



Internal Rules

➤ CONDITION OF ADMISSION

To be allowed to enter, settle, and stay on a campground, it must be authorized by the manager or his representative. He has the obligation to ensure the good behavior and good order of the campsite and compliance with the application of these rules. Staying on the campsite implies acceptance of the provisions of this by-law and the commitment to comply with it.

➤ POLICE FORMALITIES

Anyone who must stay at least one night in the campground must, beforehand, give the manager or his representative a piece of identification and complete the formalities required by the police. Minors unaccompanied by their parents or legal representative are not accepted.

Anyone staying at the campsite will be given for wrist bracelet to ensure better security inside the site but also to access the facilities of the campsite, restaurant, water park etc.

➤ INSTALLATION

- - ***For all indoor camping sites.*** The entrance to your pitch will be from 12:00 (12:00) and the maximum out at 10:00 (10:00) on the day of your departure. Our packages include the location rental + 2 people + a vehicle or tent + electricity. However each additional element disposed on the site must be declared. (Extension or awning of your caravan or camper, arbor, floor mat etc.) The tent or caravan or related equipment must be installed in the location indicated, in accordance with the instructions given by the manager or his representative.

If you are several families (or a group), it is possible to rent two locations. Beyond two families, and for reasons of calm, we will not accept you. A maximum of two families are allowed provided that each family is at least 2 adults with a tent, a vehicle and electricity on one site. If not, and if the configuration allows, the families will meet on the same site. As a result, we will allow vehicles to be placed in a dedicated car park. If you are two families (or a group), the electricity price will be maintained without increase if the site supports up to 5 people. Beyond a second fee will be applied. To make it easier for everyone to get to where they are, you will need to leave a gap between your neighbor and you so that the locations behind them can be accessed.

Dry linen is available in the laundry room. Tokens are on sale at reception for € 3 and € 2 for pitches by the sea. Otherwise, a drying rack rental service is available.

- - ***For camping sites by the sea.*** These are the same rules as above but in addition it is mandatory for tents, campsites as well as caravans to position themselves perpendicular to the

sea along one of the two sides opposite the path. This in order to clear the sea view. It is strictly forbidden to hang your clothes with clotheslines and using trees, vegetation or vehicles.

- - **For rentals.** The linen must be dried on the drying rack or in the common clothes dryer at your disposal in the laundry room. The chips are on sale at the reception 3 €. It is forbidden to extend your clothes with the help of trees and vegetation, clotheslines, railings or your mobile home. On the day of departure, the linen that will have been rented during the stay must be removed from the beds and the whole grouped together in one place in the accommodation.

➤ **BUREAU D'ACCUEIL**

All information about the campground services will be available at the reception desk. Information about the possibilities of refueling, the sports facilities, the tourist wealth of the surroundings and various addresses which can be useful for your stay. A complaints book or a special box for receiving complaints is available to users. Claims will only be considered if they are signed, dated, as accurate as possible and relate to relatively recent events. You will also find the evacuation plan in case of fire or flood. Also you have received an email during your booking indicating the link of the website leading you to this information page on camping safety and evacuation plan.

➤ **REDEVANCES ROYALTIES**

Royalties are paid at the reception desk. Their amount is displayed at the entrance of the campground and at the reception desk. They are due according to the number of nights spent on the ground. The users of the campground are invited to inform the reception office of their departure the day before. Those intending to leave before the opening hours of the reception desk must make the departure formalities the day before.

➤ **NOISE AND SILENCE**

Campsite users are urged to avoid any noises and discussions that may be disturbing their neighbors. The sound devices must be adjusted accordingly. Closures of doors and chests should be as discreet as possible. The silence must be total between 11 pm and 8 am
Dogs and other animals should never be left free, they should not be left at the campsite, even locked up in the absence of their masters who are civilly responsible. Animals are forbidden on the campsite from July to late August.

➤ **VISITORS**

The customer can receive one or more visitors at the reception. After having been authorized by the manager or his representative, visitors can be admitted to the campsite for free for 2 hours under the responsibility of the campers who receive them without access to services or facilities. The visitor's identity document will be requested. If these visitors are allowed to enter the campsite after two hours, the camper who receives them is required to pay a fee according to the current "visitor" rate. Beyond three hours, the rate retained will be the one applied to campers for one day according to the rate in force insofar as the visitor has access to the services or facilities of the campsite. Visitors' cars are prohibited in the campsite.

➤ CIRCULATION AND PARKING OF VEHICLES

Inside the campground, vehicles must drive at a speed limit of 10km / h. Traffic is prohibited between 11 pm and 6 am.

Only vehicles belonging to the persons staying there may enter the campground only to enter or exit, and in no case to move within the campsite. The parking of your vehicle is authorized only on your site or others provided for this purpose (Parking) and must not, in addition, impede the circulation, nor prevent the installation of newcomers.

➤ MAINTENANCE AND APPEARANCE OF FACILITIES

Everyone is required to refrain from any action that could affect the cleanliness, hygiene and appearance of the campsite and these facilities, including health.

It is forbidden to throw sewage on the ground or in the gutters. The "Caravaneers" must empty their waste water in the facilities provided for this purpose. Garbage, garbage of any kind, papers must be placed in garbage cans outside the campsite.

Washing is strictly prohibited outside the bins provided for this purpose. The drying of the linen will be done if necessary to the common dryer. Plantations and floral decorations must be respected.

It is forbidden for the camper to plant nails in the trees, to cut branches, to make plantations. It is also not allowed to delimit the location of an installation with personal means, nor to dig the ground. Any damage to the vegetation, fences, grounds or facilities of the campground will be the responsibility of the author. The site, which will have been used during the stay, will have to be maintained in the state in which the camper found it at its entry of the places.

➤ SECURITY

a) - ***Fire***. Open fires (wood, coal, etc.) are strictly forbidden. Gas stoves are prohibited and electric stoves must be kept in good working order and must not be used in hazardous conditions. In case of fire, immediately notify the management. Fire extinguishers can be used if necessary. A first-aid kit is located at the reception desk and a defibrillator at the pool.

b) - ***Vol***. Management is responsible for objects deposited at the office and has a general obligation to monitor the campsite. The camper keeps the responsibility of his own installation and must inform the person in charge of the presence of any suspect person. Although guarding is ensured, users of the campground are advised to take the usual precautions for safeguarding their equipment.

c) - ***Children***. All minor children must be under the supervision of their children and we can not be held responsible for parents who have failed to do so.

d) - ***Aquatic area***. You are required to respect the strict instructions given at the entrance under risk of exclusion. However, in accordance with the regulations of the current facility, we are not required to provide surveillance. Our role is only to make sure that you follow the instructions and not to supervise your children. Moreover, access to the paddling pool, slides and outdoor jacuzzi are prohibited to minors under 16 years without the supervision of their parents. In no case the campsite will be able to be sought in responsibility of the continuation occurred to the breach of this obligation.

➤ PHOTOGRAPHS

During your stay you agree to be eventually photographed for commercial use. In accordance with the regulations in force concerning the right to the image, you can ask at any time the suppression of the support of which you appear without claiming any compensation.

➤ **BREACH OF THE RULES OF PROCEDURE**

In the event that a resident disturbs the stay of other users or does not respect the provisions of these rules, the manager or his representative may, orally or in writing if he deems it necessary, give notice to the latter to stop the disturbances . In the event of a serious or repeated infraction of the rules of procedure and after formal notice by the manager to comply with them, the latter may terminate the contract. In the event of a criminal offense, the manager may appeal to the police.

Camping Merendella reserves the right to change prices at any time but any rental will be billed based on the rates in effect at the time of registration of your application for a stay option. These rules of procedure can be consulted on our website and accepted by all persons staying at the Merendella campsite.



General booking conditions for Indoor & Seaside Pitches

All bookings are nominative and can not, under any circumstances, be assigned or subleased. The client will enjoy the location "in good faith". He will have to read the rules of procedure as soon as he arrives.

❖ CANCELLATION_:

For any cancellation, we request an email confirmation of the address by which the reservation request was made.

If the cancellation is received by giving 3 month notice, the deposit will be refunded minus the booking fees. If it is received after, neither the deposit nor the expenses of file will be refunded.

Any delay not reported 48 hours before the arrival date systematically cancels the booking and results in the loss of the deposit and fees and the location rented.

If you have booked your stay and decide to leave before the date on which you have committed, a three-day absence will be retained.

❖ MODIFICATION OR POSTPONEMENT OF STAY_:

For any postponement of stay, we ask for a registered letter. This service automatically gives rise to a tariff increase of 10% of the total amount of the stay carried over to the new stay. A maximum of two change requests are allowed.

Any request for modification is subject to the agreement of the campsite. Any costs generated by the request for modification of dates or classification of accommodation will be borne by the customer. The price recalculated following this request to modify a stay will always be calculated on the prices applied on the date of the customer's initial reservation and not on the date of the request to modify the stay.

A postponement of stay to the following year is impossible except in exceptional cases given by written agreement of the management of the Merendella campsite. The postponement conditions are the same as those for the cancellation of a stay. In no case may a carryover to the following year be modified or postponed again. Any cancellation that would be requested following this type of postponement systematically cancels the rental and results in the loss of the deposit and booking fees as well as the rented stay.

❖ PAYMENT_:

The booking of a location is effective only after written confirmation from us upon receipt of a deposit of € 70.

The balance of the stay is payable in full on the day of your departure.

Holiday checks are accepted for payment of the balance and in no case for the deposit and they must be in the name of the reservation.

The Management declines all responsibility in the event that adverse weather conditions result in the removal of certain services or certain events. In no case, these bad climatic conditions will give rise to any reduction or refund, integral or partial.

❖ ARRIVAL AND DEPARTURE:

Your pitch will be available from 12H until 21H the day of your arrival and you are invited to vacate the premises before 12H the day of your departure.

❖ DEPOSIT:

In order to be able to identify you and to be able to access the services, we will give you bracelets as well as a BIP.

A deposit of € 30 will be required and returned upon departure if the loaned items are returned.

❖ MAINTENANCE:

We ask you to be conscientious and think of those who will occupy the place after you.

Pick up all your belongings and do not forget to take clotheslines, sardines, etc.

❖ RULES OF PROCEDURE:

For the comfort and safety of all camping Merendella has an internal regulation. As a customer you are obliged to read and apply it.

❖ ELECTRIC VEHICLE:

If you have an electric vehicle, we inform you that recharging stations are in place in the campsite car park at the current rate. For safety reasons and in order to avoid any risk of electrical overload in your accommodation, it is strictly forbidden to charge your vehicle directly on the electrical system of the accommodation.



General booking conditions for Rentals

All bookings are nominative and can not, under any circumstances, be assigned or subleased. The client will enjoy places and furniture " in good faith ". He will have to read the rules of procedure as soon as he arrives.

❖ CANCELLATION_:

We strongly advise the tenant to provide a 'cancellation insurance' in a private capacity.

We offer Axelliance insurance. This product is available if you book online or on request. (Conditions and rates on our website). Without insurance and for any cancellation, we ask a registered mail.

If the cancellation is received with three months notice, the deposit will be refunded deduction of 30% of the amount of the stay plus the administration fees.

If it is received after, neither the deposit nor the expenses of file will be refunded.

Any delay not reported above 48h cancels the rental system and leads to the loss of the deposit and fees and the rented stay.

❖ MODIFICATION OR POSTPONEMENT OF STAY :

For any postponement of stay, we ask for a registered letter. This service automatically gives rise to a tariff increase of 10% of the total amount of the stay carried over to the new stay. A maximum of two change requests are allowed.

Any request for modification is subject to the agreement of the campsite. Any costs generated by the request for modification of dates or classification of accommodation will be borne by the customer. The price recalculated following this request to modify a stay will always be calculated on the prices applied on the date of the customer's initial reservation and not on the date of the request to modify the stay.

A postponement of stay to the following year is impossible except in exceptional cases given by written agreement of the management of the Merendella campsite. The postponement conditions are the same as those for the cancellation of a stay. In no case may a carryover to the following year be modified or postponed again. Any cancellation that would be requested following this type of postponement systematically cancels the rental and results in the loss of the deposit and booking fees as well as the rented stay.

❖ PAYMENT_:

The booking of a rental is effective only after written confirmation from us upon receipt of the deposit is equivalent to 30% of the amount of the stay.

In order for this to be definitively validated and maintained, the balance of the stay must be paid in full 1 month before your arrival.

Upon receipt of the balance, you will receive our written confirmation for final validation of your stay.

Without this written confirmation from us, your stay is not validated.

No reduction will be granted in the case of delayed arrival or early departure.

Holiday checks are accepted for payment of the balance and in no case for the down payment.

They must be in the name of the reservation.

The Management declines all responsibility in the event that adverse weather conditions result in the removal of certain services or certain events. In no case, these bad climatic conditions will give rise to any reduction or refund, integral or partial.

❖ ARRIVAL AND DEPARTURE:

Your arrival :

Your rental will be available from 16H until 21H the day of your arrival.

On your arrival, the inventory and inventory will be made by you and returned to the maximum the next day at the reception.

Your departure :

You will have to make an appointment for the inventory of fixtures 48H before your departure.

The day of appointment, the rental will be emptied and must be returned in perfect condition.

❖ DEPOSIT:

To guarantee the return in good condition of the premises and furniture, upon arrival the tenant must deposit a deposit of € 250 to € 700 depending on the type of rental. It will be returned 7 days after departure after inventory and inventory of the mobile home. On your arrival, the inventory and inventory will be made by you and returned to the maximum the next day at the reception. No claim will be considered after this time. At your departure, the inventory will be done by us and in your presence only the morning of your departure between 8h30 and 10h.

The rented structure will have to be returned in perfect state of cleanliness.

It will be necessary to make an appointment for the inventory of departure at least 48 hours in advance.

If we can not do the inventory together (departure very early), we will do this without you and the deposit will be returned within two weeks.

❖ MAINTENANCE :

We ask you to be conscientious and think of those who will occupy the place after you. If the departure cleaning has not been done by the tenant, he will be charged a flat fee of € 50 to € 120 depending on the model of the rental. (A paid service of household is possible on reservation on the same bases tariffs)

Each mobile home is equipped with pillows and mattress pads that must be absolutely protected by your bedding if you have not reserved a sheet rental.

The loss of the keys results in the change of the door barrel which will be invoiced to the tenant.

Any problem or failure of a system should in no case be repaired or "arranged" by you but declared at the reception so we have an authorized technician.

Any item broken, damaged or missing should not be replaced by the tenant, but by us, and it will be charged.

❖ RULES OF PROCEDURE :

For the comfort and safety of all camping Merendella has an internal regulation. As a customer you are obliged to read and apply it.

❖ ELECTRIC VEHICLE:

If you have an electric vehicle, we inform you that recharging stations are in place in the campsite car park at the current rate. For safety reasons and in order to avoid any risk of electrical overload in your accommodation, it is strictly forbidden to charge your vehicle directly on the electrical system of the accommodation.