



Internal Regulations

➤ **ADMISSION REQUIREMENTS**

To be allowed to enter, settle in, and stay on a campsite, you must have been authorized by the manager or his representative. It is his obligation to ensure the good maintenance and good order of the campsite as well as compliance with the application of these internal regulations. Staying on the campsite implies acceptance of the provisions of these regulations and the commitment to comply with them.

➤ **POLICE FORMALITIES**

Any person who must stay at least one night in the campsite must first provide the manager or his representative with proof of identity and complete the formalities required by the police. Minors unaccompanied by their parents or legal representative are not accepted.

➤ **RECEPTION DESK**

You will find all the information on the campground services at the reception desk. Information on supply possibilities, sports facilities, tourist attractions in the surrounding area and various addresses which 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 relate to relatively recent facts.

➤ **ROYALTIES**

Fees are paid at the reception desk. Their amount is displayed at the entrance to the campsite, at the reception office and on the official website www.merendella.com. They are due according to the number of nights spent on the site. People intending to leave before the opening time of the reception office must complete departure formalities the day before.

➤ **NOISE AND SILENCE**

Campground users are urged to avoid all noise and discussions that 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 for them.

Silence must be respectful between 00:00 and 08:00.

➤ **ANIMALS**

Pets are not accepted to stay with owners on the campsite during the period of July and August.

➤ **VISITORS**

The customer can receive one or more visitors at 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 ID will be requested. If these visitors are allowed to enter the campsite beyond 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 to the extent that the visitor has access to the campsite's services or facilities. Visitor cars are prohibited in the campground.

➤ **TRAFFIC AND PARKING OF VEHICLES**

Inside the campsite, vehicles must travel at a speed limit of 10km/h. Traffic is prohibited between 11 p.m. and 6 a.m. Only vehicles belonging to people staying there may enter or exit the campsite, and in no case to move within the campsite. Parking your vehicle is authorized only on your location and must not hinder traffic or prevent the installation of new arrivals.

➤ **CARE 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 sanitary facilities.

It is prohibited to throw waste water onto the ground or into the gutters. "Caravanners" must empty their waste water into the facilities provided for this purpose. Household waste, waste of all kinds, papers must be placed in the bins outside the campsite, a selective sorting area is provided for this purpose.

Washing is strictly prohibited outside of the bins provided for this purpose. If necessary, laundry will be hung on the shared dryer or with drying racks available for rental directly at reception. Floral plantings and decorations must be respected.

The camper is prohibited from hammering nails into trees, cutting branches, or planting. It is also not permitted to demarcate the location of an installation with personal means, nor to dig the ground. Any damage to vegetation, fences, grounds or campground facilities will be the responsibility of the perpetrator. The pitch, which will have been used during the stay, must be maintained in the condition in which the camper found it when entering the premises.

➤ **SECURITY**

a) - ***Fire***. Open fires (wood, coal, etc.) are strictly prohibited. Stoves must be maintained in good working order and not used in unsafe conditions. In the event of a fire, notify management immediately. Fire extinguishers can be used if necessary. You will find first emergency kits at the reception desk, at the water park, at the children's club as well as at the beach restaurant and two defibrillators: one at the reception office and one at the water park.

b) - ***Steal***. Management is responsible for items left at the office and has a general obligation to monitor the campsite. The camper remains responsible for his own installation and must report the presence of any suspicious person to the person in charge. 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 fail to comply with this obligation.

d) - ***Aquatic area***. The aquatic area includes a 1.60m deep swimming pool, a paddling pool, 3 slides and a jacuzzi reserved only for adults. You are required to respect the strict instructions indicated at the entrance under penalty of exclusion. The aquatic area can be monitored during the times displayed on your mobile application which we recommend you download before arriving at our home. However, in accordance with the regulations of the current installation, we are not required to provide surveillance. Our role is only to ensure that you follow the instructions and not to monitor your children. Under no circumstances can the campsite be held liable for any consequences resulting from the breach of this obligation. Moreover, access to the aquatic area, restaurants, playgrounds, inflatable structures on the water is prohibited for minors under the age of 8 without the supervision of their parents.

➤ **PHOTOGRAPHS**

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

➤ **BREACH OF INTERNAL RULES**

In the event that a resident disrupts the stay of other users or does not respect the provisions of these internal regulations, the manager or his representative may, orally or in writing if he deems it necessary, give the latter formal notice to cease the disturbance. . In the event of a serious or repeated violation of the internal regulations and after formal notice by the manager to comply with them, the manager may terminate the contract. In the event of a criminal offense, the manager may call the police.

Camping Merendella reserves the right to modify its prices at any time but any rental will be invoiced on the basis of the rates in effect at the time of registration of your stay option request.

These internal regulations can be consulted on our website and therefore accepted by all people staying at the Merendella campsite.



General booking conditions for Indoor & Seaside & Privilege Pitches

All reservations are nominative and cannot, under any circumstances, be transferred or sublet. The customer will enjoy the location "as a good father". He must read the internal regulations before his arrival.

❖ CANCELLATION :

We strongly advise the tenant to take out private 'cancellation insurance'.

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

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

If the cancellation is received with 3 months' notice, the deposit paid will be refunded to you after deduction of 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 must be owed in full to 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 pitch.

❖ MODIFICATION OR POSTPONEMENT OF STAY :

If you have booked your stay and decide to leave before the date you committed to, a three-day waiting period will be applied.

For any postponement of your stay, we ask for registered mail. This service automatically gives rise to a price increase of 10% of the total amount of the stay carried over to the new stay. A maximum of two modification requests are permitted. Any request for modification is subject to the agreement of the campsite. Any costs incurred by the request for modification of dates or classification of accommodation will be the responsibility of the customer. The price recalculated following this request for modification of 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 for modification of the stay.

A postponement of your stay to the following year is impossible except in exceptional cases given by written agreement from the Merendella campsite management. The conditions for postponement are the same as those for canceling a stay. A carryover to the following year cannot under any circumstances be modified or postponed again. Any cancellation requested following 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 30% of the total amount of the stay. The balance of the stay must be paid in full 1 month before your arrival. Holiday vouchers are accepted for payment of the balance and under no circumstances 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 refund, full or partial.

❖ VACAF :

Stays benefiting from VACAF assistance will be subject to paying the deposit when booking, without this we will not be able to open your file with your CAF.

❖ INSTALLATION :

For all mountain campsites. Your location is free. However, each element placed on it must be declared. (Extension or awning of your caravan or camper van, gazebo, floor mat, etc.) The tent or caravan or 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 pitches provided that each family is at least 2 adults and 1 child with a tent, a vehicle and electricity on a pitch. Otherwise and if the configuration allows it, families will meet in the same location. Therefore, we will authorize vehicles to be placed in a parking lot reserved for this purpose. If you are several families (or a group), the electricity rate will be maintained without increase if the pitch supports a maximum of 6 people. Beyond that a second package will be applied.

In order to facilitate access for everyone to your pitch, you will need to leave a passage between you and your neighbor so that the pitches located at the rear can be accessible.

You are not allowed to hang your laundry with clotheslines and the help of trees, vegetation or vehicles.

For campsites by the sea. It is obligatory for tents, campers and 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 help of trees, vegetation or vehicles.

Shared tumble dryers are at your disposal in the laundry room. Tokens are on sale at reception for €3 discounted to €2. Otherwise a drying rack rental service is available for €1/day. Return to reception on the day of departure.

For privileged mountain and seaside pitches. These pitches are equipped with a wooden table with 6P seats, a good quality arbor with foundation, and a fridge ranging from 50L to 200L depending on the size of your pitch. An inventory will be carried out after your departure. You must return the premises as you found them and leave the fridge clean with the fridge box door firmly closed. Privileged seaside pitches are subject to the same rules as seaside camping pitches.

Your location, whatever it may be, is assigned to you for information purposes only and may be changed at any time while still retaining your chosen category and without impacting the price in order to optimize our planning, if you wish to choose your location yourself this is possible by checking the "choice of location" option available at the current rate.

❖ ARRIVAL AND DEPARTURE :

Your pitch will be available from 4 p.m. until 8 p.m. on the day of your arrival, if you arrive after this time and you have a reservation you will find an envelope with your name and pitch number on the table in front of reception, inside you will find the map of the campsite to guide you and the code to enter the campsite, we will wait for you at the reception office the next day to complete the formalities. You are invited to vacate the premises before 12 p.m. on the day of your departure.

❖ CAUTION :

For all campsites. In order to identify you and be able to access the services, we will give you bracelets and we will take your license plate to enter the campsite freely. For bikers we will provide you with a BEEP to open the barrier, a deposit of €20 will be requested and returned upon your departure.

For Privilege locations. A deposit of €50 will be requested and automatically returned 2 days after your departure.

❖ MAINTENANCE :

We ask you to be conscientious and think about those who will occupy the premises after you. Pick up all your personal belongings, including your trash, and don't forget to remove clotheslines, pegs, etc.

❖ INTERNAL RULES :

For the comfort and safety of all, the Merendella campsite has internal regulations. As a customer you are obliged to read it and apply it.

❖ ELECTRIC VEHICLE :

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



General booking conditions for Rentals

All reservations are nominative and cannot, under any circumstances, be transferred or sublet. The client will enjoy the premises and furniture "as a good father". He must read the internal regulations before his arrival.

❖ CANCELATION :

We strongly advise the tenant to take out private 'cancellation insurance'.

We offer you Axelliance insurance. This product is available if you book online or on request. (Conditions and prices on our site).

Without insurance and for any cancellation, we ask for registered mail.

If the cancellation is received with three months' notice, the deposit paid will be refunded to you after deduction of 30% of the amount of the stay plus 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 must be owed in full to the Merendella campsite.

Any delay not reported 48 hours after the arrival date systematically cancels the rented stay.

❖ MODIFICATION OR POSTPONEMENT OF STAY :

For any postponement of your stay, we ask for registered mail. This service automatically gives rise to a price increase of 10% of the total amount of the stay carried over to the new stay. A maximum of two modification requests are permitted.

Any request for modification is subject to the agreement of the campsite. Any costs incurred by the request for modification of dates or classification of accommodation will be the responsibility of the customer. The price recalculated following this request for modification of 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 for modification of the stay.

A postponement of your stay to the following year is impossible except in exceptional cases given by written agreement from the Merendella campsite management. The conditions for postponement are the same as those for canceling a stay. A carryover to the following year cannot under any circumstances be modified or postponed again. Any cancellation requested following 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 is not validated.

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

Holiday vouchers are accepted for 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 refund, full or partial.

❖ VACAF :

Stays benefiting from VACAF assistance will be subject to paying the deposit when booking, without this we will not be able to open your file with the caf.

❖ ARRIVAL AND DEPARTURE:

Your arrival :

Your rental will be available from 4 p.m. until 8 p.m. on the day of your arrival.

If you arrive after this deadline and you have a reservation you will find an envelope with your name and pitch number on the table in front of reception, inside you will find the map of the campsite to guide you and the code for return to the campsite, we will be waiting for you from the next day to complete the formalities at the reception office.

Upon your arrival, the inventory and inventory will be carried out by you and returned to reception the next day at most via our mobile application. If the latter is not carried out, we consider that everything is compliant.

Your departure :

You will need 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 perfect clean condition.

❖ CAUTION :

To guarantee the return of the premises and furniture in good condition, the tenant must deposit a deposit depending on the type of rental reserved. It will be returned to him 48 hours after his departure after an inventory of the accommodation carried out by our housekeeper.

At the latest 48 hours before your departure day, you must make an appointment at reception to inform us of the time of handing over the keys on the day of your departure, please note the slots are fixed, if you do not make an appointment We will allocate you a time at our convenience.

❖ MAINTENANCE / HOUSEHOLD :

Without cleaning package :

We ask you to be conscientious and think about those who will occupy the premises after you.

Therefore, after your departure, we will carry out an inventory for the return of your deposit within 48 hours.

- Clean all the rooms as well as the terrace.
- Clean the kitchen area (wash the dishes and clean the dishwasher)
- Throw away and clean your trash.
- Clean the bathroom (sink and shower)
- Store all dishes in the cupboards.
- Fold your sheets and towels and place them at the end of the bed.
- Defrost and clean the fridge (leave the doors open with the thermostat at zero). If the departure cleaning has not been carried out by the tenant, it will be invoiced at a fixed price of the rate in force according to the rental model. (A paid cleaning service is possible upon reservation on the same price bases)

With cleaning packages :

If you have subscribed to the cleaning package we will also carry out an inventory for the return of your deposit within 48 hours.

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

- Clean the kitchen area (wash the dishes and clean the dishwasher)
- Throw away and clean your trash.
- Clean the bathroom (sink and shower)
- Store all dishes in the cupboards.
- Fold your sheets and towels and place them at the end of the bed.
- Defrost and clean the fridge (leave the doors open with the thermostat at zero).

With premium cleaning packages :

If you have subscribed to the premium cleaning package we will also carry out an inventory for the return of your deposit within 48 hours.

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

- Throw away and clean your trash.
- Store all dishes in the cupboards.
- Fold your sheets and towels and place them at the end of the bed.
- Defrost and clean the fridge (leave the doors open with the thermostat on zero).

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

Loss of keys results in the replacement of the door barrel as well as the keyring which will be billed to the tenant.

Any problem or failure of a system must under no circumstances be repaired or "arranged" by you but declared to reception so that we can call in an authorized technician.

Any broken, damaged or missing item must not be replaced by the tenant, but by us, and will be invoiced to them.

❖ INTERNAL RULES :

For the comfort and safety of all, the Merendella campsite has internal regulations. As a customer you are obliged to read it and apply it.

❖ ELECTRIC VEHICLE :

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