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## Internal Regulations of the Rental Campsite

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**We are happy to welcome you. We hope that, in the interest of all, everyone will respect these regulations, a copy of which will be displayed at the entrance to the camp and at the reception office.**

### 1. CONDITIONS OF ADMISSION AND STAY

To be allowed to enter, settle in or stay on a campsite, you must have been authorized to do so by the manager or his representative. The latter has the obligation to ensure the good maintenance and 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. No one can take up residence there.

### 2. POLICE FORMALITIES

Minors aged 17 and over unaccompanied by their parents will only be admitted with written authorization from their parents. In application of article R. 611-35 of the code of entry and stay of foreigners and the right of asylum, the manager is required to have the client of foreign nationality complete and sign, upon arrival, a individual police form. It must mention in particular: 1- The name and first names; 2- The date and place of birth; 3- Nationality; 4- The usual home. Children under the age of 15 can appear on one of the parents' records.

### 3. BUREAU D'ACCUEIL

Open from 8 a.m. to 8 p.m. in high season and from 9 a.m. to 6 p.m. in low season.

You will find at the reception office all the information on the campsite services, information on the supply possibilities, sports facilities, tourist attractions in the surrounding area and various addresses which may prove useful.

A complaints collection and processing system is available to customers.

### 4. DISPLAY

These internal regulations are posted at the entrance to the campsite and at the reception office. It is given to each customer who requests it.

For classified campsites, the classification category with the mention tourism or leisure and the number of tourism or leisure pitches are displayed.

The prices of the various services are communicated to customers under the conditions set by order of the Minister responsible for consumption and can be consulted at reception.

### 5. DEPARTURE ARRANGEMENTS

Customers are invited to notify the reception office of their departure the day before. Customers intending to leave before the opening time of the reception office must pay for their stay the day before.

### 6. NOISE

Customers are asked to avoid all noise and discussions that could disturb their neighbors from 11 p.m. The Management reserves the right to exclude any person or group of people it judges to cause a disturbance to the order and image of the establishment.

Sound devices should be adjusted accordingly. Door closures and chests should be as discreet as possible.

### 7. VISITORS

After having been authorized by the manager or his representative, visitors may be admitted to the campsite under the responsibility of the campers who receive them.

The customer can receive one or more visitors at reception. The services and

facilities of the campsites are accessible to visitors. However, the use of this equipment may be chargeable according to a rate which must be displayed at the entrance to the campsite and at the reception office.

Visitor cars are prohibited in the campground.

### 8. TRAFFIC AND VEHICLE PARKING

Inside the campsite, vehicles must travel at a limited speed.

Traffic is permitted from 7:00 a.m. to 11:00 p.m.

Only vehicles belonging to campers staying there may circulate in the campsite. Parking must not obstruct traffic or prevent the installation of new arrivals.

### 9. 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.

Household waste, waste of all kinds, papers must be placed in the bins. Washing is strictly prohibited outside of the bins provided for this purpose.

Plantings and floral decorations must be respected. It is prohibited to drive nails into trees, cut branches, or plant crops.

It is not permitted to demarcate the location of an installation by personal means, nor to dig the ground. Any repair of damage to vegetation, fences, land 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 upon entering the premises.

It is strictly forbidden to smoke or vape inside the mobile homes as well as in the campsite premises. Ashtrays are available so you can smoke outside.

#### **10. SECURITY**

a) **Fire.**

In the event of a fire notify management, immediately. Fire extinguishers can be used if necessary. A first aid kit is available at the reception office.

b) **Theft.**

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. Customers are advised to take the usual precautions for backing up their equipment.

#### **11. GAMES**

No violent or disturbing games can be organized near the facilities. Children must always be under the supervision of their parents. It's your responsibility.

#### **12. ANIMALS**

Animals are not allowed on the campsite.

#### **13. INTERNET ACCESS**

Access to the Wi-Fi network is chargeable and gives access to a personal code. Access to the La Prairie network is governed by current French law. The transfer of this personal code or its loan is prohibited and is the responsibility of its owner. Any obstruction or criminal offense carried out on the La Prairie network will automatically be the subject of a complaint and may also be subject to legal proceedings.

#### **14. INCIVILITY**

Any incivility, insults, violence against the staff of our establishment will be the subject of a complaint. The Management reserves the right to exclude, without any compensation or reimbursement, any person who has shown incivility.

#### **15. SUBLEASE**

Subletting is strictly prohibited. It is prohibited to lend or rent for monetary purposes or free of charge the services available to the tenant during their stay. People or visitors not included in the rental contract or reservation wishing to stay on the campsite must inform reception as quickly as possible and pay any supplements. Any offenders by omission or will will be invoiced and may be excluded by Management depending on the extent of the damage.

#### **16. VIOLATION OF THE INTERNAL REGULATIONS**

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.

#### **17. MEDIATION**

In the event of a dispute, you can send a written complaint by Registered Letter with acknowledgment of receipt to the establishment's reception.

If you are not satisfied with the response provided or in the absence of a response, you have the possibility of contacting a Consumer Mediator within one year from the date of the complaint by mail to the The following address: CM2C, 14 Rue Saint Jean, 75017 PARIS