1 – ADMISSION CONDITIONS

Admission to enter, set up and stay on a pitch requires authorisation from the site manager or their representative.

You are obliged at all times to look after and maintain your pitch in good order as set out in our terms & conditions.

On booking your stay at “La Ventouse” campsite, you are deemed to have read, understood and accepted our terms & conditions.

2 – POLICE FORMALITIES

Anyone wishing to stay a minimum of 1 night on the campsite must firstly present their identity papers to the site manager or their representative. You are also required to complete any formalities as mandated by the police.

Unaccompanied minors will not be admitted.

3 - INSTALLATION

Tents or caravans and any additional equipment must be installed in accordance with the directives of the site manager or their representatives.

4 - RECEPTION

Open from 9 a.m. to 12 noon and from 2 p.m. to 7 p.m. out of season.

Open from 8 a.m. to 12.30 p.m. and from 2 p.m. to 8 p.m. every day from 1st July to 31st August.

The Reception team provides all information relating to site services, on-site groceries, sporting pitches, the wealth of local tourist attractions and some local addresses that may be useful.

A complaints book or box is available to site users. Please note that we will be unable to address your complaint unless it is dated and signed. We would also ask you to provide as much detail as possible and to lodge any complaint as soon as possible after the event.

5 - Fees

Fees are payable at Reception, details of which can be found on the notice board at the campsite entrance. They are calculated according to the number of nights spent on the site.

Site guests are asked to let the Reception team know of their intention to check-out on the eve of their intended departure.

Anyone intending to leave the site prior to Reception opening, must settle their bill the night before.

6 – NOISE LEVELS, ANIMALS

a) Noise levels

All site users must avoid noise that could disturb their neighbours. Therefore, all music /TV/games consoles must be kept to a reasonable level and please take care when closing car doors and boots. We would ask you to be silent between 10 p.m. and 7 a.m.

b) Animals

On checking into the site, all vaccination and tattoo/microchip certificates must be presented at Reception for all cats and dogs. Animals must all wear collars at all times.
In accordance with Article 211-1 of the rural code and local bylaws, dogs in the Dangerous Dog category are not permitted on the site. This includes “attack dogs” (pit-bulls) and “guard dogs” (rottweiller) etc.

Dogs and other animals must never be allowed to roam freely nor to be left alone on the site without their owners who remain legally responsible for their behaviour at all times.

7 - VISITORS

Visitors can be admitted to the site with the approval of the site manager or their representative. You will be held responsible for any visitors that you bring on site. You can collect your visitors from Reception to escort them onto the campsite, however, their access to the pool is strictly prohibited.

Visitor vehicles will not be allowed on the site.

8 – DRIVING AND PARKING ON SITE

Within the campsite boundaries, vehicles must not exceed 10km/hour. Vehicles cannot be driven on the site between 11.30 p.m. and 6 a.m.

Only the vehicles of those guests staying on the site are allowed and only 1 vehicle is permitted per pitch. In all cases, guests must not hold up traffic or impede the installation of new arrivals.

9 – CARE AND RESPECT FOR THE PITCHES

It is prohibited to throw used water on the ground or in the gutters. Caravaners are asked to dispose of their used water in the receptacles provided.

Household waste of all types must be placed in bin bags and disposed of in the bins provided. Recycling bins are also available.

Site users should refrain from any action that could damage the site as well being vigilant about hygiene around their pitch particularly in relation to their sanitary equipment.

Washing of clothes is strictly prohibited outside the sinks provided.

Washing can be hung out in the communal drying area. However, washing lines are tolerated within 10m of your pitch providing that they do not disturb your neighbours. At no time can washing be hung from the trees.

Planting and floral beds must be respected. Guests are prohibited from knocking nails into trees, cutting branches or planting their own plants. It is not permitted to close off the pitch boundary with personal equipment nor is it permitted to dig the ground.

All damage to vegetation, fences, ground or campsite equipment will be charged to those responsible.

All pitches must be left in the same condition as found at the beginning of your stay.

10 - SECURITY

a) Fire : Open fires (wood, charcoal, etc.) are strictly forbidden. Stoves must be maintained in a good working order and must not be used under dangerous conditions.

Please advise Management immediately of any fire. Extinguishers are available in case of need. A first-aid kit is available from Reception.

b) Theft : Management accepts responsibility for items deposited with us and we are obliged to keep the site under general surveillance. Guests are responsible for the security of their own pitches and must alert Management immediately if they see anyone acting suspiciously.
Whilst guests can be assured that the site is under surveillance, users are asked to take the usual precautions to save guard their belongings.

11 - GAMES

No violent or disturbing games can be organised close to pitches. Games are strictly forbidden in the sanitary blocks.

Swimming Pool: access to the swimming pool is strictly for the use of those staying on the campsite; there is to be no running around the pool or pushing others into the water. Swimming shorts are not permitted.

Children must remain under parental supervision at all times.

12 – UNOCCUPIED PITCHES

Unoccupied equipment can only be left on the indicated pitch and with Management’s consent. A fee, the amount of which is published at Reception, is payable for unoccupied pitches.

13 – NOTICES

Our terms and conditions can be seen at the entrance to the campsite and in Reception. Copies are available on request.

14 – BREACH OF TERMS & CONDITIONS

In the event of a guest disturbing the stay of other residents or being in breach of our terms & conditions, the site manager or their representative, will verbally (or in writing if deemed necessary) instruct that person to stop.

In the event of a serious or repeated breach of the terms & conditions despite being instructed to conform, the individual’s contract will be terminated.

In the event of criminal breach, management will call for law enforcement.

15 - MANAGEMENT

Management declines all responsibility for possible water and electricity cuts (not attributable to campsite equipment), flooding as a result of storms, lightning damage, storm damage, sap or tree resin on tents and caravans.