

LE PAYS BASQUE À VOS PIEDS !

INTERNAL RULES

The Management asks you to read and respect its Internal Rules and Code of Conduct as everyone's well-being depends on each person's behaviour. We want our establishment to be a place of relaxation. Thank you for your understanding in creating harmony.

1 - ACCESS TO THE CAMPING GROUNDS: To be allowed entry to set up at a camping site, you must be authorised by the Reception Manager. He is entitled to refuse entry, or permission to stay, to any person whose behaviour could disturb the peace or safety of the camping site. Minors unaccompanied by parents will not be accepted. No in loco parentis responsibility will be accepted.

2 - RECEPTION OFFICE: Reception is open from 8:30am to 12:45 midday and 2:15pm to 8pm during the season and 9am to 12:15pm and 2:15pm to 7pm during low season. Respecting these opening hours will help Reception operate smoothly and offer a better service to our clientele.

3 - CHARGES: Charges can be paid during office opening hours only and in accordance with the rental conditions. As length of stay is assessed by the local authority on a noon-to-noon basis, we ask departing campers to vacate their campsite by 12 noon. Otherwise an additional night will be charged. Please advise Reception the day before you leave that you will be leaving the following day. You may also use that opportunity to enquire about the possibility of prolonging your stay. Rentals must be vacated by 10am.

4 - CONDUCT: Campers are required to behave courteously, and use the camping facilities that have been made available to them carefully and correctly. Users must prevent any noise that may disturb their neighbours, including during the day. (By all means listen to your radio but do not force your neighbour to do so.) Act courteously and quietly. Total silence must be observed between 11pm and 7:30am

The installation of beer tape on pitches or rentals is not tolerated.

5 - CAMPING BRACELET: Camping bracelets must be worn and on your wrist all the time to guarantee you the exclusivity of our services and activities.

6 - TRAFFIC: A magnetic card gives you and your vehicle access to the camping site between 7:30am and 11:30pm. Outside these hours, vehicles must be left in the parking lot. Under no circumstances, except in an emergency, will the barrier be opened outside these hours. This card is strictly personal and must not be used to allow access to any other vehicle. The vehicles of campsite users must be parked on their own site and not on a neighbouring site even if the neighbouring site seems unoccupied: a reservation may arrive at any moment. The speed limit is 10 km/hr.

7 - WASHROOM BLOCKS: Washroom facilities must be kept constantly clean by users. Please report to us any uncleanliness or abnormality. **Young children must be accompanied to toilets by their parents. Washroom pavements are not cycle tracks: we ask parents and users to respect this. We count on your understanding to avoid any noise around or in the washroom blocks. Dishes may not be washed after 10:30pm. Please do not sing or whistle in the showers.**

8- GREEN SPACES - SITES - RENTALS: You must respect and protect the trees and plants. Do not empty wastewater near them, drive nails into trunks or attach washing lines to trees. Keep the camp clean and do not throw litter. Campsites must not be allowed to appear unkempt at any time. Please leave your campsite in the state in which you found it. Remove all paper, trash, litter and cigarette ends. Rental property must be treated with respect and returned in the state in which you received it.

9 - CHILDREN – PLAY FACILITIES: Parents are exclusively responsible for their children and are legally liable when using the play facilities made available to them. **As water is precious and scarce, the use of water pistols and other water games is prohibited within the bounds of the campground.**

10 - AQUATIC CENTER: The covered part will be exclusively dedicated to a space balneotherapy reserved for the adults resting and relaxation when the outside swimming pool is opened. Minors do not have access to balneo workshops. Please obey, and make sure others obey, the lifeguard who is there to ensure your safety and relaxation, in July and August. **SWIMSUITS MUST BE WORN (boxer or bermuda type shorts are prohibited).** For safety reasons, running and use of balloons, inflatables and umbrellas are prohibited within the bounds of the swimming pool. Similarly, you may not eat, drink or smoke in the area. Children must remain supervised by their parents at all times.

Use of the swimming pool outside opening hours is strictly prohibited and non-observance of this rule will result in the immediate expulsion of the family or group involved.

11 - RIGHT TO THE IMAGE: During your stay, you can be filmed or photographed and be on one of our future publicity. In case of refusal from you, please notify it to us with a registered letter including a copy of your identity card and although a copy of other persons concerned by this.

12 - ANIMALS: Animals must be kept on a leash when inside the camping grounds. Under no circumstances may they be attached to trees or plants and above all not left alone in the absence of their owners. A vaccination health card must be produced upon arrival. Class 1 and class 2 animals are not accepted. **We insist that animal owners take them outside the perimeter of the campground (including the parking area and any other area available for camping!) for their daily hygiene requirements and in respect for their neighbours.** Animals are not allowed within the bounds of the swimming pool and washrooms: a dog shower is set aside for them in washroom blocks B and C. **Dogs must not be washed inside rental mobile homes or chalets.**

13 - VISITORS: Visitors are permitted subject to the Internal Rules. Visitors are permitted between 8:30am and 10:30pm. They must first check in at Reception and state the name of the client or staff member they are visiting. They must obey all instructions given them. The client or staff member who receives a guest must ensure that the guest has checked in properly at Reception. Visitors must leave their vehicle in the parking lot and make the rest of their way on foot. Management reserves the right to prohibit any visitor from entering.

14 - SAFETY: Open wood fires are prohibited. Wood, charcoal and electric (maximum 1500 W) barbecues are tolerated by Management but remain the sole responsibility of their users. In case of fire, or any damage, you must immediately alert Reception. You are advised to take measures to prevent theft. Safes are available for campers to rent, to store money or valuables. Management is responsible only for items entrusted to it for safe-keeping. Management rejects all liability for the theft, loss or degradation by a third party, of items non-left at Reception.

For safety reasons, it is forbidden to connect electric or hybrid cars to your pitch or rental.

15 - LITIGE: To resolve any dispute, please first contact customer service at the office. If your concern is not resolved, you have the option to request mediation via Medics consumer services, provided that you do so within one year of the date you submitted a written copy of your complaint to us, with return receipt and signature confirmation. BAYONNE MEDIATION – 32 rue du Hameau – 64200 BIARRITZ – www.bayonne-mediation.com

We wish to express our wish that, in everyone's interests, each person will respect the minimum requirements of community life for a harmonious holiday. Have a very pleasant stay!

CAMPING UR-ONEA ***

Rue de la chapelle - 64210 Bidart

Tél. 05 59 26 53 61

contact@uronea.com - www.uronea.com

