INTERNAL CAMPSITE RULES AND CONDITIONS – Domaine des Grands Pres – Dieulefit

1. Admission conditions:

To be allowed admission, to set up and to stay on the Domaine des Grands Pres site, you must have prior permission from the manager or his representative.

He is under obligation to oversee the condition and good order of the site as well as seeing that the current rules and conditions are being adhered to.

The fact of staying on the site implies acceptance of the current rules and a commitment to adhere to them.

2. Legal formalities:

Anyone staying at least one night on the site must first of all present to the manager or his representative his/her identity papers and fill in the necessary documentation required by the police. Children under the age of 18 years old who are not accompanied will not be allowed on the site unless they have written permission from their parents.

3. Setting up

To save damage to the roadways and the grassed areas only the following light vehicles are permitted on the site: bicycles, motorbikes, cars, small trailers, caravans and motor homes. Trailers or attachments over 2.5 tons are not allowed.

However, access to the Romany caravan area is strictly forbidden to any vehicle. We ask you therefore to park on the designated parking area which is situated at the entrance to the Romany caravan area.

The tent or caravan and all accompanying equipment must be set up on the pitch designated by the management.

Departures must be before midday for the campsite and before 10-00am for tenants (chalets, yurts, Romany caravans, cabins, tepees...)

Any overstay without prior agreement of the management will be charged as an extra night’s stay.
4. Reception

The site is open from 7:30 am to 10:00 pm. The Reception is open from 8:00 am to 12:30 pm and from 1:30 pm to 7:00 pm during high season (July and August). During other periods from 8:30 am to 11:00 am and from 2:00 pm to 6:00 pm.

You will find in Reception all the information concerning the services and facilities on the campsite, information on possibilities for eating out, sports facilities, local tourist places of interest, cultural information and various addresses which may be useful.

Mail is available for collection from Reception after 11:00 am

5. Rental charges:

Rental charges are to be paid in Reception. A price list is displayed at the entrance to the site as well as in Reception. They are based on the number of nights spent on the site and conform to the booking contract. Clients are requested to inform Reception of their impending departure the day before they intend to leave.

Accepted forms of payment: cash, cheques, credit card, advance internet payment, holiday cheques, gift cheques and bank transfers.

Clients of the site who intend to leave before the Reception is open must settle their bill the day before and hand back their site entry badge.

All clients from the rental properties must pay the balance of their rental on arrival.

6. Departure formalities for property tenants:

The day of your departure, your rental property (Romany caravan, yurt, chalet, cabin or other dwelling) must be vacated by 10:00 am.

Except if you have taken the final cleaning option, the property must be left in a clean state. Whichever option you have chosen, we ask you to carry out the following tasks:

- Empty the fridge and defrost it the day before your departure
- Clean the kitchen equipment (cooking hob, oven, fridge, etc.)
- Tidy away the clean crockery in the cupboards
- Throw your bin bags and waste into the containers sited at the entrance to the site following the selective recycling rules.
- Remove the dirty sheets (without removing the protective covers (unless they are dirty) which are on the mattress and the pillows) and place them at the entrance to your property or in Reception.
- Switch off all lights, heating or ventilation
- Return the keys to Reception. Any keys not returned will be charged to the client.

7. Noise and silence:

All site users are formally requested to avoid making any noise or conversation which might disturb their neighbours. All sound equipment must be regulated as a consequence. The closing of car doors and boots should also be kept as discreet a possible. Total silence is requested between 10-00pm and 7-30am.

8. Dangerous dogs:

Category 1 and 2 dogs (fighting dogs: Pit-bull, Boer-bull, Staffordshire bull terrier; guard dogs and defence dogs) are strictly forbidden on the Domaine site.

9. Other pets/animals:

Only dogs are allowed on the site. They must always be kept on a lead. They must never be left alone on the site even if locked up in the absence of their owners who are legally responsible for them.

For the consideration of other holidaymakers, it is imperative that all dog excrement is cleared up. Dogs should not be allowed to jump up onto the beds or settee in the rental property and they are not allowed to be taken to the swimming pool.

10. Visitors:

Having gained permission from the management visitors may be admitted to the site under the responsibility of the campers who are receiving them. Visitors are asked to pay a fee according to the facilities and services they use whilst on site. This fee is detailed on a notice at the entry to the site and in Reception.

Visitors are not allowed access to the swimming pool.
Visitors’ cars are not permitted on the site. There is a public parking area just by the entrance to the site.

11. Driving and parking on the site:

You are reminded that the Romany caravan area is uniquely for pedestrian use even including unloading of luggage. There is a designated parking space at the entrance to the area. A small trailer is available for you to use to transport your luggage.

Inside the confines of the site, vehicles are limited to a speed of 10km/hour. All drivers must be vigilant at all times notably where children are concerned.

Traffic is forbidden between 10-00pm and 7-30am.

Only vehicles belonging to people staying on the site are allowed. Parking should in no way hinder traffic movement, nor prevent newcomers from setting up.

Whist driving around please pay careful attention to the electricity posts which are sited on the pitches. Any damage caused will be charged for.

12. Care and maintenance of the properties and pitches

Everyone is asked to take care not to do anything which might harm the cleanliness, hygiene or appearance of the site. It is forbidden to smoke within the rental properties. Similarly, we ask you not to throw your cigarette ends on the floor. The do not bio-degrade easily and spoil the look of the site.

It is forbidden to throw any polluted water onto the ground or into the gutters.

Those in caravans and motor homes must compulsorily empty their waste water in the facility provided (the chute is situated in the central building).

Household waste, waste of all kinds, papers must be placed in the bins and containers specifically set up for them.

We have a selective waste collection policy, please be sure to follow the rules.

Everyone is asked to refrain from any action which might prove harmful to the cleanliness, hygiene and appearance of the site and its facilities especially the sanitary ones.
Washing is strictly forbidden outside of the clothes washing tubs provided for this use. Washing machines and a dryer are available for you to use in the main wash block and require a token which can be purchased at Reception.

Should you need to hang out washing it must be done in the designated drying area. However, it is also allowed next to your property if done discretely and does not hinder your neighbours.

Washing must at no time be hung from the trees.

The plants and floral decorations must be treated with respect at all times. It is forbidden to knock nails into the trees, cut branches or plant anything.

It is not allowed either to mark out your pitch by personal means or to dig into the ground.

Any damage caused to the vegetation, the fences, the site or site facilities will be charged to the perpetrator.

The pitch used during your stay should be kept in the same state as you found it on your arrival.

Washing of vehicles is strictly forbidden.

**13. Security:**

**A. Fire**

Fires (wood, charcoal, etc..) are strictly forbidden

Camping stoves must be kept in good working order and not be used in a dangerous fashion.

Barbecues are only allowed in the areas designated. Shared use barbecues must be left clean and with the grill cleaned up after use. THE SECURITY RULES CONCERNING BARBECUE USE MUST BE ADHERED TO AND ARE DISPLAYED IN THE BARBECUE AREAS.

For properties which have a wood granule burning stove, you are asked to follow the instructions given by the management.

In case of fire, immediately inform the staff. Fire extinguishers may be used if needed. A First-aid pack may be found in Reception.
If it is necessary to evacuate the site, please follow the evacuation plan posted in Reception and in all wash blocks on the campsite as well as on the wooden notice boards in the Romany caravan area.

B. Theft

The management is responsible for items left at the office and has a general obligation to keep a watch over the site. Campers are responsible for their own property and should report to the staff the presence of any suspicious individual.

Although general security is assured, clients on the Domaine are advised to take all usual precautions to safeguard their property.

The Romany caravan area is exclusively reserved for people who have a key for the entrance which they must return on departure. To ensure your peace of mind, we ask you to systematically close the entrance after entering or leaving.

We also ask you to systematically close the pedestrian access gate to the village to safeguard the safety of young children due to its proximity to the river.

14. Games:

No violent games or games which might inconvenience others are to be organised near to the properties and pitches. Entrance areas to properties and pitches are not to be used for lively games. Play areas are not supervised and children playing there are the responsibility of their parent or accompanying adult.

15. Swimming pools:

There areas are reserved exclusively for the use of residents of the Domaine.

For chemical treatment and in respect of the calm and quiet of the site, entry to the pools is not allowed from 6-45pm until 10-30am.

The Romany caravan well-being area is reserved for adult use only. Entry is by prior booking and involves a cost. It is open for use between 2-00pm and 6-30pm. Bookings are made in Reception during office opening hours.

To guarantee the hygiene, comfort and safety of all, please follow these rules:

- Bathing in the pools and the spa is unsupervised. You are therefore responsible for your own safety.
- The access gate must be systematically closed after use.
- The pool and the spa are forbidden for children under 10 years old who are not accompanied by an adult.
- Passing through the footbath and the shower is compulsory before entering the pools.
- Shoes must be left at the entrance to the pool.
- Inflatable toys such as floating mattresses are not permitted.
- So as not to harm the working of the filters it is forbidden to throw pebbles or other small objects into the pools.
- Glasses and bottles are not permitted on the pool terraces. Only drinks in cans and plastic bottles are allowed.
- Eating and smoking are not allowed at the pool.
- Papers and other waste materials must be placed in the bins provided.
- No pets are allowed in this area.
- Swimming shorts are allowed. For hygiene reasons it is forbidden to swim wearing other clothes: tee-shirts, shorts...

16 Sauna – Spa well-being area of the Romany caravans. A designated area reserved for the tenants of the Romany caravans:

This facility is open to all staying in the Romany caravan area when booked in advance at Reception. A charge will be made for its use (cost shown on the price list sheet in Reception). It is reserved for adults. The sauna is designed for 2 people. If you wish to be advised on its use, we ask you to approach a member of the management team.

PLEASE NOTE – The Regional Health Agency advises that the SPA is not suitable for pregnant women or for children under 6 years of age. Under no circumstances are babies allowed access.

The session last about 15 to 20 minutes. The premises should be kept in a clean and totally hygienic state. There is a shower for your use in the building.

Before booking we ask you to check that you do not suffer from a medical condition which should preclude you from using this facility. The management can accept no responsibility in case of accident. The Spas are treated with chlorine.

Use of the individual spas in certain properties (Well-being Chalets and Cottage Chalets) must be used following the recommendations displayed in the rental properties.
17. Display of Rules/Conditions:

The current internal rules and conditions are available in The Domaine Reception. It is also present in our small folders in all of our rental properties.

18. Non-adherence to the internal rules and conditions:

In case of a resident disturbing the stay of other residents or not adhering to the current internal rules and conditions of the site, the manager can orally or in writing, if he deems it necessary, give formal notice to the former to cease the infringements.

In the case of a serious or repeated infringement and after a formal warning from the manager, the former will have his/her stay terminated without compensation or reimbursement of the contract. The management may also call upon the forces of law and order if necessary.

Environment: What we are doing and our recommendations:

The Domaine des Grands Pres is a place of tourist accommodation which has been created in harmony with its natural surroundings and whose running is intrinsically linked with steps to preserve and protect the environment.

The Chalets, Romany caravans and other forms of accommodation are built of solid wood or ecological, renewable materials which are safe for their inhabitants. They are perfectly insulated to reduce as much as possible the use of energy whilst ensuring maximum comfort in each of them.

The limited number of dwellings allows us to keep it to a size where the place of man and nature remain predominant.

It is because we would like to preserve this exceptional, unspoilt area that we are trying to keep a watch over things on a day to day basis throughout the year as the seasons pass:

- Running things in an environmentally friendly way (selective sorting of waste – saving water : pressure reducers, mixer taps..)
- Use of low energy light bulbs wherever possible
- Use in certain chalets of wood granule burning stoves and systematic double gazing and insulation of the accommodation.
- Use of biological insecticides and ecological cleaning products made in the Drome region.
- Restricting the watering of green areas with mulching and composting of vegetable waste.
- Solar panels on the wash block
- Solar markers on the Romany caravan area.
- Sales outlet for local, organically grown produce: jams, syrups, wines...
- We strongly favour the use of local businesses: we work with the craftsmen in the village: plumber, electrician, builder...Our laundry is carried out by a workshop in Dieulefit with social links and part of the maintenance of our green areas as well.

**What can you do to take part in what we are trying to do?**

- Limit the trips you make in your car inside the confines of the site and in Dieulefit (all services and facilities are accessible either on foot or by bike).
- Take part in the selective sorting by using the containers situated at the entrance to the campsite outside the Reception building. There is a box for used batteries in Reception.
- Don't throw away papers and other litter. Smokers pick up your cigarette stubs.
- Make good use of the tourist information booklet available to you but only take what you need.
- Avoid leaving water running needlessly and limit the time you spend in the shower. Don't let the children play with the taps.
- Save water in the pool by following the hygiene and safety rules.
- Switch out lights and turn down the heating systems when you go out to save energy.
- Don't forget pullovers and fleeces at colder times in the year, thus avoiding overheating your property.
- Enjoy the pleasures of swimming in the summer and adapt your activities to the seasons (going for a walk in autumn is more suitable than going for a swim). Let's live following the rhythm of the seasons and not demand summer produce or activities in the middle of winter and vice versa.
- Make the most of seasonal and local produce, which the local producers will help you to discover.