Campsite Internal Rules

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GENERAL CONDITIONS - Camping & Gîtes Verdon Les Grands Domaines

These Internal Rules apply to all persons staying on or accessing Camping & Gîtes Verdon Les Grands Domaines, regardless of their status.

1 ARRIVAL: ACCESS CONDITIONS

1.1 Admission conditions

To be admitted to the Campsite and allowed to settle on a pitch or in an accommodation, the Client must first obtain authorization from the Reception Manager or the operator.

Both are responsible for ensuring the proper functioning, order and good conduct of the Campsite, as well as compliance with these Internal Rules.

Staying on the Campsite implies full acceptance of these Internal Rules and a commitment to comply with them.

No one may establish residence on the Campsite.

Any breach of the Rules may result in the expulsion of the offender, with intervention from law enforcement if necessary.

1.2 Police formalities

Any person staying at least one night on the Campsite must present a valid identity document to the Reception Manager and complete the required police registration formalities.

Unaccompanied minors are not permitted on the Campsite.

In accordance with Article R.611-35 of the French Code on the Entry and Residence of Foreigners and the Right of Asylum, the Campsite Manager is required to have every guest of foreign nationality complete and sign an individual police form upon arrival.

This form must include in particular:

- surname and first names,
- date and place of birth,
- nationality,
- usual place of residence,
- vehicle registration number.

Children under 15 years of age may be recorded on the form of one of their parents.

1.3 Insurance

Guests are covered, during their stay, by the operator's civil liability insurance, which applies **only** to bodily injury or material damage for which the Campsite is legally held responsible.

This insurance does **not** cover:

- personal belongings,

- vehicles,
- valuables or equipment belonging to guests,
- damage caused by their animals.

Animals remain under the full responsibility of their owner.

Each guest must ensure that they hold personal civil liability insurance valid for the entire duration of the stay, including—where applicable—coverage for their animal.

The Campsite declines all liability in the event of:

- theft, loss or deterioration of property belonging to guests,
- damage caused by an animal that is uncontrolled, uninsured or undeclared,
- incidents resulting from failure to comply with the Internal Rules or safety instructions.

1.4 Installation

Tents, caravans, motorhomes and all related equipment must be installed on the pitch indicated by the Manager or their representative, and in accordance with their instructions.

Users must respect the overall aesthetic of the Campsite.

Pitches must not be cluttered with any installation or movable property other than the caravan, tent or mobile home intended for accommodation, in accordance with the regulations applicable to campsites.

About the Gîtes

The Gîtes located on the domain are operated by our company, but do not fall within the scope of the Atout France star rating.

They complement the accommodation offer in the same spirit: tranquillity, nature and comfort.

1.5 Vehicle circulation and parking

Inside the Campsite, the maximum speed limit is **10 km/h** to ensure everyone's safety.

Vehicle circulation is prohibited between **11:00 p.m. and 7:00 a.m.**, except in cases of emergency or with express authorization from Management.

The Campsite operates in a **semi-pedestrian** mode:

- Rental accommodations (lodge tents, mobile homes, chalets, Gîtes): Guests may unload their luggage next to their accommodation, then must park their vehicle in the designated parking areas.
- camping pitches: the vehicle must be parked directly on the pitch, limited to one vehicle per pitch.
- Vehicles must be parked only in authorized areas and must not obstruct traffic or encroach on neighbouring pitches.
- In periods of high occupancy or for safety reasons, Management may temporarily adjust internal traffic rules.
- Visitor vehicles are strictly prohibited inside the Campsite and must be parked in external parking areas.

- The area around the mas, the Gîtes, the swimming pool and the restaurant is reserved for pedestrians and closed to vehicle traffic (except for temporary unloading operations authorized by Management).

1.6 Animals

Pets are allowed on the Campsite provided that they were declared at the time of booking and that the following rules are strictly observed.

Documents to be presented upon request (all dogs)

The owner must be able to provide, upon request, the animal's health record confirming its identification (microchip or tattoo) and up-to-date vaccinations.

A maximum of two dogs is allowed per pitch or accommodation

Strictly prohibited dogs (Categories 1 and 2)

Dogs classified as Category 1 (attack dogs) or Category 2 (guard and defence dogs), as defined by French regulations, are strictly prohibited on the premises of Camping Verdon Les Grands Domaines.

This prohibition applies to all dogs falling within either category, whether or not they are registered in the French pedigree register (LOF).

No exceptions will be granted, even if the owner holds all the legally required documents and authorisations.

Any breach of this prohibition may result in refusal of access or immediate termination of the stay, in accordance with the Campsite's General Terms and Conditions of Sale.

General rules applicable to all animals

- Animals must be kept on a lead at all times, including on the pitch.
- They may never be left alone, even inside accommodation.
- Animals are not allowed in the aquatic area, playgrounds or sanitary blocks.
- Owners must immediately clean up their pet’s waste.
- Animals must not disturb or endanger other guests.

In cases of disturbance, dangerous behaviour or failure to comply with the rules, Management may refuse access or require the immediate departure of the animal and its owner, without refund.

1.7 Visitors

Visitors are permitted on the Campsite under the following conditions:

- Visitors must report to Reception upon arrival and remain under the responsibility of the guest who is hosting them.
- A fee of €3 per visitor (adults and children) is payable upon entry.
- A maximum of two visitors per pitch is allowed at the same time.
- Visitors must park their vehicles outside the Campsite.
- Visitors are not allowed access to the aquatic area.
- Access for visitors may be limited or refused by Management in case of high occupancy, non-compliance with the Rules, or for safety reasons.
- Visitors must leave the Campsite before 10:00 p.m.
- The guest who receives visitors remains fully responsible for their behaviour during their time on-site.

2 LIVING ON THE CAMPSITE

2.1 Noise and quiet hours

Guests are required to avoid any noise or conversations that may disturb their neighbours.

To ensure everyone's tranquility, the Campsite observes strict quiet hours from **11:00 p.m. to 7:00 a.m.**

During these hours, silence must be maintained.

Sound devices must be adjusted accordingly, and car doors and boots should be closed as quietly as possible.

2.2 Client behaviour and dress code

Clients must maintain a proper standard of dress at all times; the Campsite does not permit naturism or nudism.

All guests must behave respectfully towards other guests and Campsite staff.

Rules of courtesy, good manners and mutual respect apply throughout the Campsite.

Any insulting, offensive or inappropriate remarks or behavior will result in immediate sanction.

2.3 Display of information

These Internal Rules are displayed at the entrance of the Campsite and at Reception.

A copy is provided to any guest who requests it.

For classified campsites, the classification category, the "tourism" or "leisure" designation, and the number of pitches in each category are displayed.

Prices for the various services are communicated to guests under the conditions set by the regulations issued by the French Ministry in charge of consumer affairs and are available for consultation at Reception.

2.4 Reception and opening/closing of the Campsite

Camping Verdon Les Grands Domaines is a seasonal establishment.

The opening dates and booking periods are communicated each year on the Campsite's official website.

During the opening period:

- The opening hours of Reception are displayed at the entrance and indicated on the website.
- Certain services may operate with specific hours depending on the season (restaurant, grocery shop, entertainment, etc.).
- The aquatic area is open only during its seasonal operating period and when weather conditions allow.

Outside the opening period, the Campsite is **closed to the public**; access is not permitted except for technical interventions or emergencies authorized by Management.

A telephone service is available at the times indicated on the Campsite's website.

2.5 Fees

All fees are payable at Reception. Their amounts are displayed at the Campsite entrance and at Reception.

The tourist tax is charged in addition to the price of the stay. An environmental contribution and a waste management contribution also apply. Their calculation and billing terms are specified in Article 5.6 of the General Terms and Conditions of Sale.

Fees are calculated according to the number of nights spent at the Campsite.

Guests are requested to inform Reception of their departure no later than the day before.

Guests intending to leave before Reception opens must settle their fees the previous day.

2.6 Departure procedures

Guests are asked to inform Reception of their departure as early as possible, and no later than the day before.

Departures taking place before Reception opens must be reported in advance. In such cases, payment for the stay and any additional services must be made in full on the day before departure.

Any extended stay, as well as any additional services (rentals, purchases, equipment, visitors, etc.), must be settled before departure.

2.7 Breach of the Internal Rules

In the event of non-compliance with these Internal Rules, antisocial or disrespectful behaviour, or any disturbance affecting the peace, safety or proper functioning of the establishment, Management may issue a verbal or written warning to the persons concerned.

If such behaviour persists or occurs again despite this warning, Management reserves the right to terminate the stay immediately and require the persons concerned to leave the Campsite.

In cases of serious misconduct, including threats, physical or verbal violence, aggressive behaviour, endangering others, or deliberate damage to facilities, Management may order the immediate expulsion of the persons concerned, without prior warning.

Any termination of the stay on these grounds may result in the forfeiture of amounts paid, without refund, compensation or damages, subject to applicable legal provisions.

Management also reserves the right to refuse any future booking from the persons concerned and to contact law enforcement authorities if necessary.

3 CAMPSITE SPACES AND INSTALLATIONS

3.1 Maintenance and appearance of facilities

All guests must refrain from any action that may harm the cleanliness, hygiene or appearance of the Campsite and its facilities, including the sanitary blocks.

It is forbidden to pour waste water or polluted liquids onto the ground or into drainage channels.

Caravan users must empty their wastewater exclusively in the designated disposal points.

Household waste, rubbish and all types of litter must be disposed of in the appropriate bins, and organic waste placed in the composters provided.

Washing is strictly prohibited outside the designated sinks.

Washing cars inside the Campsite is not allowed.

Fire hydrants and fire hoses must not be used for any purpose other than firefighting.

Laundry may be dried using the communal drying racks.

Discreet drying near shelters is tolerated provided it does not disturb neighbouring pitches.

Plants and flowerbeds must be respected.

Guests may not hammer nails into trees, cut branches, or plant vegetation.

Any construction or alteration is strictly prohibited unless expressly authorized by Management.

Guests may not demarcate their pitch with personal items, nor dig into the soil.

Any damage caused to vegetation, fences, the ground or the Campsite's facilities will be charged to the person responsible.

Pitches must be left in the same clean and orderly condition in which they were found at arrival.

Electrical connections supply 10 or 16 amps, depending on the terminal.

3.2 Awnings, annexes and installations on pitches

To preserve safety, the aesthetic quality of the Campsite and the natural environment:

- Each pitch may accommodate only one awning or extension attached to the main vehicle or main tent.
- Installations such as gazebos, marquees, pergolas, tarpaulins or free-standing structures are prohibited, unless exceptionally authorized by Management.
- Only one small auxiliary tent (child's tent or storage tent), of reasonable size, may be installed, provided it does not obstruct circulation or encroach on neighbouring pitches.
- All installations must be clean, in good condition, securely fixed, and must not present a risk in the event of strong winds.
- No permanent installation or lightweight construction may be built by guests.

Management reserves the right to request the immediate removal of any installation that is non-compliant or presents a safety risk.

3.3 Fencing

It is forbidden to add any additional markers or fencing to the boundaries of the pitches without written authorization from Management.

One side of the pitch, on the caravan side, must remain open in order to allow emergency exit from the pitch.

3.4 Caravans and mobile homes

Caravans and mobile homes must retain their means of mobility at all times, including:

- wheels fitted with pneumatic tires,
- a towing device,
- a compliant braking system,
- and regulatory signaling equipment.

3.5 Play areas and communal facilities

Play areas are available for children under the sole responsibility of their parents.

Children must remain under parental supervision at all times.

Access to the various communal facilities, play areas and the aquatic area is entirely under the responsibility of users.

Unaccompanied minors are not permitted in these facilities.

Visitors are not allowed access to the aquatic area.

No violent or disruptive games may be played near the communal facilities.

The meeting room is not intended for energetic or noisy play activities.

3.6 Aquatic area – Swimming pools

The aquatic area is accessible only during its seasonal opening period and subject to favorable weather conditions.

The area is **not supervised**: each user swims under their own responsibility.

Minors must always be accompanied and supervised by a responsible adult.

Access to the aquatic area is strictly reserved for Campsite guests.

For hygiene reasons, it is mandatory to:

- shower before entering the pool,
- use the footbath,
- wear appropriate swimwear.

The following are prohibited:

- diving, running or dangerous behaviour around the pool,
- eating, smoking or drinking on the poolside areas,
- bringing glass containers,
- bringing animals into the aquatic area.

Management may temporarily close the aquatic area in the event of technical issues, bad weather, pool contamination, or if guest safety cannot be guaranteed.

Any violation of the Internal Rules may result in temporary or permanent exclusion from the aquatic area.

4 SAFETY

4.1 Fires, barbecues and fire safety

To protect everyone's safety and reduce the risk of fire in this sensitive natural environment:

- All open fires are strictly prohibited: campfires, fire pits, charcoal, wood, pellets, kerosene, etc.
- Gas appliances (gas barbecues or "planchas") are allowed only if they are compliant, in good condition, and placed in clear, safe areas.
- Charcoal barbecues, wood-fired appliances, or any device with an open flame are strictly prohibited.
- The use of a barbecue or plancha must remain reasonable, constantly supervised, and is strictly forbidden in strong winds or during official fire-risk alerts.
- Appliances must never be left on without supervision.
- Fire hydrants are strictly reserved for emergency services.
- Smokers must fully extinguish cigarette butts and use the ashtrays provided; throwing cigarette butts on the ground is strictly prohibited.
- Any sign of fire must be reported immediately to Management or emergency services. An evacuation assembly point is indicated on the evacuation plan provided upon arrival.

4.2 Responsibility, theft and personal belongings

Management is not responsible for loss, theft or damage to personal belongings, equipment or valuables belonging to guests, whether on pitches, in accommodations or in communal areas.

Each guest is responsible for monitoring their belongings and must take usual precautions (locking accommodation, securing valuables, etc.).

Management may only be held liable in cases where a proven fault of the Campsite is established, or when items have been formally deposited at Reception and a receipt has been issued.

Guests are responsible for any damage they may cause to the Campsite's facilities, to other guests or to themselves.

Children remain under the full responsibility and supervision of their parents or accompanying adult at all times.

Management declines all responsibility for accidents resulting from improper use of facilities or from non-compliance with these Internal Rules.

4.3 Minors

Unaccompanied minors are not permitted on the Campsite.

Minors remain under the full responsibility and supervision of their parents or the accompanying adult at all times.

They must be supervised when using communal facilities (playground, communal buildings, sanitary blocks, circulation areas).

Access to the aquatic area is subject to the rules set out in Article 3.6 of these Internal Rules:

- minors must be accompanied and supervised by a responsible adult;
- the swimming pools are not supervised by the Campsite.

Management may refuse or interrupt access to certain facilities if a minor's behaviour endangers their own safety or that of other guests.

4.4 Lost and found

Items found on the Campsite are kept for a period of one month.

After this period, they may be donated to a charity or disposed of, depending on their nature.

Valuable items (phones, jewelry, wallets, etc.) are recorded and stored at Reception.

They are returned only after verification of the owner's identity.

The Campsite does not provide transport or postal shipment of lost and found items.

4.5 Campsite manager

The Campsite Manager is responsible for maintaining order and ensuring the proper functioning of the Campsite. The Manager has a duty to take action against serious breaches of the Internal Rules and, where necessary, to expel those responsible.

A complaints register or dedicated complaints box is available to guests.

Complaints will only be considered if they are signed, dated, as precise as possible, and relate to reasonably recent events.

5 SPECIFIC SERVICES

5.1 Storage (“garage mort”)

Long-term storage on the Campsite (parking or wintering of a vehicle, trailer or equipment outside a stay) is permitted only with prior authorization from Management.

- Storage is subject to a fee; applicable rates are published each year on the Campsite’s website and/or displayed at Reception.
- The stored equipment must be identifiable, clean, in good condition and placed only in the area designated by Management.
- Management cannot be held responsible for theft, damage, weather-related incidents or accidents affecting equipment stored in the “garage mort” area.
- Any equipment left without authorization may be removed at the owner’s expense.
- Management reserves the right to refuse storage if the condition or size of the equipment requires it, or if the storage areas are full.

6 FINAL PROVISIONS

6.1 Dispute resolution

In the event of a dispute, and after contacting Campsite Management to seek an amicable solution, the guest may refer the matter free of charge to the Tourism and Travel Mediator, whose contact details are available on the Campsite’s website.

If no amicable agreement is reached, disputes may be brought before the competent courts, in accordance with the French Consumer Code and the Code of Civil Procedure.

6.2 Effective date of the Rules

These Internal Rules shall apply from **2 November 2026**.

They cancel and replace all previous versions.

They may be consulted at any time at Reception and on the official website of Camping Verdon Les Grands Domaines.

Annex – Campsite Conviviality Charter – Specific Conditions

Camping Verdon Les Grands Domaines is a peaceful, family-friendly and preserved environment, where everyone should be able to enjoy a pleasant stay while respecting nature and fellow holidaymakers.

We thank you for contributing to this atmosphere by adopting a few simple principles of conviviality.

Respect for other campers

- Please help preserve the tranquility of the Campsite by avoiding excessive noise, especially in the evening and early morning.
- Thank you for being courteous towards your neighbours and the Campsite team. Kindness is essential to the friendly atmosphere of the site.

Positive communication and guidance for children

- Children are welcome and have several areas available to play.
- To ensure everyone's safety and peace of mind, we invite parents to explain the Campsite rules to their children and to remain vigilant when they use the play areas, sanitary facilities and communal spaces.
- Respect for facilities, other guests and quiet zones is part of the Campsite's core values.

Respect for the natural environment and facilities

- You are staying in a privileged natural setting: thank you for helping preserve it by keeping the site clean and respecting the plants, hedges and trees.
- The pitch provided must be kept clean and tidy.
- Campsite equipment is to be shared in a friendly spirit; please use it correctly and leave it clean after use.

The entire team at Camping Verdon Les Grands Domaines

Thank you for your understanding.
Please feel free to speak to us about any concerns you may encounter.

We will do everything we can to ensure your stay is as enjoyable as possible.