



REGULATIONS INTERIOR GENERAL - CAMPING MERENDELLA

Last updated: February 2025

I. Conditions of access to the campsite and application of its internal regulations

➤ **APPLICABILITY OF THESE RULES**

These rules and regulations apply to all persons present on the premises of the camping MERENDELLA.

It constitutes a contractual document with the same binding force as the Pitch Contract, the General Booking Conditions for Inland & Seaside & Privilege Pitches and the General Booking Conditions for Rentals.

➤ **ADMISSION AND RESIDENCE CONDITIONS**

To be allowed to enter, set up and stay on a campsite, you must have been authorised to do so by the manager or his representative. The manager's role is to ensure that the campsite is kept in good order and that these internal regulations are applied.

Staying at the campsite implies acceptance of the provisions of the the present regulations and the undertaking to comply with them.

➤ **POLICE FORMALITIES**

Any person wishing to stay at least one night on a campsite must, beforehand and on arrival, go to the reception desk, give the manager or his representative an identity document and complete the formalities required by the campsite.

Minors not accompanied by their parents or legal guardians are not accepted.

Minors under the age of 15 may appear on the Site Contract of one of the parents.

➤ **RECEPTION DESK**

Information on the campsite's services, refreshment facilities, sports facilities, tourist attractions in the surrounding area and other useful addresses is available at the reception desk.

A complaints book or special box for receiving complaints is kept at available to users. Complaints will only be considered if they

are signed, dated, as precise as possible and relate to facts that are relatively recent. recently.

➤ **TARIFS**

The prices of the various services offered by Camping MERENDELLA are communicated to Customers under the conditions laid down by decree of the Minister for Consumer Affairs and can be consulted at the reception desk and at the entrance to the campsite, as well as on the official website www.merendella.com.

➤ **DISPLAY**

These house rules are displayed at the reception desk, on a special notice board, and can be accessed on the official website www.merendella.com. They will be given to any customer who requests them.

➤ **BREACH OF INTERNAL REGULATIONS**

In the event that a resident disrupts 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 formal notice to the resident to cease the disturbance.

In the event of a serious or repeated breach of the internal rules, and after formal notice has been given by the manager to comply, the latter may terminate the contract.

In the event of a criminal offence, the manager may call in the police.

II. Internal regulations for campsite MERENDELLA

➤ **NOISE AND SILENCE**

Campers and users of the campsite are urged to refrain from making noise and discussions that might disturb their neighbours.

Sound equipment must be adjusted accordingly.

Door and boot locks should be as discreet as possible.

Campsite users must pay particular attention to compliance with these obligations between 11pm and 8am.

➤ **ANIMALS**

By prior arrangement, pets may be allowed to stay with their owners on the campsite, at the current rate.

Dogs and other animals must be kept on a lead and must never be allowed to run at large. They must not be left on the campsite, even locked up, in the absence of their owners, who are civilly responsible for them.

Owners are required to pick up after their pet and clean up the area used. A sanitary area for dogs, with a bin for this purpose, is specially provided for this purpose.

➤ VISITORS

Visitors will be asked to show proof of identity. On arrival, each visitor will be hand over a plastic wristband to keep for the duration of the visit.

After being authorised by the manager or his representative, visitors may be admitted to the campsite free of charge for two hours under the responsibility of the campers receiving them, without access to the services, equipment, infrastructure or facilities. All visitors can request an "Activity Pass" from the reception desk, the prices of which can be consulted on the campsite website and at the reception desk.

If these visitors are allowed to enter the campsite for more than two hours, the camper receiving them is required to pay a contribution according to the "visitor" tariff in force.

For more than three hours, the rate applied to campers for one day will be the current rate, as long as the visitor has access to the campsite's services or facilities.

Visitors' cars are not allowed on the campsite premises.

➤ VEHICLE TRAFFIC AND PARKING

Inside the campsite, vehicles must travel at a speed limit of 10km/h.

Traffic is prohibited between 11pm and 6am.

Only vehicles belonging to people staying at the campsite may be used for entering or leaving the campsite, and under no circumstances may they be used to move around the campsite.

Your vehicle may only be parked on your parking space and may not be used for any other purpose.

must not impede traffic flow or prevent new arrivals from settling in.

➤ MAINTENANCE AND APPEARANCE OF INSTALLATIONS

Everyone is required to refrain from any action that could be detrimental to cleanliness, hygiene and the environment.

the appearance of the campsite and its facilities, particularly sanitary facilities.

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

Caravanners must dispose of their waste water in the following facilities for this purpose.

Household waste, rubbish of any kind and paper must be disposed of in bins outside the campsite. A selective sorting area is provided for this purpose, which must be scrupulously respected.

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

Prices are displayed in the launderette, and tokens can be purchased at the Laundromat office.

reception. Linen may be hung in the communal tumble dryer or with the help of the drying racks available for hire directly from the reception desk.

Plantations and floral decorations must be respected. It is forbidden for campers to hammering nails into trees, cutting branches and planting trees.

Nor is it permitted to demarcate the site of a facility using personal means, or to dig up the ground. Any damage to vegetation, fences, the campsite grounds or facilities will be charged to the person responsible.

The pitch, which will have been used during the stay, must be maintained in the same condition as it was when you left.
the camper found it on arrival.

Everyone is expected to respect the collective facilities and to use them sensibly. In this respect, and subject to compliance with the safety conditions set out below, Customers have free access to the aquatic area, children's club, donkey rides, acrobatic trampolines, gym, Wi-Fi and adventure trail.

➤ SAFETY

- a) - **Fires.** Open fires (wood, coal, etc.) are strictly prohibited. Stoves must be kept in good working order and not used in dangerous conditions. In the event of fire, notify the management immediately. Fire extinguishers can be used if necessary. First-aid kits are available at the reception desk, the water park, the kids' club and the beach restaurant, as well as two defibrillators: one at the reception desk and one at the water park.
- b) - The management is responsible for items left at the reception desk and has a general obligation to monitor the campsite. Campers remain responsible for their own facilities and must report any suspicious persons to the management. Although security is provided, campsite users are asked to take the usual precautions to safeguard their equipment.
- c) - **Children.** All minors must be supervised by their parents and we cannot be held responsible for parents failing to do so. Access to the aquatic area, restaurants, playgrounds, adventure courses, inflatable structures on the water and acrobatic trampolines is forbidden to minors under the age of 12 without parental supervision.
- d) - **Water park.** The pool area, strictly reserved for campsite customers, includes a 1.60 m deep swimming pool, a paddling pool, 3 slides and a jacuzzi (the latter is reserved for adults only). Entry to the pool area is forbidden outside the opening hours indicated at the entrance to the pool area. All users are required to comply with the strict instructions given at the entrance to the pool area, failing which they may be excluded. In accordance with current regulations, as the pool area is made available to customers free of charge, Camping MERENDELLA is not obliged to provide supervision. Children under the age of 12 must be accompanied by a responsible adult who will be responsible for their supervision. The aquatic area can be supervised to ensure compliance with safety rules during the times displayed on the mobile application, which we recommend.

to download before arriving. Under no circumstances can the campsite be held responsible for shall be liable for any breach of this obligation.

e) - *Electric car charging.* *Electric* charging points are available in the car park and in the centre of the campsite for campers with electric vehicles. For safety reasons and to avoid any risk of overcharging, it is strictly forbidden to charge the electric vehicle directly on the electrical system of the accommodation and/or pitch. Electricity points are strictly reserved for campers.

f) - *Sports hall.* *Access to the sports* hall is forbidden to minors.

g) - *Adventure trail.* The adventure trail is open to children aged 3 and over. Children under 12 must be accompanied by an adult responsible for their supervision.

➤ **RIGHT TO IMAGE**

Campsite MERENDELLA is authorised to use photos taken during stays, in any medium, for the campsite's advertising purposes, without any consideration or compensation.

Simply contact us or send an e-mail to contact@merendella.com, is sufficient to prohibit the distribution of images.