



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. The chips are on sale at the reception for 3 €.

- - ***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.

➤ **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. It is forbidden to return without authorization. The restaurant is only accessible to campsite guests. After having been authorized by the manager or his representative, visitors can be admitted to the campsite for the current rate. The visitor's ID will be requested. If these visitors are allowed to enter the campsite the camper who receives them is required to pay a fee according to the current rate "visitor" and will be held responsible for the people who visit. Visitors will be given a bracelet obligatorily in order to have access to the services or facilities of the campsite. Visitors' cars are forbidden in the campsite and must be parked in the car park opposite the reception.

➤ 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 paid 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 reservation and results in the loss of the deposit and fees and the location rented.

❖ PAYMENT_:

The booking of a pitch is effective only after written confirmation from us upon receipt of a deposit of € 90 Minimum. 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 noon until 9pm on the day of your arrival and you are welcome to vacate the premises by 10am 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 € 20 will be required and returned upon departure if the loaned items are returned.

❖ CARE_:

- ❖ 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 off clotheslines, sardines, etc.



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.

For any cancellation, we ask for a registered mail.

If the cancellation is received with 3 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 systematically 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. Management fees are offered for the first request to modify the 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 borne by 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 impossible except in exceptional cases given by written agreement of the Merendella campsite management. 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 booking of a rental is effective only after written confirmation from us on receipt of the deposit is equivalent to 30% of the amount of the stay.

The balance of the stay is payable in full 1 month before your arrival.

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 rental will be available from 16H until 21H the day of your arrival and you are invited to vacate the premises before 10H the day of your departure.

❖ 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 the day of his 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.

❖ CARE_:

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, it will be charged a flat fee of 50 € to 120 € according to the model of Locative. (A paid cleaning service is possible per booking on the same fare basis)

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 with us.

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.