

RULES OF PROCEDURE

In order to make your stay as enjoyable as possible, we will give you personal attention, but expect you to behave responsibly towards the community and the environment.

Admission requirements

To be allowed to settle and stay in the Camping des Grands Cols, you must be authorised by the manager or his representative. The manager is obliged to ensure that the rules of politeness are observed, that the campsite is kept in good order and that the present internal regulations are respected.

Staying on the campsite implies full acceptance of the provisions of these rules and regulations and the commitment to comply with them.

Reception desk

Opening hours: Varies according to the season; Display on the reception door.

At the reception desk you will find information about the services of the campsite and the prices. As well as all the documentation for your stay (Sports and Cultural brochure of the surroundings).

The reception telephone is only available in case of extreme emergency.

Fees

The fees for rental accommodation and pitches per night are payable on arrival at the Camping des Grands Cols.

For long stays (3 nights or more), payment must be made the day before departure, during the opening hours of the reception desk.

For reservations, the fees are due according to the number of nights spent on the site. If for any reason the duration of the stay is shortened, the amount of the stay remains due to the Camping des Grands Cols.

The camping day is counted from noon to noon, so the pitch must be vacated before 12 noon. For departures after 12:00, a supplement per person will be charged (see price list)

Our prices are inclusive of all taxes.

Tourist tax and household waste tax are included in our prices, minors, people with a work contract in the EPCI agglomeration and people in emergency and temporary rehousing are exempt from this tax.

Any guest presenting the ACSI card, on the other hand, will be subject to the tourist tax and household waste tax.

Police formalities

Any person who is to stay at least one night on the campsite must first **present the manager (or his representative) with an official identity document and complete the formalities required** by the Penal Code. This person must indicate the duration of his stay, the number of persons and animals staying on the assigned pitch. Minors who are not accompanied by their parents will only be admitted with the written permission of their parents.

Use of equipment

You have a determined and delimited pitch or rental, so please :

- not to change it without our prior agreement,
- park your vehicle on it and not on an available space that is potentially allocated to a reservation,
- ask your visitors to park outside the campsite,
- It is forbidden to charge your electric vehicle at the charging points.
- The request for a connection must be made at the reception desk. It is strictly forbidden to tamper with the electrical terminals and to modify the safety system of the sockets.
- The connections have sufficient capacity for small appliances. Connection of washing machines, dishwashers and other powerful electrical equipment is strictly prohibited.
- The electrical connection equipment (cables, multiple sockets) must comply with European standards. The connection must have the safety characteristics defined by law (earth connection). Campers who do not comply with these connection rules will be moved to a site without an electrical connection.

The dead garage service is not valid during the High Season. Outside this period, the request must be validated by the manager and a daily fee will be charged (see Tariff)

Respect for the environment and sustainable development

Access to water

All water points and sanitary facilities are connected to the sewerage system, so please :

- use the dedicated space for emptying motorhome cassettes, with the right hoses,
- Do not spray trees, manholes and hedges with your kitchen water,
- Do not put your defective bulky items near the bins, but leave them with us for disposal at the waste disposal centre.
- we use push button faucets, please report any malfunctions to us.
- Please use water sensibly when rinsing your clothes and/or dishes.

Sorting of waste

Three bins; glass; household waste; plastic - cardboard - cans. Only put your waste in these bins containers located at the entrance of the campsite.

Please do not leave **any rubbish** in the toilets and keep the premises clean.

Living well together

- Double-axle caravan not permitted.
- Visitors must park outside the campsite and are strictly forbidden to use the showers. They must leave the campsite before 22:00.
- Pets must be kept on a lead. 1st category dogs are strictly forbidden within the campsite grounds.
- Charcoal barbecues are allowed if they are placed at a distance from vegetation and your neighbours. They should be used with care to avoid the fire getting out of control.
- Inside the campsite, the speed of motor vehicles is **limited to 10 km/h**.

Motor vehicle traffic is prohibited from 22:00 to 7:30. (Except in case of emergency)

Noise and silence: Campers are asked to avoid any noise, noisy activity, singing and talking that could disturb the peace and quiet of their neighbours. The use of sound equipment (radios, televisions, etc.) must not be heard beyond the perimeter of each pitch. Door and boot locks should be as unobtrusive as possible.

There must be complete silence between 10pm and 7.30am. During this time, it is obligatory that everyone respects the right to sleep and the peace and quiet of their neighbours.

Tailoring and appearance of the facilities

Everyone is obliged to refrain from any action that could damage the cleanliness, hygiene and appearance of the campsite.

It is forbidden to throw hygienic, chemical and waste water on the ground or in the gutters. Users must empty their waste water and chemical toilets in the facilities provided for this purpose: "**SERVICE AREA**" **at the entrance to the campsite.**

Washing of dishes and laundry is strictly forbidden outside the designated bins until 10pm. The hanging of laundry must be as discreet as possible.

Washing bicycles is strictly forbidden at the water points in the sanitary facilities. A specific water point for this purpose is located near the bicycle room. Information at the reception desk.

Plantations and floral decorations must be respected. It is forbidden for the camper to put nails in the trees, to cut branches, to make plantations, to dig the ground. Any damage to the vegetation, fences, grounds or facilities of the campsite will be charged to the person responsible.

The pitch or accommodation used during the stay must be cleaned on departure and returned to its original state.

Sanitary facilities

Our cleaners do their utmost to keep the sanitary facilities clean using professional quality products.

For the respect of their work and in order to be a good citizen, we ask you :

- to squeegee after the shower,
- clean the toilet bowl if necessary after flushing,
- to use the urinal properly,
- leave the entire premises in the best possible state of cleanliness, as you found them before your use.

The sanitary block will be closed daily from 12:00 to 14:00 for cleaning and disinfection. No access during this period. There are open toilets in the reception building.

Insurance and liability

During their stay, the tenants benefit from the Civil Liability guarantee of the Camping des Grands Cols for any physical or material damage for which the campsite has been held responsible.

Parking on the pitches is free but not guarded. Only one vehicle is allowed on the pitch.

The number of persons arriving for a stay may not exceed the number of persons mentioned on the booking contract. A child and/or baby is counted as one person participating in the stay.

Camping pitches are limited to 5 persons. Any additional persons will have to take another pitch.

No more than 4 visitors are allowed at a time. All visitors must be declared at the reception desk.

The Management reserves the right to refuse entry to anyone.

All tenants must be of age and responsible. They must be able to prove that they have civil liability insurance.

The campsite manager declines all responsibility for any accidents that may occur to children. Children are always under the exclusive supervision of their parents, who are civilly and criminally responsible, especially when using the games provided.

Children under 8 years of age must be accompanied by their parents in the sanitary facilities.

No violent or disturbing games may be played at the Camping des Grands Col

Security

Fire

Campfires (fireplaces and barbecues) are tolerated on the pitches, as long as they are permanently supervised by an adult and lit at a regulated distance from any foliage and/or trees, tents or vehicles.

Please respect the well being of campers on neighbouring pitches by ensuring that fumes are not directed into the air. steps in their direction.

Barbecues are available in the playground.

(Gas) stoves must be kept in good working order and are subject to the same rules mentioned above.

Failure to comply with these rules will result in a formal ban on the use of barbecues or stoves by the Director or his representative.

In case of fire, notify the owner immediately. Fire extinguishers are located throughout the campsite and a fire extinguisher kit is available.

A first aid kit is available to all at the reception desk.

Flight

The manager has a general duty of supervision but declines all responsibility for breakdowns, accidents, theft, loss or damage of any kind during or following a stay on the campsite. It is the camper who is responsible for his own installation and who must immediately inform the owner of the presence of any suspicious person on the campsite.

Although security is provided, campers are advised to take the usual precautions to safeguard their equipment and facilities against theft and bad weather. It is the responsibility of the campers to take out civil liability insurance as well as insurance for their respective equipment or material (tent, caravan, trailer,).

Video Surveillance

Our campsite is under video surveillance for the safety of people and property.

The images are kept for one month and can be viewed, in the event of an incident, by the authorised personnel of **SARL A Quinta Icnusa** and by the police.

To exercise your rights to data protection, in particular your right of access to the images that concern you, or for any information on this system, you can contact the campsite manager who is authorised to protect data (DPO) by writing to contact@campingdesgrandscols.com or to the following postal address of the campsite

Animals

Pets must be kept on a lead.

The number of pets is limited to a maximum of 2 on the campsite and 1 in the rental accommodation.

Only animals registered on the booking form will be allowed to stay, the management is entitled to refuse an animal not mentioned in the booking. Up-to-date vaccination records must be presented on arrival.

Dogs of the 1st category are strictly forbidden in the campsite.

Infringements of the Internal Regulations

The manager may take all necessary measures to maintain order, peace, cleanliness and good order on the campsite. He has the duty to punish serious breaches of the rules and regulations and if necessary to remove the troublemakers.

In the event that a resident causes damage, disturbs the stay of other users, disturbs the harmony and the smooth running of the community life of the site, does not respect the provisions of these rules, the manager can orally or in writing, if he deems it necessary, give formal notice to the latter to cease the disturbance.

In the event of serious or repeated infringement of the internal regulations and after formal notice by the manager to comply, the manager reserves the right to immediately terminate the contract and to expel the offender from the campsite as an undesirable guest, without prior notice and without compensation. In the event of a criminal offence, the manager may call in the police.

Complaints : Complaints should be made orally or in writing to the management. A special box for receiving complaints is available to users. Complaints will only be taken into consideration if they are nominative, signed, dated, as precise as possible and relate to relatively recent events.

Done in Saint Jean de Maurienne on 01/05/2017, updated May

2022Posting: Barrier and reception desk