECIFIC RULES RELATING TO SWIMMING POOLS**

### **Article 22 [Special conditions](#) – SWIMMING POOLS:**

**OPENING DATES:** The covered swimming pool is heated and open during the campsite's entire opening period.

The swimming pool with water slides is also heated, and its opening and closing dates depend on the weather conditions.

**OPENING HOURS:** The swimming pools are open from 10 a.m. to 7.30 p.m.

The swimming pool in the water park is open for swimming only from 10 a.m. to 11:00 a.m. The slides are in service from 11 a.m. to 7:30 p.m.

The management reserves the right to modify the schedules or to close the swimming pool, in particular for technical, health, safety or weather-related reasons.

**WRISTBAND:** The wristband must be worn to access the swimming pool. The wristbands are given to the customers at the campsite reception on the day of arrival. Checks will be made regularly.

**ACCESSIBILITY:** Access to the swimming pools is strictly reserved for campsite customers, who must comply with the health and safety rules and the swimming pool's internal regulations.

**VISITORS:** Access to the swimming pools is STRICTLY FORBIDDEN to people from outside the campsite, visitors, or customers of the bar and restaurant.

**SHOWERS:** Before entering the pool, bathers must pass under the shower and through the footbath (the shower is used to remove sunscreen, perspiration, dirt, sand... which promote an increase in chloride levels)

**SAFETY:** As the swimming pools are not supervised, children under 12 must always be accompanied by a responsible adult.

For everyone's safety, it is forbidden to run around the pool, to jump, to dive and to push other swimmers.

Make sure the main safety doors are closed so that no child can accidentally access the pool.

**PROHIBITION:** Pets are strictly prohibited within the pool area.

It is forbidden to drink, eat or smoke in the pool area.

It is forbidden to spit.

It is forbidden to enter the swimming pool enclosure wearing shoes.

Access to the swimming pools is prohibited to anyone wearing bandages and anyone with suspect skin lesions.

It is forbidden to play music using any means, (telephone, music speaker, etc.).

Out of respect for others, please refrain from shouting.

**SWIMWEAR:** For hygiene reasons, swimming shorts, bermuda shorts and burkinis are not allowed.

Swimwear is compulsory for young children.

**ORDER AND CLEANLINESS:** Each bather will take care to maintain order and cleanliness within the swimming pool enclosure.

It is forbidden to damage the facilities and installations. Any damage will be repaired at the expense of the offenders.

## **RESPONSIBILITY IN THE EVENT OF THEFT AND ACCIDENTS:**

The campsite management declines all responsibility in the event of an accident or theft.

During certain periods, a management employee may be responsible for ensuring adherence to the internal rules of the swimming pool.

In the event of non-compliance with these and depending on the seriousness of the disorder, the management may decide on the temporary or permanent exclusion of the offender from the swimming pool, and in the event of a repeat offence, their exclusion from the campsite.

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