

CAMPGROUND RULES

ADMISSION REQUIREMENTS

To be admitted to enter, set up and stay on the camping, you must have been authorised to do so by the operations manager or its representative. The operations manager is responsible for ensuring the proper operation of the campground and compliance with these rules. Staying at the campground implies agreeing to these rules and committing to comply with them. Double-axle caravans are not permitted on the site.

POLICE FORMALITIES

Anyone staying at least one night on the campsite must first present proof of identity to the site manager or their representative and complete the formalities required by the police. Minors unaccompanied by their parents will only be admitted with written authorisation from their parents.

SETUP

The tent or caravan and related equipment must be set up in the designated area and in accordance with the instructions given by the operations manager or his representative.

RECEPTION – SHOP

The reception and shop are open every day from 8.30am to 12.30pm and from 2pm to 8pm. Outside these hours, an emergency service is available (06.79.90.16.59). The reception provides all the information you need about services and accommodation, where to find supplies, sports facilities, tourist attractions in the surrounding area and various other useful addresses. Customers can send any suggestions or complaints by email to the following address: accueil@campingsaintsatur.fr. Complaints will only be considered if they are signed, dated, as specific as possible and relate to relatively recent events.

FEES AND BILLS

Fees and bills are to be paid at the reception desk: the price of accommodation and leisure activities are displayed at reception.

For accommodation, charges are based on the number of nights occupied. Guests are requested to notify the reception desk of their departure as early as possible so that arrangements can be made for check-out and confirmation of departure instructions. Guests who intend to leave before the reception desk opens must ensure that their fees and bills have been paid the day before.

NOISE AND SILENCE

Residents and visitors are kindly requested to avoid any noise or conversations that may disturb other guests. Audio devices

must be adjusted accordingly. Doors and trunks must be closed as quietly as possible. Quiet must be observed between 10 p.m. and 7 a.m. As an exception, the operations manager may authorise certain events that may cause noise disturbance after 10 p.m.

PETS

Dogs and cats (except category 1 and 2 dogs) are allowed. Dogs must be kept on a leash on the site. Please respect the hygiene and environment of the campground. The health record must be presented on arrival for all occupants. Rabies vaccinations and tattoo certificates are mandatory. They must not be left on site, even locked up, in the absence of their owners, who are legally responsible for them.

VISITORS

All visitors must present themselves at reception upon arrival and pay the applicable mandatory fee. After being authorised by the operations manager or their representative, the occupant receiving the visitor is responsible for them. Visitors do not have access to the same services and/or facilities as occupants. Visitors' cars are not allowed in the private areas occupied by guests.

VEHICLE TRAFFIC AND PARKING

Only vehicles belonging to guests staying on site, staff or the SPL are allowed to drive on site. Vehicles must drive at walking pace (speed limited to 10 km/h). Traffic is prohibited between 10 p.m. and 7 a.m. by municipal decree. Parking is strictly prohibited on playgrounds and outside parking areas, and must not obstruct traffic or prevent new arrivals from parking.

MAINTENANCE AND RESPECT FOR FACILITIES

Everyone is required to abstain from any action that could harm others, or affect the cleanliness, hygiene, or appearance of the site and its facilities, particularly the sanitary facilities. It is forbidden to pour waste water on the ground or into the gutters. Caravan owners must empty their waste water in the facilities provided for this purpose. Household waste, waste of any kind, and paper must be placed in the appropriate recycling containers. Washing is strictly prohibited outside the sinks provided for this purpose. Laundry should be dried in the communal drying area, if necessary. However, it will be tolerated until 10 a.m. near the shelters, on condition that it is very discreet and does not disturb neighbouring guests. It must never be done from trees. Plants and floral decorations must be respected. Occupants are not allowed to hammer nails into trees, cut tree branches or plant anything. It is also forbidden to mark out the location of a facility by personal means or to dig the ground. Any damage caused to

vegetation, fences, land or campground facilities will be charged to the person responsible. The pitch used during the stay must be left in the same condition as the camper found it on arrival.

SAFETY INSTRUCTION / ALERT / EVACUATION

Safety instructions and the evacuation plan are displayed at the entrance and in the sanitary block.

Open fires (wood, coal, etc.) are strictly prohibited. Stoves must be kept in good working order and must not be used in dangerous conditions. In the event of a fire, immediately notify the operations manager or their representative. Fire extinguishers may be used if necessary. A first aid kit is available at the reception desk.

In all evacuation situations, campers are gathered in front of the reception area so that they can be counted.

In the event of severe storms or fire, campers will be redirected to the indoor tennis court made available by the Town Hall.

In the event of flooding of the Loire River, campers and their vehicles will be redirected to the town of Sancerre, located at an altitude of 310 metres above sea level.

GAMES

No violent or disruptive games may be played in or near the facilities. Children must be supervised by their parents at all times.

LONG-TERM STORAGE

Unoccupied equipment may only be left on site with the agreement of the operations manager or their representative, and only in the designated storage area. A fee, the amount of which will be displayed in the office, will be charged for storage.

THEFT

Campers are responsible for their own equipment and must report any suspicious persons to the operations manager or their representative. Although security is provided, campsite users are advised to take the usual precautions to safeguard their belongings.

INFORMATIONS

These internal regulations are displayed at the entrance to the reception office. They are provided to any occupant upon request.

NARCOTIC USE

The use, possession or trafficking of narcotic substances is strictly prohibited within the campsite, including in

accommodation, on pitches and in communal areas.

Any activity related to drug use, or that may disturb public order or the peace of other occupants, constitutes serious misconduct.

In the event of non-compliance with this prohibition, the operations manager or his representative reserves the right to immediately expulse the person(s) concerned, without refund.

Depending on the seriousness of the offence, the matter may be referred to the police.

VIOLATION OF INTERNAL REGULATION

In the event that an occupant disturbs the stay of other occupants or fails to respect the rules of this internal regulation, the operations manager or his representative may, verbally or in writing if it's deemed necessary, formally notify the occupant to stop the disturbance. In the event of serious or repeated violations of the internal regulations and after formal notice by the operations manager to comply, the latter may cancel the contract. In the event of a criminal offence, the operations manager may call on the police.