



# Internal Rules

## ➤ **CONDITION OF ADMISSION**

To be allowed to enter, settle, and stay on a campsite, you must have been authorized by the manager or his representative. He has the obligation to ensure the proper maintenance and order of the campsite as well as compliance with the application of these internal regulations. The fact of staying on the campsite implies acceptance of the provisions of these regulations and the commitment to comply with them.

## ➤ **POLICE FORMALITIES**

Anyone who has to stay at least one night in the campsite must first give the manager or his representative an identity document and complete the formalities required by the police. Minors unaccompanied by their parents or legal representative are not accepted.

## ➤ **RECEPTION DESK**

You will find at the reception desk all the information on the services of the campsite. Information on refueling possibilities, sports facilities, tourist attractions in the surrounding area and various addresses that may prove useful. A complaints book or a special box intended to receive complaints is made available to users. Complaints will only be taken into consideration if they are signed, dated, as precise as possible and relating to relatively recent facts.

## ➤ **REDEVANCES ROYALTIES**

Royalties are paid at the reception desk. Their amount is displayed at the entrance to the campsite and at the reception desk. They are due according to the number of nights spent in the field. Campsite users are invited to notify the reception desk of their departure the day before it. People intending to leave before the opening time of the reception desk must complete the departure formalities the day before.

## ➤ **NOISE AND SILENCE**

The users of the campsite are urged to avoid all noise and discussions which could disturb their neighbors. Sound devices should be adjusted accordingly. Door and trunk closures should be as discreet as possible. Dogs and other animals must never be left free, they must not be left at the campsite, even locked up in the absence of their owners who are civilly responsible. There must be total silence between 11 p.m. and 8 a.m.

## ➤ **ANIMALS**

Pets are not accepted to stay with the masters on the campsite during the period of July and 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 free of charge 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 necessarily be that applied to campers for a 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 campsite, vehicles must drive at a speed limit of 10km / h. Traffic is prohibited between 11 p.m. and 6 a.m. Only vehicles belonging to the people staying there can circulate in the campsite for the sole purpose of entering or exiting, in no case to move inside the campsite. The parking of your vehicle is authorized only on your site and must not, moreover, obstruct traffic, nor prevent the installation of new arrivals.

## ➤ MAINTENANCE AND APPEARANCE OF THE FACILITIES

Everyone is required to refrain from any action that could harm the cleanliness, hygiene and appearance of the campsite and these facilities, particularly sanitary facilities. It is forbidden to throw waste water on the ground or in the gutters. The "Caravanners" must imperatively empty their waste water in the installations provided for this purpose. Household waste, waste of all kinds, papers must be placed in the bins outside the campsite. Washing is strictly prohibited outside the bins provided for this purpose. The clothes will be hung up in the common clothes dryer if necessary. However, it is tolerated until midday near shelters, provided it is very discreet and does not disturb neighbors. Plantations and floral decorations must be respected. It is forbidden to the camper to drive nails in the trees, to cut branches, to make plantations. It is also not allowed to delimit the site of an installation with personal means, nor to dig the ground. Any degradation committed to the vegetation, fences, land or facilities of the campsite will be the responsibility of its author. The site, which will have been used during the stay, must be maintained in the state in which the camper found it when entering the premises.

## ➤ SECURITY

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

b) - ***Vol***. The management is responsible for objects left at the office and has a general obligation to monitor the campsite. The camper remains responsible for his own installation and must notify the manager of the presence of any suspicious person. Although security is provided, users of the campsite are invited to take the usual precautions to safeguard their equipment.

c) - ***Children***. All minor children must be under the supervision of their parents and we cannot be held responsible for parents who have failed in this obligation.

d) - ***Aquatic area***. The aquatic area includes a 1.60m deep swimming pool, a paddling pool, 3 slides and a jacuzzi only reserved for adults. You are required to respect the strict instructions indicated at the entrance under penalty of exclusion. The aquatic area can be supervised during opening hours. However, and 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. Under no circumstances can the campsite be held liable for the result of failure to comply with this obligation. Moreover, access to the aquatic area, restaurants, playgrounds, inflatable structures on the water is prohibited for minors under the age of 9 without the supervision of their parents.

## ➤ PHOTOGRAPHS

During your stay you agree to be possibly photographed for commercial use. In accordance with the regulations in force concerning image rights, you can request at any time the deletion of the medium on which you appear without however claiming any compensation.

➤ **BREACH OF INTERNAL REGULATIONS**

In the event that a resident disrupts the stay of other users or does not comply with the provisions of these internal regulations, the manager or his representative may, orally or in writing if he deems it necessary, give notice to the latter to cease the disturbances. . In the event of a serious or repeated breach of the internal regulations 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 call on 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 Interior & Seaside & Privilege pitches

*All reservations are personal and cannot, under any circumstances, be transferred or sublet. The customer will enjoy the location "with due diligence". He must be aware of the internal regulations before his arrival.*

### ❖ CANCELATION :

For any cancellation, we ask for a confirmation email from the address through which the reservation request was made. If the cancellation is received after 3 months' notice, the deposit paid will be refunded to you after deduction of the administrative costs. If it is received only 1 month before your arrival, neither the deposit nor the administration fees will be refunded and the balance of the remaining stay due is due in full at the Merendella campsite. Any delay not reported on the day of your arrival systematically cancels the reservation and results in the loss of the deposit and administration fees as well as the rented location.

### ❖ MODIFICATION OR POSTPONEMENT OF STAY :

If you have booked your stay and decide to leave before the date you agreed to, a three-day delay will be retained. 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 modification requests are allowed. Any modification request is subject to the agreement of the campsite. Any costs incurred by the request to modify the dates or classification of the accommodation will be the responsibility of the customer. The rate recalculated following this request to modify the 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 the stay to the following year is not possible except in exceptional cases given by written agreement from the Management of the Merendella campsite. The postponement conditions are the same as those for canceling a stay. A postponement to the following year may in no case be modified or postponed again. Any cancellation that would be requested as a result of this type of postponement systematically cancels the rental and results in the loss of the deposit and administration fees as well as the rented stay.

### ❖ PAYMENT :

The option of a location is only effective after written confirmation from us upon receipt of a deposit of € 120. The balance of the stay is payable in full on the day of your arrival. Holiday vouchers are accepted for the payment of the balance and in no case for the deposit and these must be in the name of the reservation. The Management declines all responsibility in the event that unfavorable weather conditions lead to the cancellation of certain services or certain activities. Under no circumstances will these bad weather conditions give rise to any reduction or reimbursement, in full or in part.

### ❖ VACAF :

Stays receiving VACAF assistance will be required to pay the amount of assistance in the form of a deposit by check or credit card no later than one month before arrival. It will be returned on the day of arrival.

#### ❖ INSTALLATION :

- **For all camping pitches.** Your site is free. However, each element placed above must be declared. (Extension or awning of your caravan or camping car, arbor, carpet on the ground etc.) The tent or caravan or the related equipment must be installed at 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 several sites provided that each family is at least 2 adults and 1 child with a tent, a vehicle and electricity on a site. Otherwise and if the configuration allows it, the families will meet in the same location. Therefore, we will allow vehicles to be placed in a parking lot reserved for this purpose. If you are several families (or a group), the electricity package will be maintained without increase if the site supports a maximum of 5 people. Beyond that, a second fixed price will be applied. In order to facilitate access to all on its site, you will have to leave a passage between your neighbor and you so that the sites located at the back can be accessible. You are not allowed to hang your laundry with clotheslines and the aid of trees, vegetation or vehicles.
- **For camping pitches by the sea.** 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 access path. You are not allowed to hang your laundry with clotheslines and the aid of trees, vegetation or vehicles. Common clothes dryers are available in the laundry room. Tokens are on sale at reception for € 3 discounted at € 2. Otherwise, a drying rack rental service is available for € 1 / day. Return to reception on the day of departure.
- **For privileged pitches and seaside pitches.** These pitches are equipped with a wooden table with 6P seats, a good quality arbor with foundation, and a fridge with a capacity of 200 l. An inventory will be made after your departure. You must return the place as you found them and put the clean fridge back under the arbor placed above the table. Privileged seaside pitches are subject to the same rules as seaside camping pitches.

#### ❖ ARRIVAL AND DEPARTURE :

Your pitch will be available from 12 noon until 7.30 p.m. on the day of your arrival and you are invited to vacate the premises before 12 noon on the day of your departure.

#### ❖ DEPOSIT :

- **For all camping pitches.** In order to be able to identify you and be able to access the services, we will give you bracelets and a BIP. A deposit of 30 € will be requested and returned when you leave.
- **For Privilege pitches.** A deposit of 70 € will be requested and automatically returned 15 days after your departure.

#### ❖ MAINTENANCE :

We ask you to be conscientious and to think of those who will occupy the place after you. Collect all your belongings and do not forget to remove clotheslines, sardines, etc.

#### ❖ RULES OF PROCEDURE :

For the comfort and safety of all, the Merendella campsite has internal regulations. As a customer you have an obligation to understand 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 reservations are personal and cannot, under any circumstances, be transferred or sublet. The customer will enjoy the premises and the furniture "with due diligence". He must be aware of the internal regulations before his arrival.*

## ❖ CANCELATION :

We strongly advise the tenant to take out a private 'cancellation insurance'. We offer Axelliance insurance. This product is available if you book online or on request. (Conditions and price on our site). Without insurance and for any cancellation, we ask for a registered mail. If the cancellation is received with three months' notice, the deposit paid will be refunded to you. Deduction of 30% of the amount of the stay plus the administration fees. If it is received only 1 month before your arrival, neither the deposit nor the administration fees will be refunded and the balance of the remaining stay due is due in full at the Merendella campsite. Any delay not reported 48 hours after the date of arrival systematically cancels 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 modification requests are allowed. Any modification request is subject to the agreement of the campsite. Any costs incurred by the request to modify the dates or classification of the accommodation will be the responsibility of the customer. The rate recalculated following this request to modify the 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 the stay to the following year is not possible except in exceptional cases given by written agreement from the Management of the Merendella campsite. The postponement conditions are the same as those for canceling a stay. A postponement to the following year may in no case be modified or postponed again. Any cancellation that would be requested as a result of this type of postponement systematically cancels the rental and results in the loss of the deposit and administration fees as well as the rented stay.

## ❖ PAYMENT :

The rental option is only effective after written confirmation from us upon receipt of the deposit 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 will not be validated. No reduction will be granted in the event of late arrival or early departure. Holiday vouchers are accepted for the payment of the balance and in no case for the deposit. They must be in the name of the reservation. The Management declines all responsibility in the event that unfavorable weather conditions lead to the cancellation of certain services or certain activities. Under no circumstances will these bad weather conditions give rise to any reduction or reimbursement, in full or in part.

## ❖ VACAF :

Stays receiving VACAF assistance will be required to pay the amount of assistance in the form of a deposit by check or credit card no later than one month before arrival. It will be returned on the day of arrival.

## ❖ ARRIVAL AND DEPARTURE :

### **Your arrival :**

Your rental will be available from 4 p.m. until 9 p.m. on the day of your arrival. On your arrival, the inventory and the inventory of fixtures will be made by you and returned at the most the next day at reception through the Cool n 'Camp application. If not done, we consider everything to be correct.

### **Your departure :**

You will have to make an appointment for the inventory 48 hours before your departure. On the day of the appointment, the rental will be emptied and must be returned in a perfect state of cleanliness.

## ❖ DEPOSIT :

To ensure that the premises and furniture are returned in good condition, the tenant must deposit a deposit of € 250 on arrival and € 700 for rentals with SPA. It will be returned to him on the day of his departure after inventory and inventory of the mobile home. No complaint will be taken into consideration after this period. On your departure, the inventory will be made by us and in your presence only on the morning of your departure between 8:30 am and 12 noon. You will need to make an appointment for the departure inventory at least 48 hours in advance. If we cannot make an appointment together, we will send you your deposit by post (deposit by check) or by email (deposit by credit card).

## ❖ MAINTENANCE / HOUSEWORK :

### **Without cleaning fee :**

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

Therefore after your departure we will carry out an inventory for the return of your deposit within a fortnight.

So that the latter is not objectionable to you, we imperatively thank you for:

- Return the places as you found them.
- Clean all the rooms as well as the terrace.
- Defrost the fridge (Leave the doors open thermostat on zero)
- To throw away and clean your trash cans.
- Put all clean dishes back on the table.
- Clean your dishwasher.
- Linen rented unmade beds and the whole grouped and folded in one place of the accommodation.
- Give us your keys, the Beep.

If the departure cleaning has not been done by the tenant, it will be billed at a fixed price of € 50 to € 120 depending on the rental model. (A paying cleaning service is possible by reservation on the same price bases)

### **With cleaning packages :**

If you have subscribed to the cleaning fee, we will also carry out an inventory for the return of your deposit within a fortnight.

So that the latter is not objectionable to you, we imperatively thank you for:

- Clean your kitchen area. (Gas cooker, sink, work surface)
- Defrost the fridge (Leave the doors open with thermostat on zero)
- To throw away your trash.
- Put all clean dishes back on the table.
- Clean your dishwasher.
- Linen rented unmade beds and the whole grouped and folded in one place of the accommodation.
- Give us your keys, the Beep.

Each mobile home is equipped with pillows and mattresses which must be protected by your bedding if you have not booked a sheet rental. The loss of the keys entails the change of the barrel of the door which will be invoiced to the tenant. Any problem or failure of a system must in no case be repaired or "fixed" by you but declared at reception so that we can call on an authorized technician. Any broken, damaged or missing item must not be replaced by the tenant, but by us, and will be billed to him.

## ❖ RULES OF PROCEDURE :

For the comfort and safety of all, the Merendella campsite has internal regulations. As a customer you have an obligation to understand 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.