



INTERNAL REGULATIONS

Camping de la Plage

Art. 1 - Conditions of admission :

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

tax. Finally, the manager is obliged to ensure that the campsite is kept in good order and that the present regulations are respected.

The fact of staying on the campsite implies the acceptance of the provisions of the present regulations and the commitment to comply with them.

Art. 2 - Administrative formalities :

Any person who has to stay at least one night at the campsite must first present his identity papers, the vehicle registration document and insurance, the vaccination booklet for animals 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 their parents or guardians. 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 client 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 (April to June and September to October): 10:00-12:30 & 15:00-18:00
- o High season (July and August): 9:00-12:30 & 14:00-19:30

Telephone: 02.43.46.14.17

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 on the services of the campsite, information on the possibilities of provisioning, sports facilities, tourist attractions in the area and various addresses that may prove useful.

A register is available to receive 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.

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.

Pitches : Reservations are possible from one night.

Rentals: In high season (July and August), unlike the rest of the year, a minimum stay of 2 consecutive nights is required.

The preferences formulated at the time of the reservations (precise number of pitch, shaded space, close to the toilets...) will be satisfied as far as possible, without engaging the responsibility of the campsite. The manager reserves the right to return the sums paid if 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.

Pitches : A deposit of 30% of the stay will be required from 4 consecutive nights, the balance must be paid at the latest the day before departure.

For stays of less than four nights, a booking confirmation will be sent to the camper without a deposit, but the balance of the stay must be paid on arrival at the campsite.

Rentals: 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.

Common provision for pitches and rentals:

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 pitch or the rental unit becomes available again 24 hours after the planned arrival date.

C) Arrival and departure procedure

The reception is open every day of the season, so the day of arrival at the campsite is free.

Pitches: Arrivals are possible in the morning before and after the season, from 10:00 to 12:30 and on request in the afternoon.

During the summer season, arrivals are possible during the following time slots: in the morning from 9:00 to 12:30 and in the afternoon from 14:00 to 19:30.

The camper must vacate the pitch by 12:00 on the day of departure at the latest, otherwise an additional day's charge will be made.

Rentals: Unless otherwise agreed, the keys for the accommodation are handed over between 16:00 and 18:00, 19:00 during the months of 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 housework has been done carefully. If the client opts for the cleaning service at the end of the stay, he/she must simply put away the clean dishes 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 ensure that they have all the equipment when they enter the property.

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

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

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

For any departure outside of these times, the keys will be left in the letterbox and the check-out visit will be carried out by the maintenance team 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 accommodation or pitch 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 reimburse the totality of the payments already made.

o Either accept to take part in the modified stay, and if necessary by bearing the the reduction or increase in price that this entails (except in the case of exceptional agreement by the the campsite).

E) Cancellation

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

On the part of the buyer :

If the customer cancels more than 45 days before the date of arrival at the campsite, the deposit may be refunded, subject to proof of the cancellation being acceptable to 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 campsite will keep the deposit paid.

On the part of the manager:

In the event of cancellation by the campsite, 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 :

The present internal regulations are displayed at the entrance to the campsite and at the reception desk. It is given to each client 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 of Consumer Affairs

and can be consulted at the reception.

Art. 4 - Installation :

Location:

The caravan, tent or motor home and the related equipment must be installed on the indicated pitch, in accordance with the instructions given by the campsite manager. The pitch includes a maximum of 6 persons, one caravan/camper van, one vehicle and one tent. Double-axle caravans are not permitted.

Cables/extensions for electrical connections are not provided. Campers must therefore provide a connection according to the European standard P 17 for camping sites and camping equipment.

Rented accommodation :

The maximum number of persons per rental will not be exceeded. It is not possible to add a tent on the pitch and only one vehicle is allowed. The use of sheets is compulsory in the accommodation, bed linen sets are available for sale at the campsite reception. The accommodation is 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. Door and boot locks must be as discreet as possible.

The campsite manager may, after having given a first warning, ask persons disturbing the order of the campsite to leave the campsite without any refund of the outstanding balance of the stay. Political and religious propaganda and commercial canvassing are strictly forbidden on the campsite premises.

Art. 7 - Animals:

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

their animals. The walk should preferably take place outside the campsite, while respecting the different areas. The owner must remove all faeces. Although animals are accepted in the accommodation, care must be taken to ensure that the accommodation is cleaned properly when guests leave.

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

Art. 8 - Visitors :

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

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

Art.9. - Traffic and parking of vehicles

Inside the campsite, the speed of vehicles is limited to 10km/h. Traffic is forbidden between 22:00 and 8:00 in the morning. In any case, only vehicles belonging to guests staying on the campsite may circulate on the campsite. Only one vehicle may be parked on a pitch. Vehicles must not hinder traffic or prevent the arrival of new holidaymakers. For the peace and safety of all, the use of vehicles on the campsite must be limited to a strict minimum.

Art. 10 - Behaviour and appearance of the facilities:

Everyone is required to refrain from any action that could harm the cleanliness, hygiene and appearance of the campsite and its facilities, especially the sanitary facilities. The latter must be kept in a constant state of cleanliness by the users. Caravanners" or "camper vans" must empty their waste water into the facilities provided for this purpose.

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

The washing of cars, caravans, tents or awnings is strictly forbidden. On the other hand, washing clothes or dishes must be done in the bins provided for this purpose and under no circumstances at the foot of the drinking water points. A laundry area is available to campers, tokens for the washing machine and tumble dryer are on sale at the reception desk. The water points must remain free for each user. No permanent connections will be tolerated. In addition,

As water is a precious commodity, water fights in the sanitary facilities and on the campsite are strictly forbidden.

Laundry must never be hung from trees, hedges or terraces. Plantations and floral decorations must be respected. Campers are not allowed to put nails in trees, cut branches or plant anything.

It is also forbidden to mark out the pitch by personal means, or to dig up the ground. Any damage to the vegetation, fences, grounds or facilities of the campsite will be charged to the person responsible.

The pitch used during the stay must be maintained in the same condition as the camper 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 accommodation or in the common areas of the campsite, nor are cigarette butts to be thrown on the ground.

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

Safety :

The manager has a general obligation to supervise the campsite. The customer is responsible for his own facilities and must report any suspicious persons to the manager.

The users of the campsite are invited to take the usual precautions to safeguard their equipment. The manager declines all responsibility in case of theft, fire, bad weather and incidents falling under the civil responsibility of the customer, who is responsible for being insured.

Games :

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

Sanitary facilities :

Young children must be accompanied in the sanitary facilities and are not allowed to play there.

Swimming pool:

During the summer period (July-August), the bracelet given to campers on arrival entitles them to free and unlimited access to the Mansigné inter-communal swimming pool. However, all guests must respect the opening hours of the pool. Access to the pool is also allowed on Mondays, but without a lifeguard. Users will not be able to hold the manager responsible in the event of an accident or any other damage. Children are under the full responsibility of their parents.

responsibility of the parents. Children under 10 years of age must be accompanied by an adult. As stipulated in the pool rules, shorts, Bermuda shorts and sarongs are not permitted for swimming. All guests are obliged to respect these rules, which are available at the campsite reception.

Art. 12. - Dead garage

Unoccupied equipment may only be left on the campsite with the agreement of the campsite manager and only on the pitch indicated. A fee will be due according to the tariff in force.

Art. 13. - Image rights

During their stay, customers may be photographed or filmed on the campsite in order to promote the activities of the leisure centre. If customers 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, and 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 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 - Infringement of the Internal Regulations :

The provisions of the present regulations are applicable by right.

The fact of staying on the campsite implies the acceptance of the provisions of these rules and the commitment to comply with them.

In the event that a customer disturbs the stay of other users or does not respect the provisions of these rules, the campsite manager may orally or in writing if he deems it necessary, give notice to the latter to cease the disturbance. In case of serious or repeated infringement of the internal regulations and after formal notice by the campsite manager to comply with them, the latter may

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

Contacts

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