

INTERNAL REGULATIONS

Village Chalets

Art. 1 - Conditions of admission :

The "Village de Chalets", having a tourist vocation, in order to be authorised to enter, to settle and to stay, the clients or visitors must present themselves at the reception office on arrival. No one may take up residence there. The manager (or his representative) shall determine for each client the accommodation reserved for him. He is also authorised to collect the fees and the proceeds of the tourist tax.

Finally, the manager is obliged to ensure that the chalet village is well kept, that order is maintained and that these rules are respected.

The fact of staying in the chalet village implies acceptance of the provisions of these rules and the commitment to comply with them.

Art. 2 - Administrative formalities :

Any person wishing to stay at least one night in the village chalets must first present their identity papers, vehicle registration document and insurance, animal vaccination record and complete the administrative formalities at the reception desk. Minors who are not accompanied by their parents or legal guardians will only be admitted with written authorisation from them. Once the check-in is completed, clients will be given a wristband which they must wear for the duration of their stay. In application of article R. 611-35 of the Code de l'entrée et du séjour des étrangers et du droit d'asile, the manager is obliged to have the foreign guest fill in and sign an individual police form on arrival. It must mention in particular

1° The surname and first name(s) ;

2° Date and place of birth;

3° Nationality;

4° The usual place of residence.

Children under 15 years of age may appear on the record of one of the parents.

Opening hours of the reception desk :

o Low season (January, February, March, November and December): depending on bookings

o Mid season (April to June and September to October): 10:00-12:30 & 15:00-18:00 → reception

at the campsite

o High season (July and August): 9:00-12:30 & 14:00-19:30 → reception at the campsite

Telephone: 02.43.46.48.05

Outside these hours, the manager can be reached by telephone in case of emergency on 06.33.63.18.33.

At the reception desk you will find all the information about the services of the chalet village, information about the possibilities of refreshment, sports facilities, tourist attractions in the area and various addresses that may be useful.

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A register is available for comments from users. These will only be taken into consideration if they are signed, dated, as precise as possible and relate to relatively recent events.

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A) Reservation

All bookings are nominative and may not be transferred or sublet under any circumstances. The client who makes the reservation must be an adult and be one of the persons accommodated. No booking fee is charged for any reservation. Reservations only become effective with the agreement of the manager or his representative.

In high season (July and August), unlike the rest of the year, a minimum stay of 7 consecutive nights is required. During this period, reservations are preferably made from Saturday to Saturday, with the possibility of staying from Wednesday to Wednesday if the number of guests allows it.

The preferences formulated at the time of the reservations (precise number of renting, chalet close to the car park...) will be satisfied as far as possible, without engaging the responsibility of the village chalets. The manager reserves the right to return the sums paid in the event that it is impossible to satisfy the request.

B) Deposit and balance of the stay

A reservation becomes firm and definitive only after the payment of a deposit, a confirmation is then sent to the customer.

This first payment is equivalent to the contractual acceptance of the general and special conditions of sale.

A deposit of 30% of the stay must be paid at the time of booking.

The full balance of the stay must be paid on the day of arrival.

No discount will be given for early departure or late arrival. In the absence of a written message from the client stating that he/she has had to postpone his/her arrival, the rental property becomes available again

24 hours after the planned date of arrival.

C) Arrival and departure procedure

Unless otherwise agreed, the keys for the accommodation are handed over between 16:00 and 18:00, 19:00 during July and August.

On arrival, a certificate of holiday insurance and two deposits are required.

o The first, amounting to 400€, will be returned on the day of departure after an inventory of fixtures, provided that the inventory on departure is the same as the one made on arrival.

o The second, amounting to 65€, will be returned on the day of departure, provided that the cleaning has been carefully done. If the client opts for the cleaning service at the end of the stay, he/she must simply put away the If the client opts for the cleaning service at the

end of their stay, they must simply put the clean dishes back in the cupboards and empty the bins.

Inventory and inventory of fixtures :

At the time of registration, an inventory is given to the holidaymakers. They must, upon entering the premises, ensure that they must make sure that they have all the equipment when they enter the property.

They must then return it signed, and report any anomaly to the reception, at the latest the day after their arrival on the site. of their arrival on the site.

Otherwise, any damage or shortcomings noted on the day of departure will be deducted from the the deposit.

On the day of arrival, the time of the inventory of fixtures will also be fixed. The rental properties must be vacated vacated by 10:00 on the day of departure.

For all departures outside of these times, the keys will be left in the letterbox and the departure inspection will be carried out by the will be carried out by the team in charge of maintenance during the opening hours. during opening hours. Deposits will be destroyed or returned later by post.

D) Modification

By the buyer :

On written request and subject to the manager's agreement. The client may request a modification of his stay at the latest 15 days before the arrival date.

In the absence of modification, the client must carry out his stay in the initial conditions of reservation or cancel it without any refund being requested.

In the event that the modification is accepted by the manager, and in the event of a new stay that is more expensive, the client will be required to pay a supplement equivalent to the difference in price between the old and new stays.

For changes in the dates of stay, the same chalet cannot be guaranteed.

Due to the manager:

In the event that the stay is modified before it begins, the client may :

- o Either cancel the booking. The booking department will then refund the totality of the payments already made.
- o Or accept to take part in the modified stay, and if necessary by bearing the reduction or increase in price that this entails (except in the case of exceptional agreement agreement of the manager).

E) Cancellation

All cancellations must be made in writing (paper letter or e-mail).

On the part of the buyer :

If the client cancels more than 45 days before the date of arrival at the village chalets, the deposit may be refunded, subject to proof deemed acceptable by the manager.

If the client cancels less than 45 days before the date of arrival, a postponement of the stay may be offered to the client during the current year under certain conditions.

If no agreement is possible between the two parties, the village chalets will keep the deposit paid.

By the manager :

In the event of cancellation by the village chalets, in case of force majeure, the stay will be fully refunded.

However, this cancellation cannot give rise to the payment of damages.

Art. 3 - Display :

These rules and regulations are displayed at the entrance to the chalet village and at the reception desk. It is given to each client who requests it.

The prices of the various services are communicated to the customers under the conditions fixed by decree of the Minister in charge of consumption and can be consulted at the reception.

Art. 4 - Installation :

The maximum number of people per rental will not be exceeded. The use of sheets is compulsory in the accommodation, and sets of sheets are available for sale at the reception of the chalet village. The chalets are also non-smoking. If any cleaning costs are required, the cleaning fee will be applied.

Art. 5 - Fees and tourist tax :

Clients must pay the balance of the fees and the tourist tax according to the length of their stay.

Art. 6 - Noise and propaganda :

Guests must avoid all noise and discussions that could disturb their neighbours. Sound equipment must therefore be adjusted accordingly. The use of loudspeakers and musical instruments is strictly forbidden from 10pm to 8am. Doors and trunks must be closed as discreetly as possible.

The manager of the chalet village may, after having given a first warning, ask persons disturbing the peace and quiet of the chalet village to leave the village without any refund of the outstanding balance of the stay. Political and religious propaganda and commercial canvassing are strictly forbidden in the chalet village.

Art. 7 - Animals :

Animals are allowed in the chalet village, for a daily fee, and on the express condition that they are calm, tattooed and vaccinated against rabies, with the exception of 1st category dogs. The vaccination booklet is compulsory and must be presented to the reception staff on arrival. Animals must be kept on a lead at all times and must not be left alone in the chalet village, even if locked up. The owners are civilly responsible for any damage caused by their animals.

Walking is best done outside the chalet village, respecting the different areas. Animal droppings must be removed by the owner. Animals are accepted in the chalets, but care must be taken to clean up after the holidaymakers.

If this is not done properly, the deposit will be cashed.

Art. 8 - Visitors :

During the day, visitors may be admitted to the chalet village provided that they have presented themselves at the reception desk, and under the responsibility of the clients receiving them. Visitors' cars are strictly forbidden inside the chalet village and must remain outside in the car park provided for this purpose.

If these visitors are allowed to enter the site, the client who receives them may be required to pay a supplement, insofar as the visitor has access to the services and facilities of the chalet village. On the other hand, a fee must be paid if the visitor decides to stay overnight.

Art. 9 - Vehicle traffic and parking

Inside the chalet village, vehicle traffic is not permitted outside the car park. Traffic inside the village is allowed at a very low speed, and only on the day of arrival and departure of guests. The speed limit for vehicles is 10km/h.

Vehicles must not obstruct traffic and prevent the arrival of new holidaymakers or security vehicles.

Art. 10 - Behaviour and appearance of the installations :

Everyone is required to refrain from any action that could harm the cleanliness, hygiene and appearance of the chalet village and its facilities.

Household waste, rubbish of any kind and paper must be deposited in the bins. It is advisable to apply the selective sorting set up by the chalet village.

Laundry must be hung on the washing racks only, never from the hedges or terraces of the chalets.

Plantations and floral decorations must be respected. Any damage to the vegetation, fences or installations of the chalet village will be charged to the person responsible.

It is not permitted to mark out the site by personal means, nor to dig up the ground.

Any damage to the vegetation, fences, grounds or facilities of the chalet village will be charged to the person responsible.

The accommodation used during the stay must be maintained in the same condition as the client found it on arrival.

Art. 11 - Safety :

Fire :

Open fires directly on the ground are strictly forbidden. The use of barbecues is tolerated except in case of drought duly noted.

Barbecues can be made available free of charge, subject to availability and on request to the reception staff, in exchange for a deposit. The equipment must be returned clean and in good condition, otherwise the deposit will be cashed. Gas stoves are also allowed, provided they are kept in good working order and are not used in dangerous conditions.

Smoking is not allowed in the chalets or in the common areas of the chalet village, nor are cigarette butts to be thrown on the ground.

In the event of fire, please notify the chalet village manager immediately. Fire extinguishers are also available to guests in case of need. A first aid kit is available at the reception desk.

Security :

The manager has a general obligation to monitor the chalet village. The client is responsible for his own installation and must inform the manager of the presence of any suspicious person.

Users are asked to take the usual precautions to safeguard their equipment. The manager declines all responsibility in the event of theft, fire, bad weather and incidents falling under the civil responsibility of the client, who must be insured.

Games :

Violent, noisy or disturbing games for the peace and quiet of the guests are forbidden, especially near the facilities. Children must always be under the supervision of their parents or guardians.

Swimming pool :

Available to guests from April to the end of October, the swimming pool in the chalet village is open every day, subject to contraindication by the manager.

Access to the heated swimming pool is strictly reserved for chalet village guests with a wristband. No visitors are allowed to enter the pool.

As the swimming pool is not supervised, children are under the full responsibility of their parents. Children under 10 years of age must be accompanied by an adult. The users can in no way hold the manager responsible in the event of an accident or any other damage.

For the sake of hygiene, respect and safety, customers undertake to :

Go through the foot bath and shower before entering the pool.

Wear clothing suitable for swimming, long Bermuda shorts and floating shorts are forbidden.

Respect the opening hours of the pool.

Close the pool gate again after they have left.

Do not smoke, vapourise or eat in the pool area.

Art. 12. - Entertainment and reception room

During their stay, guests have access to the entertainment room, where they can find entertainment (television, books, etc.) and information about the region (brochures, maps, etc.).

Guests agree to respect the material provided, or they will be banned from using it.

Clients can also reserve the room for a special occasion for a day or a weekend. The rental fee is €150, which includes the provision of tables, chairs and crockery.

An inventory of fixtures on arrival and departure will be carried out by the manager or his representative. Any damage or shortcomings noted on the day of departure will be deducted from the security deposit.

This service is intended for groups of a maximum of 30 people and is exclusively reserved for clients with a current rental in the village of chalets.

Art. 13. - Image rights

During their stay, customers may be photographed or filmed within the chalet village for the purpose of promoting the activities of the leisure centre. If guests do not wish their image to be used, they must inform the manager in writing of this refusal.

Art. 14. - Personal data:

In accordance with the law n° 78-17 of 6 January 1978, known as "Informatique et libertés", as amended and the European Regulation 2016/679 of 27 April 2016, known as the General Data Protection Regulation

- RGPD :

When making a reservation, the reception staff collects nominative or personal data, indicated as being mandatory for the execution of the contract (e.g. surname, first name, email address, etc.).

This data is transmitted directly by the client to the manager (or his representative), the legal basis for its processing is therefore the result of his consent.

The purpose of this data processing is to contractualise the commitment between the client and the manager. The data collected is necessary for the purpose of this processing. They are kept for the time necessary to use them to provide the requested service.

The recipients of this data are

- o Only persons authorised to respond to requests,
- o And possibly service providers explicitly committed to respecting the regulations.

Under no circumstances will this data be passed on to third parties.

All necessary precautions are taken by the Communauté de Communes Sud Sarthe to ensure the best possible preservation of the security of the data collected. The Communauté de Communes Sud Sarthe undertakes to report any serious incident affecting the confidentiality of the data held.

In accordance with the provisions of the RGPD, the client has :

- o the right to withdraw their consent at any time.
- o the right to access, rectify or delete their data,
- o a right to limit or oppose the processing of their data,

If the client wishes to exercise one of these rights, he/she is invited to contact in writing, with proof of identity, :

Communauté de Communes Sud Sarthe
5, Rue des écoles
72800 Aubigné-Racan
Contact details of the person responsible for the processing:
President of the Communauté de Communes Sud Sarthe
Sarthe Community of Communes Sud Sarthe
5, Rue des écoles 72800 Aubigné-Racan
02 85 29 12 00

accueil@comcomsudsarthe.fr
Contact details for the Data Protection Officer
protection of data :
ATESART
Agence des Territoires de la Sarthe Département de la Sarthe
Hôtel du Département
38, Avenue François Mitterrand
72072 Le Mans Cedex 9
donneesperso@sarthe.fr

It is also possible, in a situation where the client deems it necessary, to file a report with the CNIL.

Art. 15. – Infraction au Règlement Intérieur :

Les dispositions du présent règlement sont applicables de plein droit.

Le fait de séjourner au village chalets implique l'acceptation des dispositions du présent règlement et l'engagement de s'y conformer.

Dans le cas où un client perturberait le séjour des autres usagers ou ne respecterait pas les dispositions

du présent règlement, le gestionnaire du village chalets pourra oralement ou par écrit s'il le juge nécessaire, mettre en demeure ce dernier de cesser les troubles. En cas d'infraction grave ou répétée au règlement intérieur et après mise en demeure par le gestionnaire du village chalets de s'y conformer, celui-ci pourra résilier le contrat.
En cas d'infraction pénale, le gestionnaire du village chalets pourra faire appel à la force publique.

Contacts

Base de Loisirs de Mansigné
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