

INTERNAL REGULATIONS

ENTRY CONDITIONS:

Campers and visitors are not allowed to enter and stay in the campground without the prior authorization of the management team or the reception staff. The management team is responsible for ensuring that the campground adheres to hygiene and security standards, and for implementing these internal regulations.

All campers, their families and their guests intending to stay in the campground must fully accept and comply with these regulations and wear their identification bracelet.

Any breaches of these internal regulations can lead to the expulsion of the perpetrator(s) with the assistance of law enforcement authorities, if necessary, and on presentation of this document.

ADMINISTRATIVE PROCEDURES:

Upon arrival, any camper intending to spend at least one night in the campground must check in at the reception desk and present a valid ID, complete the required administrative procedures and pay the fees in full.

Any minors not accompanied by their parents will not be admitted in the campground.

RECEPTION DESK:

Open from 9 a.m. to 11 a.m., and from 1 p.m. to 4 p.m.

Information related to business hours, services on the campground, sports and recreation facilities, touristic attractions and useful contacts are available at the reception desk.

Campers and visitors can leave comments in a complaints book and a golden book. In order to be taken into account, all complaints must be thoroughly detailed, related to recent events, signed and dated.

FEES:

When booking accommodation in advance, 50% of the full amount of the stay must be paid at the time of reservation. Campers must report to the reception desk on their day of arrival, and present the booking voucher previously sent to them by email or the bank payment receipt. **The remaining 50% must be paid upon arrival in cash or by debit card.**

If campers do not have a reservation, they will be allocated a camping pitch, depending on availability, and the fees will have to be paid in full, and **in cash only** upon arrival.

All fees are clearly displayed at the entrance of the campground and at the reception desk.

Check-in is between 1 p.m. and 4 p.m. Check-out is until 11 a.m.

Note: a 50% charge of the price of an overnight stay will be applied for any check-out after 11 p.m., and a 100% charge will be applied for any check-out after 4 p.m.

MODIFYING OR CANCELLING A RESERVATION:

For any modification or cancellation of a reservation, clients must contact the management team who will examine their request.

If Orityba cancels a reservation for any reason, all paid amounts will be reimbursed to the client.

If a client wishes to cancel a reservation, he or she must inform Orityba in writing more than 24 hours before the expected date of arrival. The client must provide supporting documents when cancelling a reservation. Otherwise, the deposit will not be refunded.

TENTS:

Tents must be set up on the allocated pitches, in accordance with the guidelines provided by the management team or its representatives.

NOISE AND SILENCE:

Campers are required to avoid making noise, noisy activities, singing and loud discussions that could disturb their neighbors' peace and quiet.

It is forbidden to use sound systems (radios, TVs, etc.) on the campground.

The electrical outlets available on the campground should be used to plug in mobile phone chargers only. It is forbidden to use them to plug in refrigerators, freezers or electrical barbecues.

Silence must be total between 11 p.m. and 7 a.m.

During this period, everyone on the campground must respect each other's sleep and the peace and quiet of the place.

RESPECT AND INTEGRITY OF OUR FACILITIES:

Visitors must refrain from any actions that could:

- cause damages to the facilities and services available to the clients, and
- be potentially harmful to the cleanliness, hygiene, and aspect of the campground.

The clients must leave the sanitary facilities, especially the showers, as clean as possible.

Any malfunction must be reported to the reception staff.

Children under 10 years of age must always be placed under the supervision of their parents. The management team disclaims any responsibility or liability in case of an accident.

Household waste should be properly sorted and disposed of in the appropriate containers (glass, paper, metal, plastic). We appreciate your help in keeping the campground clean.

Doing laundry and dishes remain strictly forbidden out of the sinks provided for this purpose.

Campers should hang out their clothes to dry as discreetly as possible (drying rack), so as not to bother their neighbors. It is forbidden to fix clothes lines on the trees.

Plants and flowers must be respected. Therefore, it is strictly forbidden to drive nails in the tree trunks or to cut branches. Any camper or visitor causing damages to the vegetation, the fences, the camping pitches or the facilities will be charged for any repairs required.

Upon departure, the pitch must be left as clean as it was found at the beginning of the stay.

The campground may not be held responsible in the event of damages due to the falling of branches, bad weather or natural disasters.

Dogs and other animals are not allowed on the campground.

VISITORS:

Once visitors have been authorized by the management team or one of its representatives to enter the campground, they can access the property under the responsibility of the campers they are visiting.

Visitors are not allowed to park their cars on the campground.

USE AND PARKING OF VEHICLES:

Campers must drive their vehicles very slowly around the campground.

Only the campers' vehicles are permitted on the campground.

SECURITY:

a) Fire:

Open fires are strictly forbidden (wood, charcoal, etc.). Camping stoves must be kept in proper condition and used safely. **Barbecues and campfires are EXCLUSIVELY authorized in the reserved areas provided for this purpose.**

In the event of fire, clients should immediately notify the management team or the reception staff. Fire extinguishers are available if necessary.

A first-aid kit is available at the reception desk.

b) Smoking:

Smokers are advised to remain vigilant when smoking.

It is strictly forbidden to throw cigarette butts on the ground. Ashtrays are provided at different locations of the campground.

c) Theft:

The management team or one of its representatives cannot be held responsible for the safety of the campers' camping equipment and belongings inside the campground. Campers are responsible for their own belongings and must report the presence of any suspicious individual.

The management team declines all responsibility in case of theft or damages caused to the campers' belongings inside the campground.

NATURAL SWIMMING POND:

Access to the swimming pond is strictly reserved to campers, who must comply with hygiene and safety rules.

Children under 10 years of age must be accompanied and supervised by their parents.

The management team declines all responsibility in case of accident in and around the swimming pond.

It is strictly forbidden to enter the pond with shoes on.

It is strictly forbidden to eat, drink, smoke or use a cool box within the vicinity of the swimming pond. A kiosk offering snacks and refreshments is available near the swimming pond.

All clients must comply with the internal regulations applying to the swimming pond.

The swimming pond is not supervised, and clients must be careful.

GAMES AND CHILDREN:

The management team cannot be held liable in the event of an accident occurring to a child.

Children must be exclusively supervised by their parents at all times, who bear penal and civil liability, especially when the children play in the playground or swim in the pond.

Violent and noisy games are forbidden on the premises, especially near tents.

BREACHES OF INTERNAL REGULATIONS:

The management team will take all necessary measures to maintain order, tranquility, and cleanliness.

It is the management team's duty to sanction any person violating the internal regulations of the campground, and to expel any individual with disruptive behavior, if necessary.

If a client causes damages, disturbs other clients' peace and quiet, and does not respect the internal regulations of the campground, the management team can warn the above-mentioned person, verbally or in writing, to cease disorder.

In the event of any repeated or serious breach (use of illegal drugs for instance) of the regulations, and after having been given notice by the management team to comply with them, the management team reserves the right to immediately terminate the agreement and to expel the offender(s) from the campground without previous notice and compensation.

In the event of criminal offence, the management team will call the police.

POSTING:

Our internal regulations are posted at the reception desk and at different locations on the campground.

Upon arrival, clients are advised to read and sign the internal regulations agreement at the reception desk.

We reserve the right to amend our regulations at any time.