

## **1. CONDITIONS OF ADMISSION**

Before anyone enters the campsite, either to visit or to camp, they must first receive authorisation from Us. Anyone who stays in one of Our rentals, on one of Our pitches or is a day visitor must adhere to Our Policies and Terms and Conditions. We reserve the right to request anyone in breach of Policies and/or Terms to leave Camping La Cigale. Serious noncompliance will result in an immediate eviction without refund. If necessary, the police will be called.

## **2. FORMALITIES**

Upon arrival You will be required to produce identification and complete a registration form. This allows Us to meet legal requirements and ensure that in the case of an emergency We can respond swiftly and effectively. Minors will not be allowed on site unless accompanied by their parent or legal guardian.

## **3. PITCH ALLOCATION**

We will allocate You a numbered pitch. Your unit (along with any ancillary equipment) must fit within the confines of your pitch. If this cannot be achieved, you may need to purchase an additional pitch (if available) or remove the ancillary equipment. Your vehicle must be parked on your pitch.

## **4. OFFICE**

Our office is open from 8.30am to 12pm and from 2 pm to 6.30pm each day

At Our reception desk you will find information about the services of the campsite, activities, facilities, tourist attractions in the area and useful addresses. A folder for comments and complaints is available at the office.

## **5. SITE POLICY DISPLAY**

Our Site Policy (this document) is displayed at the entrance of Camping La Cigale and at Our office. Please ask Us if You would like a copy. For classified campsites, the classification category with mention « Tourism » or « Leisure », is also displayed, as well as the prices, according to the conditions set by the responsible French Government Minister.

## **6. DEPARTURE PROCEDURES**

You are invited to confirm Your day of their departure one day before You leave. If You are in a rental property and must leave before Our office is open, We will complete Your exit inventory on the day before Your departure. This process will be completed with reference to the Departure section in Our General Terms and Conditions document.

## **7. NOISE**

We want all our guests to have a relaxing stay, that is why we ask that there be no noise or movement of vehicles between 22:00 and 08:00. Noise (voice, TV, music, closing of doors etc.) must always be kept to a reasonable level so as not to disturb the enjoyment of others. Please do not sound your car horn.

## **8. VISITORS**

We shall not be responsible for any loss, injury or damage suffered by Visitors. On arrival, they must leave their cars at the entrance to La Cigale and report to Our Office (see 1 above). Visitors can use the facilities of the campsite only after having paid the appropriate fee(s) to Us. Visitors will be asked to deposit an identity card or passport in Our Office which We shall store securely during the Visit to Camping La Cigale. If the Visitor does not agree with this requirement then We shall refuse access to the Visitor(s).

## **9. VEHICLE MOVEMENT**

The only vehicles allowed on Our site are those belonging to Our Campers and Renters. Drivers must obey all traffic signs and respect the speed limit of 10 km/h. Vehicles must not be driven on the site between 10.30 pm and 8 am. Blocks must be placed at the wheels of vehicles parked on an incline.

## **10. LOOKING AFTER THE FACILITIES**

Please dispose of Your wastewater in the appropriate drain, please do not throw it on the ground.

All chemical toilets must be emptied into the Chemical disposal point, (at the very end inside the toilet block), and not into a normal toilet. Rubbish should be recycled wherever possible. Please use the applicable bin for waste disposal. We have specific basins for clothes washing in our facilities area. At present, there is no specific area for drying, but campers may do this within their pitch, without using the trees. We ask You to respect all our flowers, trees, and

shrubs. They are planted for everyone's enjoyment, please leave them just as they are. You must not demarcate Your pitch, dig the ground, break off branches or put pegs or nails into the trees. Any damage You cause to vegetation, fences, grounds, or facilities will be charged to You. If you have any problem with a branch or a shrub, please let us know. Our common facilities are for everyone's use, We ask You to leave them clean and tidy.

## 11. SAFETY

**Fire: *Open fires are absolutely forbidden on safety grounds.*** Cooking equipment must be kept in good working order and not be used in hazardous conditions. In case of fire, notify Us immediately. Fire extinguishers can be used if necessary.

### **First Aid:**

A first aid kit is located at Our reception desk.

**Theft:** We are only responsible for items deposited with Us in Our Office. We have a general obligation to monitor the campsite. You remain responsible for Your unit, equipment, and possessions. You must notify Us of the presence of any suspicious person(s).

## 12. GAMES

No violent or annoying games will be acceptable near the facilities. We have a children's play area which can be used under parental supervision.

## 13. CHILDREN

Children must always be supervised by their parents, especially around the facilities block which is not a play area. Our swimming pools are not supervised nor is there a lifeguard. We can accept no responsibility in the event of an accident.

## 14. ANIMALS

We welcome well behaved pets on site and hope they enjoy their stay as much as you do, but in the interest of safety and comfort we ask that pets are kept on a lead of no more than 2m at all times. You are requested to exercise your dog on one of the many walks close by and to clean up any mess. Your dog must not be left alone if You leave the camp site. We do not allow on site any breed of dog listed under the UK Dangerous Dogs act 1991 nor France's 1st and 2nd categories. Animals must meet the rules of medical services: An up to date health record, vaccinations up to date and micro-chipped.

## 15. STORAGE OPTION

There is no storage option on the campsite for your caravan or other equipment.

## 16. EVACUATION PLAN

In the event of an "Orange" or "Red" state of alert.

"ORANGE" State of Alert: Where potentially dangerous weather conditions are expected, please keep yourself abreast of the developing situation as advised by the authorities. 1) Guests will be advised that an "Orange" state of alert has been declared. 2) Protective measures for equipment must be taken (taking down of tents and awnings, storage of tables and chairs etc. ready for a possible evacuation). 3. Information regarding procedures: assembly points and evacuation routes (attached). 4) Ensure that You know what You should do.

"RED" State of Alert: Where exceptionally severe weather conditions are expected, please keep yourself regularly informed of the developing situation and follow the advice and instructions issued by the authorities. 1) Evacuation alert will be issued to guests by Our Safety Officer. 2) These will be given in French and English. 3) We are responsible for the evacuation plan and its implementation 4) Follow the instructions given. 5) Follow the evacuation route to the assembly point as laid down by the local authority. 6) Guests will be met in the entertainment area and / or nearby rooms. 7) We shall offer advice and reassurance to all persons.

## 17. IMAGE/VIDEO RIGHTS

You give permission to Us, and to any person chosen by Us, to take photographs of You or Your party, to record or photograph You or Your party during Your stay at Camping La Cigale and to use the resulting images and recordings for Our promotional purposes (in particular on Camping La Cigale's website and social media). No claim will be accepted regarding any perceived reputational damage through Our use of images and recordings.

## 18. BREACH OF SITE POLICY

If You, one of Your party or one of Your Guests are found to be in breach of Our Policies and Conditions We shall explain to You the situation and request that the breach is ceased. If Our request is not complied with. We reserve the right to request anyone in breach of Policies and/or Terms to leave Camping La Cigale. Serious noncompliance will result in an immediate eviction without refund. If necessary, the police will be called.