

INTERNAL RULES AND REGULATIONS FOR CAMPSITES AND CARAVAN PARKS
MUNICIPAL CAMPSITE “LE RAYONNEMENT” – CITY OF ROCHEFORT



I. General Conditions

In accordance with Article D331-1 of the French Tourism Code, the provisions of these regulations apply automatically to all persons authorized to stay within the Municipal Campsite “Le Rayonnement”.

1. Conditions of Admission and Stay

To enter, set up, or stay at the campsite, guests must obtain authorization from the manager or their representative. The manager is responsible for maintaining good order and proper conduct on the campsite and for ensuring compliance with these internal regulations.

Staying at the campsite implies acceptance of these regulations and an undertaking to comply with them.

No person may establish residence at the campsite.

For safety reasons, due to the fragility of the road surface and the size of the pitches, vehicles over 8 meters long and/or with double axles are not permitted.

As the campsite is intended for tourism purposes, stays exceeding 30 cumulative days per season (from March to November) are not permitted.

Residents of Rochefort are not given priority for campsite stays, except in cases of force majeure.

1.1. Arrival Formalities

Upon arrival, guests wishing to stay at the campsite must report to the reception desk to read these regulations and complete the required formalities.

For campers, caravans, and motorhomes:

On the day of arrival and before registration, guests may inspect the campsite and the pitch proposed by the campsite manager.

Guests staying one or two nights must pay the full amount of their stay upon registration.

Night calculations are from 2:00 p.m. to 12:00 noon, and from 1:00 p.m. to 12:00 noon in July and August.

For guests on standard pitches:

- Arrivals: after 2:00 p.m.
- Departures: before 12:00 noon
- In July and August, arrivals are from 1:00 p.m.

For mobile home guests:

- Arrivals: after 4:00 p.m.
- Departures: before 10:00 a.m.

The departure inventory inspection time is arranged with reception at the start of the stay.

These times may be modified by the campsite management in special circumstances, provided that 72 hours' notice is given.

1.2 Reservations

A pre-booking from one year to the next may be made subject to payment of an administrative fee determined annually in the price list.

These administrative fees are non-refundable except upon presentation of a medical certificate or death certificate for the person concerned or their spouse, and may be deducted from the final invoice.

For reservations made for the current year, and depending on availability, a deposit may be required (non-refundable except in the case of cancellation by email or registered letter at least 30 days before the scheduled arrival date).

- For mobile homes: the deposit is 25% of the total booking amount.
- For standard pitches: the deposit equals one night according to the applicable pitch rate.

No specific pitch number for standard pitches can be guaranteed contractually in advance.

Only preferences may be expressed during pre-bookings and reservations.

The Mayor may authorize reimbursement of deposits or advance payments in cases of force majeure affecting the municipality or where a public authority decision makes use of the campsite impossible. The Mayor may also apply a proportional reduction of municipal fixed rates in cases of force majeure or public authority decisions leading to partial use of campsite services.

2. Police Formalities

Minors not accompanied by parents or legal guardians, and not part of an officially declared group stay, will not be admitted.

In accordance with Article R.814-2 of the French Code on the Entry and Residence of Foreigners and Right of Asylum, foreign guests must complete and sign an individual police registration form upon arrival.

The form must include:

1. Full name
2. Date and place of birth
3. Nationality
4. Permanent address

Children under 15 years old may be included on a parent's or legal guardian's form.

3. Installation

Outdoor accommodation and related equipment must be installed on the designated pitch in accordance with instructions given by management.

Only one main installation is permitted per pitch (motorhome, caravan, van, or tent).

Setting up an additional sleeping tent on stabilized pitches reserved for motorhomes/caravans/vans requires prior authorization from management and will incur additional charges.

All vehicles must be parked on the assigned pitch.

It is strictly forbidden to charge electric vehicles (cars, quads, scooters, etc., excluding bicycles and scooters) using the campsite's electrical facilities.

Electrical hook-ups are intended exclusively for caravans and motorhomes.

Management may exceptionally relocate campers when required by operational needs.

4. Reception Desk

The reception desk is open according to posted seasonal schedules.

Reception provides information about campsite services, sports facilities, tourist and cultural attractions in Rochefort and surrounding areas, local events, and useful addresses.

Guests must inform reception as soon as possible of any changes to their stay (early/late arrival or departure).

If guests wish to extend their stay, they must notify management before 10:00 a.m. and pay for both the completed stay and additional days, subject to availability.

4.1 Fees and Payments

Fees are collected at reception according to the rates approved by the Municipal Council and displayed at the campsite entrance.

Tourist tax is charged in addition to campsite fees according to regulations set by local authorities.

Accepted payment methods:

- Cheques
- Holiday vouchers
- Bank cards
- Cash

Cash payments are limited to €300 per stay.

Mobile Homes

Guests must pay the remaining balance upon arrival.

Billing is calculated by indivisible weeks or by periods of two consecutive nights.

Unused nights remain payable.

Additional expenses incurred during the stay must be paid the day before departure before 5:00 p.m.

Standard Pitches

Guests must pay the remaining balance the day before departure before 5:00 p.m.

Billing is calculated per night.

Failure to pay amounts due may result in expulsion from the campsite.

Management may gather and store the guest's belongings for one month at reception if necessary.

4.2 Complaints, Suggestions, and Disputes

A complaint management system is available to guests.

Disputes concerning these regulations will be handled by the municipal campsite manager and, if necessary, by the Mayor or their representative.

If no amicable agreement is reached within two months following a written complaint sent to:

Monsieur le Maire

119 rue Pierre Loti

17300 ROCHEFORT

Consumers may refer the matter free of charge to:

Société de la Médiation Professionnelle

24 rue Albert de Mun

33000 BORDEAUX

The commercial designation to use is:

Consumer Mediator – Mairie de Rochefort

Mediator details are displayed at reception, on the campsite website, and in mobile home rental contracts.

5. Display of Regulations

These regulations are displayed at the campsite entrance and reception desk and are available upon request.

The campsite classification category and number of tourism/leisure pitches are also displayed.

Service prices are available at reception in accordance with French consumer regulations.

6. Departure Procedures

Guests are requested to notify reception of their departure by noon on the previous day.

Guests leaving before reception opens must pay the day before departure.

7. Noise and Quiet Hours

The peaceful atmosphere of the campsite must be respected, especially between 10:00 p.m. and 7:00 a.m., except during campsite events.

Guests must avoid noise and conversations likely to disturb others.

Audio equipment must be kept at reasonable volume levels.

Vehicle doors and trunks should be closed quietly.

Management ensures guests' peace and quiet. Between 10:00 p.m. and 6:00 a.m., warnings will be issued in the event of proven noise disturbances.

Pets

A maximum of two pets per accommodation or pitch is permitted for a daily fee.

Pets must be declared during booking or upon arrival.

Admission is subject to presentation of up-to-date vaccination records.

Pets must be kept on a leash and may not roam freely.

They are not allowed in communal buildings (common room and sanitary facilities).

Pets must not be left unattended at the campsite without informing reception.

Owners must ensure pets leave no waste behind. Dog waste bag dispensers are available near reception and sanitary block 2.

Pets must be identifiable by tattoo or microchip registered with the French Central Canine Society. Category 1 and 2 dogs are prohibited.

Dangerous or aggressive animals and exotic pets are not accepted.

Owners must comply with veterinary inspections if required.

8. Visitors

Visitors may enter the campsite with prior authorization from management and under the responsibility of the hosting guest.

Visitors must park their vehicles outside the campsite.

9. Vehicle Traffic and Parking

Within the campsite, vehicles must drive at walking speed, below 5 km/h. This also applies to electric bicycles, scooters, and similar mobility devices.

Vehicle access and circulation are prohibited between 10:00 p.m. and 6:00 a.m. Guests entering or leaving during these hours must leave their vehicles outside the campsite.

Vehicles must park according to reception instructions, and engines must be switched off while parked.

Parking must not obstruct roads or prevent new arrivals from installing themselves.

Pedestrians, cyclists, and scooter users must respect ground markings for safety purposes.

Only vehicles belonging to registered campers may circulate within the campsite.

10. Conduct and Respect for Facilities

Guests must not disturb others through their activities, clothing, language, or behavior.

Proper attire is required throughout the campsite, including reception, sanitary facilities, and communal areas.

Smoking and vaping are prohibited in communal areas.

Political or religious meetings, propaganda, and commercial activities are strictly prohibited except for campsite-organized events.

Guests must preserve cleanliness, hygiene, and the appearance of the campsite and sanitary facilities.

Wastewater must not be discharged onto the ground or into gutters.

Household waste and recyclable materials must be sorted and disposed of in designated containers.

Laundry and dishwashing are only permitted in designated sinks.

Personal washing machines may not be connected in communal areas.

Laundry may be dried at communal drying areas, or discreetly near accommodations until 10:00 a.m.

Trees and plants must be respected. It is forbidden to:

- hammer nails into trees,
- cut branches,
- plant vegetation,
- dig the ground,
- or mark pitch boundaries with personal installations.

Any damage caused to vegetation, fences, land, or facilities will be charged to the responsible person.

Guests must leave their pitch in the same condition as upon arrival.

11. Safety

11.1 Fire

Open fires (wood, charcoal, etc.) are strictly prohibited.

Cooking equipment must be maintained in safe working condition.

In case of fire, immediately notify management.

Fire extinguishers are available if needed.

A first-aid kit is available at reception.

11.2 Theft

Management is responsible for items deposited at reception and has a general duty of campsite supervision.

Guests remain responsible for their own installations and belongings and must report suspicious persons.

Guests are advised to take normal precautions to safeguard their property and maintain valid insurance coverage.

It is recommended not to leave valuables unattended.

Management is not liable for theft or damage caused by third parties.

Any damage caused by guests or their visitors will be invoiced by the City.

12. Games

No violent or disruptive games may take place near campsite facilities.

The activity room and communal areas may not be used for active games.

A secure but unsupervised playground is available for young children.

Children must always remain under parental supervision.

Boules games are only permitted in designated areas.

13. Storage of Unoccupied Equipment

Unoccupied equipment may only remain on the campsite with management approval and only in designated areas.

14. Breach of Regulations

If a guest disrupts the stay of others or fails to comply with these regulations, management may issue a verbal or written warning requiring the disturbance to cease.

Any malicious, insulting, aggressive, discriminatory, coercive, or harassing behavior toward guests or staff is strictly prohibited.

In the event of serious or repeated violations, management may terminate the contract.

In cases involving criminal offenses, management may contact law enforcement authorities.