

**RULES AND REGULATIONS OF THE
CAMPSITE
GENERAL TERMS
(Nov 2021)**

Staying on the campsite implies acceptance of the provisions of the general terms and conditions of sale and of these rules and regulations and the commitment to comply with them.

1. Conditions of admittance and stay

At the time of writing this document, the NHS Covid Pass is still in force on the campsite

All precautions must be taken and applied throughout the campsite in order to comply with the government directives concerning the pandemic.

In order to limit the number of people in the office, we ask you to favour exchanges via the Cool'nCamp application, by e-mail or by telephone.

Arrival and departure times will have been validated with you in order to avoid waiting times and gatherings of people. We ask you to respect them as much as possible and to inform us in case of any modification on your part.

Any modification of the contract (dates, number of people, cars) must be notified by email and authorised before your arrival on the site.

In order to be allowed to enter, settle or stay on a campsite, this must be authorized by the manager or his representative. The manager has the obligation to ensure the proper keeping and order of the campsite and the compliance with the application of these rules.

Wearing the Ametza bracelet is mandatory for every camper (adult and child) for the duration of their stay.

No one can take up residence on the campsite.

2. Police Formalities

Anyone who has to stay at least one night in the campground must first present the manager or his representative with identification.

Minors unaccompanied by their parents will not be admitted.

In accordance with Article R. 611-35 of the Code on the Entry and Stay of Foreigners and the Right to Asylum, the manager is required to have the client of foreign nationality complete and sign, upon arrival, an individual police document mentioning:

1° Name and surname;

2° Place and date of birth;

3° Nationality;

4° Address.

Children under the age of 15 may appear on the document of one of their parents.

3. Settlement – Reception

- In order to stagger arrivals, an approximate time of arrival will be confirmed with you by email or via the Cool'n Camp application.

- It will not be allowed to park in the campsite before the scheduled arrival time (2pm for

pitches and 3pm for mobile homes).

The outdoor accommodation and related equipment must be installed on the pitch indicated in accordance with the instructions given by the manager or his representative.

The reception desk is open:

- April-May: from 9am to 12am / 3pm to 6pm.

- June: from 9am to 1am / 2pm to 7pm.

- July-August: from 9am to 1pm / 2pm to 8pm.

- September: from 9am to 1pm / 3pm to 6pm.

- October: from 9am to 12am / 2pm to 5pm.

A system for collecting and processing complaints is available to customers on the Cool'n Camp application.

4. Notice board

These rules and regulations are displayed at the entrance to the campsite and at the reception desk. They can be downloaded from our website www.camping-ametza.com and the Cool'n Camp application.

The fees of the various services are communicated to the customers in the conditions fixed by order of the Minister in charge of the consumption and available for consultation at the reception.

5. Payment

See the general conditions of sale.

Fees for stays booked by contract will be payable according to the terms of the signed contract.

The users of the campsite will be required to pay the balance of their stay the day before departure (bank cards, cash). Tenants of mobile homes and chalets will pay the balance of their stay 1 month before the date of arrival.

6. Terms of departure

Clients are asked to make an appointment by phone or via the Cool'n Camp application in order to stagger the presence of clients at the reception desk: payment of the stay and taxes, deposit, handing over of passes..

Customers intending to leave before the opening hours of the reception desk should settle the payment of their stay the day before.

7. Noise and silence

Campsite users are asked to avoid any noises and discussions liable to disturb their neighbours.

The volume of devices must be adjusted accordingly. Closure of car doors and boot should be as discreet as possible.

Visitors entering the campsite on mopeds and scooters are asked to stop the engine at the campsite entrance between 10 pm and 10 am for the respect of others.

The manager ensures the tranquillity of customers by setting schedules during which silence must be total: between 12a.m. and 6 a.m.

8. Visitors

After having been authorized by the manager

or his representative, visitors may be admitted to the campsite under the responsibility of the campers who receive them.

Campers can receive one or more visitors at the reception. **The visitors' cars are not allowed in the campsite.**

The services and facilities of the campsite are accessible to visitors. However, the use of these facilities is subject to a fee which is posted at the entrance of the campsite and at the reception desk.

9. Animals

Animals are not allowed in the campsite's rental accommodation.

Dogs and cats should never be left free. They must not be left at the campsite, even locked up, in the absence of their masters, who are civilly responsible of them.

Dogs classified in categories 1 and 2 of the law of 6 January 1999 are strictly prohibited (eg: attack dogs, guard or defence: type "Pit Bull", Rottweiler, etc.). All animals must be leashed on the site and cannot be left alone. They must not be noisy, annoying or threatening to neighbours.

Animals must be kept in good health and with all mandatory vaccinations up to date. The presentation of the health record with the identification of the animal by tattoo or other approved means (Order of 30 June 1992) and the valid anti-rabies vaccination (Order of 22 January 1985) are obligatory.

10. Traffic and Parking

Vehicles must be parked in the reserved area. The campsite entrance gates will be closed from midnight to 6am. Vehicles must be parked in the car park at the campsite entrance or outside if the main gate is closed. Inside the campground, vehicles must drive at a speed limited to 10km / h with priority to the down lane.

Traffic is prohibited from 12a.m. to 6a.m.

Only vehicles owned by campers staying at the campsite may be driven in the spot for this purpose and on the pitch rented by the tenant, at the limit of a single vehicle. Any additional vehicle will be charged.

Parking is strictly forbidden on other campers pitch and vehicles must not obstruct traffic or the settling of newcomers.

11. Upkeep and appearance of the facilities

It is important to respect the instructions posted in each area of the campsite.

The sanitary facilities are private; a shower/sink/toilet will be available on each pitch.

The sanitary facilities are reserved exclusively for clients of non-autonomous pitches or installations.

Everyone is required to refrain from any action that could affect the cleanliness, hygiene and appearance of the campsite and its facilities, especially showers and toilets.

It is forbidden to throw sewage on the ground or in the gutters. Washing is prohibited outside the places provided for this purpose. Washing machines and dryers are at your disposal in the laundry (sale of tokens at the reception).

Customers must empty the wastewater in the facilities provided for this purpose.

The management of the campsite is committed to the protection of the environment and provides you with recycling bins at the entrance of the campsite. The campsite management asks you to sort your waste and use the bins provided for this purpose.

Sorted household waste, waste of any kind and papers must be deposited in garbage cans. Customers undertake not to place any bulky waste in the garbage truck area. Reminder: Recycling centre - Chemin Chacamartegia - 64700 HENDAYE.

Hanging out the washing will be tolerated on the pitches on the strict condition that it is discrete and does not disturb the other users; the laundry clothes lines will never have to be tied around the trees.

Plants and flower beds must be respected. It is forbidden to hammer nails in trees, cut branches, or plant.

It is not allowed to delimit the location of a pitch by personal means, or dig the ground.

Any damage to the vegetation, fences, grounds or facilities of the campsite will be the responsibility of the perpetrator.

The pitch used during the stay must be maintained in the state in which the camper found it on his arrival.

12. Security/Insurance

12.1. Fire

Open fires (wood, coal, etc.) are strictly forbidden. Only charcoal barbecues are allowed.

Stoves must be kept in good working order and must not be used in hazardous conditions.

In case of fire, please inform the management immediately. The fire extinguishers provided in the campsite (see map at the reception) can be used.

The fire extinguisher is mandatory in all mobile homes (inspected and serviced).

A first aid kit is available at the reception desk.

In case of emergency evacuation, the assembly point is located on the petanque field (follow the instructions of the management).

12.2. Theft

The management is responsible for the objects deposited at the office and has a general obligation to monitor the campsite.

The camper keeps the responsibility for his own installation and must inform the person in charge of the presence of any suspect person. Although surveillance is provided in the high season every day, to avoid theft

camping users are advised to take the usual precautions (locking of doors and windows, ties, padlocks, anti-theft devices) to keep their equipment safe.

Please do not leave your personal belongings unattended in the campsite.

12.3. Caution- Children

The traffic lanes of the campsite are not a playground. Wearing a helmet is recommended for children on bikes, scooters or other vehicles. Children must be vigilant and careful with vehicles that drive within the grounds of the campsite. At all times children are under the responsibility of their parents.

12.4. Insurance

The client must have a mandatory civil liability insurance that covers the damages that may occur. Management is not responsible in case of theft, fire or other accidents.

13. Games

Access to the playgrounds is described in the Cool'n Camp application and posted on the playgrounds.

Violent or disturbing games are not allowed close to the campsite facilities. The meeting room can only be used for quiet games.

Parents will always have to watch over their children and stay with them in the game area of the campsite.

14. Internet access/Wifi

Camping Ametza offers free Wi-Fi. The connection has a duration of 30 minutes, and after this time it has to be restarted. A maximum of 2 devices are accepted at a time per pitch.

The use of Wi-Fi is limited. The fiber optic cable is installed throughout the campsite, however it is recommended not to make heavy downloads such as videos / music or software.

We are not responsible for network outages or coverage problems due to the operator.

15. Pool regulations

Access to the swimming pool and its modalities are defined to ensure the application of government guidelines. Please follow the schedules and information on the Cool'n Camp application.

The access to the AMETZA campsite swimming pool is exclusively reserved for the campsite's clients and it is monitored every day from 10am to 8pm from July 1st to August 31st. Wearing the Ametza bracelet is required to access the pool.

For reasons of hygiene, babies should wear special nappies in the pool.

16. Storage

The camping equipment can only be left unoccupied on the campground after an agreement with the management and only at the appointed pitch. This service will be

charged to the customer.

17. Infringement to these rules and regulations

For the safety and health of all, it is essential to respect these rules and regulations.

The management of Camping Ametza has done everything possible to ensure that you have a safe and peaceful stay.

In the event that a resident disturbs the stay of other users or does not respect the provisions of these rules, the manager or his representative may orally or in writing, if he deems it necessary, to give notice to the latter to stop the disturbances.

In the event of a serious or repeated infraction of the internal rules and after formal notice by the manager to comply with them, the latter may terminate the contract. In the context of a non-contractual relationship, the manager may have the client leave the premises without any possible refund.

In the event of a criminal offense, the manager may call the police.

18. Image rights

During your stay you may be photographed or filmed on our site. We may use these photos for commercial or advertising purposes unless you inform reception in writing on arrival that you object to this practice.