



CAMPSITE REGULATIONS
Camping Le Montagnou ***
Managers: Richard & Nicola Smith

All persons entering the campsite are requested to respect the rules and procedures detailed below or they will be asked to leave the campsite.

1. Reception

Camper will find details of services offered on the campsite at reception, along with information on the surrounding area and tourist information. A list of useful addresses (emergency services) is also available.

Opening times : - **08:00 to 21:00 daily**

The campsite regulations are displayed at the reception. A copy is also given to campers upon arrival.

2. General Conditions:

Admissions:- To be eligible to enter and stay at the campsite, campers must be authorised by the management or their representative. Campers have an obligation to respect the rules and regulations of the campsite.

Formalities :- Anyone entering the campsite must report to reception and complete the necessary registration form. Under 16's will not be permitted without parental supervision.

Breaking of the rules : where a camper(s) causes disruption or nuisance to others the management or their representatives may orally or in writing, request that the camper(s) leave the campsite once the invoice has been paid. No refund on pitch/rental fees will be given. Any criminal offences or suspected criminal offences will be reported to the police.

Movement and parking of vehicles:- Any vehicle inside the campsite must operate at a maximum speed limit of 10 km per hour. Movement of vehicles is prohibited between 22.30 hrs and 07.00 hrs. Vehicles must be parked on campers allocated pitch. All access roads must remain free of parked vehicles at all times.

3. Camping/Rentals

Changes/Cancellation : - For any cancellation, deposits will not be returned except in extreme circumstances (death of a close family member, hospitalization, accidents involving inability to go camping). Written proof must be provided to the campsite management.

In the event of cancellation :-

- more than 30 days before arrival - a charge of 20 % of the total stay will be made.
- less than 30 days before arrival – a charge of 100% of the total stay will be made.
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All delays on arrival or anticipated departure will not be the subject to recalculation of the invoice. The entire cost of the stay would be payable.

- Rentals** - no amendment to the stay can be made the month previous to the stay. Before this period changes may be possible depending on availability.

In the absence of being advised in writing of any reason for delays to your arrival, the rental will become available 24 hours after. Telephone messages are not allowed. Letters or e-mails to campinglemontagnou@wanadoo.fr are only acceptable.

Arrival & Departure- For all non-reserved stays campers must complete the necessary registration paperwork at the reception and provide proof of ID on arrival :-

•**Pitches for caravans / tents / camping car:-** arrival is from 14.00 hrs to 20.00 hrs. Departure is before 12.00 hrs. Any late check out will be charged at ½ the fixed rate fee. A choice of 6 or 10 amps electricity is available.

•**Rentals:-** arrival is from 16.00 hrs. A member of staff will escort the camper to the rental. On arrival two cheques will be requested :- 150 € security deposit to cover damage and breakages and 20 € to cover any potential cleaning costs. These cheques will be returned in full or part at the end of the stay once a member of staff has checked the rental. Departure of the rental is before 12.00 hrs. Any late check out will be charged at ½ the daily rate.

Payment of Invoice :- The invoice is payable at reception. The campsite/rental fees are clearly displayed at the entrance to the campsite and in the reception.

4. The life within the camping

Security:

Open fires (wood, coal, etc) are strictly prohibited. All stoves must be in good working order and not used if unsafe. In the event of fire, notify a member of staff immediately.

The camper is responsible for their own pitch/belongings during their stay and must notify a member of staff of any suspicious person.

Noise and silence: Campers are urged to avoid all noise and discussions that could interfere with their neighbours. Sound equipment must be adjusted accordingly. Silence on the campsite is between 22:30 hrs and 07:00 hrs. The movement of vehicles between these hours is strictly prohibited.

Pitches: Tents/caravans/motorhomes must be installed on the pitch allocated by reception.

Wastewater/Chemical Disposal:- All wastewater must be collected in a suitable container and not left to run on to the campsite. It is strictly prohibited to throw the wastewater on to the ground. You must dispose of the wastewater/chemical disposal into the facilities provided.