

# FLOWER CAMPING Le Martinet Rouge - Rules

OPEN FROM 7/04/23 TO 15/10/23

CAPACITY: 63 PITCHES

3-STAR RATING: 2020 - 2025

The fact of staying on the campsite implies acceptance of the following rules and the commitment to comply with them.

## 1. Conditions of admission and residence

To be allowed to enter, settle or stay on a campground, you must have been authorized by the reception or manager. The latter has the obligation to ensure the good conduct and order of the campground as well as compliance with the application of these internal regulations. No one may elect domicile there.

## 2. Formalities

Anyone who has to stay at least 1 night in the campsite must first present their identity documents at the reception office and complete the required formalities. Persons must prove a fixed place of residence.

## 3. Installation

Outdoor accommodation and related equipment must be installed on the pitch indicated by the reception or manager.

## 4. Reception desk

Open from 9:30 am to 12pm and from 4 pm to 7 pm – in low season

OPEN FROM 8:15 AM TO 12PM AND FROM 2 PM TO 8PM – IN HIGH SEASON

Reception will provide all the information on the services of the camping, information on the possibilities of refueling, sports facilities, tourist attractions in the vicinity and various useful addresses.

## 5. Display

These by-laws are posted at the entrance to the campground and at the reception desk.

## 6. Royalties

Fees are paid at the reception desk, the amount is set according to the displayed rate. Due amount is defined according to the number of nights spent in the campsite. Payment is made no later than arrival or 30 days before arrival. Any interrupted or shortened stay (late arrival, early departure) by you, will not be refunded.

## 7. Terms of departure

Customers are invited to inform the reception of their departure the day before in high season, **rentals departure time is between 8 am and 10 am and pitches time departure is between 8 am and 11:30 am.**

## 8. Noise and silence

Guests are asked to avoid any noise and discussion that could disturb their neighbours. Sound devices must be adjusted accordingly. Door and trunk closures should be as discreet as possible. Dogs and other animals should never be left free. They must not be left at the camping, even locked up, in the absence

of their masters, who are civilly responsible for them.

**SILENCE MUST BE TOTAL BETWEEN 11 PM AND 7 AM** (except animation organized by the campsite).

## 9. Visitors

After being authorized by the manager, visitors may be admitted in the camping under the responsibility of the campers who receive them. Visitors' cars are prohibited in the camping.

## 10. Vehicle traffic and parking

Inside the camping, vehicles must travel at a speed limit of 10km/h. Only vehicles belonging to campers staying in the camping may circulate in the camping. Parking must not impede traffic or prevent the installation of new arrivals. **TRAFFIC IS ALLOWED FROM 8 AM TO 10 PM.**

## 11. Dress and appearance of the facilities

Everyone is required to refrain from any action that could affect the cleanliness, hygiene and appearance of the camping and its facilities, including sanitary facilities. It is forbidden to throw sewage on the ground or in the gutters. Customers must empty the wastewater in the facilities provided for this purpose.

Household waste, waste of any kind, paper, must be deposited in the appropriate bins. Washing is strictly prohibited outside the bins provided for this purpose.

The hanging of laundry is tolerated near the accommodations, provided that it is discreet and does not disturb the neighbors. Plantings and floral decorations must be respected. It is forbidden to plant nails in trees, cut branches, make plantings. It is not permitted to demarcate the location of a facility by personal means, nor to dig the ground.

Any repair of damage committed to the vegetation, fences, land or facilities of the camping will be the responsibility of its author. The pitch that has been used during the stay must be maintained in the state in which the camper found it when entering the premises.

## 12. Security

(a) Fire.

**Open fires (wood, coal, candles, etc.) are strictly prohibited. Barbecues are prohibited.** In the event of a fire, notify management immediately. Fire extinguishers can be used if necessary. A first aid kit is available at the reception desk.

(b) Vol.

Management has a general duty to monitor the campground. The camper retains responsibility for his own installation and must report to the person in charge the presence of any suspicious person. Customers are advised to take the usual precautions for backing up their equipment.

(c) Explosion risk

It can only be installed a maximum of 2 gas cylinders of 3kg max. in tents and 2 bottles of 13kg max. in caravans, mobile homes and light recreational dwellings.

## 13. Games / Pool

No violent or annoying games can be organized near the facilities.

The meeting room cannot be used for hectic games. **The pool is reserved for campers. Swimming shorts are prohibited.** Children should always be under the supervision of their parents.

**THE SWIMMING POOL IS OPEN FROM 10:30 AM TO 7:30 PM.**

## 14. Unoccupied equipment

Unoccupied equipment may be left on the campsite only after agreement of the management and only at the location indicated. This service may be subject to a charge.

## 15. Infringement of the rules of procedure

In the event that a resident disturbs the stay of other users or does not comply with the provisions of these internal regulations, the manager may, orally or in writing, if he deems it necessary, give notice to the latter to cease the disturbances.

In the event of serious or repeated infringements of the rules of procedure and after the manager has given formal notice to comply with them, the latter may terminate the contract. In the event of a criminal offence, the manager may call on the police.

## 16. Mediation of disputes

In accordance with the provisions of the Consumer Code concerning "the mediation process of consumer disputes", the customer has the right to use the mediation service offered by Le Martinet Rouge free of charge. The "consumer law" mediator thus proposed is CM2C. This mediation center can be reached by:

- internet: [www.cm2c.net](http://www.cm2c.net)

or by post: CM2C – 14, rue saint Jean, 75017 - Paris.

## 17. Protection of personal data

If the customer does not want his personal data to be kept by the campsite, he is invited to make a request to the campsite manager.

