

## **Ciela Village Campsites – Official Internal Regulations 12/01/2026**

### **1. Admission and conditions stay**

To be admitted to enter, settle or stay on a campsite, authorization must be obtained from the manager or their representative. The latter is responsible for ensuring the good maintenance and order of the campsite, as well as compliance with these internal regulations.

Staying on the campsite implies acceptance of the provisions of these rules and regulations and a commitment to comply with them. No one may take up residence there.

### **2. Police formalities**

Minors may not stay on the site without being accompanied by their legal guardian. In accordance with Article R611-35 of the Code on the Entry and Stay of Foreigners and the Right of Asylum, the manager is required to have foreign guests complete and sign an individual police form upon arrival. This form must include the following information: full name, date and place of birth, nationality and usual place of residence. Children under the age of 15 may be included on the form of an accompanying adult.

### **3. Installation**

The tent or caravan and related equipment must be installed on the assigned pitch and in accordance with the instructions given by reception.

Upon arrival, we will give you the keys and ask you for a deposit. Please note that the deposit is requested by credit card, and the amount will be held (pre-authorized) for the duration of your stay. At the end of your stay and after the accommodation service has checked the rental, this amount will be refunded to you within 48 hours.

We therefore ask you to ensure that you keep the rental in good condition. A fee will be charged if the rental is not returned in perfect condition. Any damaged or broken items must be reimbursed by the tenant.

### **4. Pets**

We allow a maximum of 2 pets per rental. Any damage will be deducted from the deposit. Animals considered dangerous, exotic animals and category 1 and 2 dogs are not allowed. Pets must be vaccinated and kept on a leash and must never be left to roam free.

They must not be left on the campsite, even locked up, in the absence of their owners, who are civilly liable for them.

Holidaymakers must keep the site clean and pick up their pets' faeces. Bags are available on request at reception.

Pets must be reported to reception. A compulsory identification bracelet may be provided.

### **5. Reception**

Reception opening hours are displayed at the campsite entrance.

Holidaymakers can find all the information they need about the campsite's services, shopping facilities, sports facilities, tourist attractions in the surrounding area and various useful addresses at reception. Messages and letters for holidaymakers are left at reception. Customers can submit their complaints at reception or by email.

## **6. Display**

These internal regulations are displayed at the entrance to the campsite. They are provided to any customer who requests them.

For classified campsites, the classification category with the mention 'tourism' or 'leisure' and the number of tourism or leisure pitches are displayed.

The prices of the various services are communicated to customers under the conditions set by order of the Minister responsible for consumer affairs and are available for consultation at reception.

## **7. Arrival and departure conditions**

ARRIVAL/DEPARTURE: unless the customer sends an email or letter stating that they have had to postpone their arrival, the pitch will become available at noon on the day after the arrival date stated on the booking contract. (After this time, the booking will be cancelled and any sums paid will not be refundable). If the customer is expelled or leaves before the agreed end date of their stay, they will not be entitled to any refund or credit note.

Customers who intend to leave before the reception office opens must pay the balance of their stay the day before.

Pitches: Arrival times from 12 p.m.

Departure times until 11 a.m.

Rentals: Arrival times from 4 p.m.

Departure times until 10 a.m.

## **8. Noise and silence**

Guests are kindly requested to avoid any noise or discussions that may disturb their neighbours. Audio devices must be adjusted accordingly. Doors and boots must be closed as quietly as possible. Noisy activities that may disturb other campers are prohibited.

The manager ensures the peace and quiet of his guests by setting times during which there must be complete silence between 11 p.m. and 7 a.m. (except in the case of entertainment organised by the campsite).

The use of equipment and facilities (sports and leisure grounds, jacuzzi, etc.) is prohibited during the above-mentioned hours.

In the event that these instructions are not followed, the campsite reserves the right to exclude all participants from the stay in accordance with the General Terms and Conditions of Sale.

## **9. Visitors**

After being authorised by the manager or their representative at reception, visitors may be admitted to the campsite under the responsibility of the user who is receiving them.

Visitors must report to reception upon arrival. Their identity will be recorded at the entrance to the campsite upon presentation of an identity document. This information is collected for security and access management purposes, in accordance with the regulations applicable to the protection of personal data.

Access to the water park is strictly prohibited to visitors.

Certain services and facilities at the campsite may be accessible to visitors, with the exception of the water park. Use of these facilities may be subject to regulations and/or charges. In this case, the conditions of access, safety instructions and applicable rates are brought to the attention of customers by means of notices displayed at the entrance to the campsite and/or at the reception office.

Visitors agree to comply with these rules and regulations and all health and safety instructions specific to the equipment they use. The campsite cannot be held liable for any damage resulting from failure to comply with the rules, abnormal or careless use of the facilities, or the misconduct of the visitor or the person who invited them, without prejudice to any liability that may be incurred in the event of a breach of its own legal or contractual obligations.

All visitors must leave the campsite by 11 p.m. at the latest.

Visitors' vehicles are not permitted inside the campsite. Visitors must park in the external car parks or in the spaces specifically designated for this purpose, where available.

## **10. Vehicle traffic and parking**

Within the campsite, all vehicles and means of transport (cars, scooters, bicycles, etc.) must travel at a speed limited to 10km/h. Unless otherwise stated, traffic is permitted between 7:00 a.m. and 11:00 p.m. (unless otherwise stated at the campsite entrance). Only vehicles belonging to campers staying at the campsite are permitted to circulate within the campsite. Parking must not obstruct traffic or prevent new arrivals from setting up. Unless an option has been purchased, only one vehicle is included per pitch.

## **11. Maintenance and appearance of facilities**

Everyone is required to refrain from any action that could harm the cleanliness, hygiene and appearance of the campsite and its facilities, particularly the sanitary facilities.

For your comfort, the sanitary facilities are cleaned regularly. Users must respect the cleanliness of these areas.

It is forbidden to put waste in the toilets, including wipes.

It is forbidden to pour waste water on the ground or in the gutters.

Washing is strictly forbidden outside the bins provided for this purpose.

Customers must empty their waste water in the facilities provided for this purpose.

Customers are asked to respect and protect the trees and plants on the campsite. It is forbidden to pour dishwater on the plants; to hammer nails into the trees; to pick or cut plants; or to hang laundry between the trees.

It is not permitted to mark out the location of a facility by personal means, nor to dig into the ground.

Any repairs to damage caused to vegetation, fences, the ground or the campsite facilities will be charged to the person responsible.

When you leave, please leave your pitch clean and tidy and do not leave any rubbish bags, paper or other waste behind.

Household waste, waste of any kind and paper must be placed in the containers provided for this

purpose in the recycling area.

The pitch used during the stay must be left in the same condition as it was found by the camper on arrival.

## **12. No smoking or vaping**

We remind you that smoking and vaping are prohibited in the rentals, near the children's play areas and within the aquatic area outside the designated areas.

## **13. Safety**

a) Fire: Open fires (wood, charcoal, etc.) are strictly prohibited. Only gas barbecues and planchas are permitted.

Stoves must be kept in perfect working order and must not be used inside a tent or near a car. Alcohol or petrol stoves are also prohibited. Fire extinguishers are located throughout the estate (see safety plan). They may be used in case of emergency.

A first aid kit is available at the reception desk.

In case of fire, notify management immediately.

Contact details for doctors, fire brigade, etc. are available at reception.

b) Theft: The management is responsible for items left at reception and has a general obligation to supervise the campsite. Campers remain responsible for their own facilities and personal belongings, and must report any suspicious persons to reception. Campsite users are invited to take the usual precautions to safeguard their belongings. The management accepts no responsibility in the event of theft.

## **14. Games**

No violent or disruptive games may be organised. The management accepts no responsibility in the event of an accident.

Ball games (football, etc.) must take place on the appropriate pitches and not around or inside buildings. Participants take part in organised activities at their own risk, as well as when using the facilities. Children must always be supervised by a responsible adult.

## **15. Unoccupied storage space**

Unoccupied equipment may only be left on the premises with the management's consent and only in the designated area. The management is not responsible for this equipment in the owner's absence. A fee will be charged for the use of unoccupied storage space.

## **16. Wristband**

Wristbands must be worn at all times and are issued at reception. Replacement wristbands may be subject to a charge.

## **17. Water park rules**

Specific rules for the use of the water park are available at reception and on the website.

#### **18. Bar / Restaurant / Mini-market**

It is forbidden to sell alcohol to minors under the age of 18. It is forbidden to bring your own food and drink to the bar and restaurant. It is forbidden to disturb or hinder the staff in their work. Any damage to the games or equipment provided will be charged. Appropriate attire is required in all shops and on their terraces.

#### **19. Activities and Entertainment**

Children are the responsibility of the adults accompanying them. These adults must remain on the campsite at all times. The management accepts no responsibility for any accidents that may occur during the various activities and entertainment.

#### **20. Electric vehicles**

Charging electric vehicles is strictly prohibited on camping pitches and in rental accommodation, including via domestic sockets or any equipment not specifically designed and authorised for this purpose.

In the event of unauthorised connection, an additional charge will be applied in accordance with the General Terms and Conditions of Sale, which expressly specify the amounts and methods of calculation of this charge. These GTCS are provided to or brought to the attention of customers at the time of booking or on arrival at the campsite.

The manager may also immediately cut off the electricity supply to the pitch or rental accommodation in order to stop any illegal connection.

#### **21. Breach of internal regulations or the law**

In the event that a resident disturbs the stay of other users or fails to comply with the provisions of these internal regulations or French law, the manager or their representative may proceed with immediate expulsion without the possibility of reimbursement.

This includes, but is not limited to, any disruptive behaviour that disturbs the peace and tranquillity of the establishment, any violent behaviour, abusive, sexist, racist, discriminatory or threatening language directed at other guests, campsite staff or its partners or suppliers, as well as any use of narcotics. (Non-exhaustive list)

The manager reserves the right to call the police and file a complaint.

Any behaviour that does not comply with these rules and causes disturbance to other users may result in the perpetrator being billed for the costs and damages actually incurred by the campsite as a result of their behaviour, including the cost of measures taken to ensure the satisfaction of the aggrieved customers. These sums will be payable upon presentation of proof of the damages caused.