Rioclar
CAMPING ★★★★
RESTAURANT

CAMPSITE RULES AND REGULATIONS

1. Conditions of Admission and Stay

Admission to, installation on, or staying at the campsite is subject to prior authorisation from the campsite manager or their representative. The manager is responsible for maintaining good order on the campsite and ensuring compliance with these rules and regulations.

Staying at the campsite implies acceptance of these rules and a commitment to comply with them. No person may establish their permanent residence on the campsite.

2. Registration Requirements

Minors who are not accompanied by their parents will only be admitted with written parental authorisation.

In accordance with Article R. 814-1 of the French Code on the Entry and Residence of Foreign Nationals and the Right of Asylum, the campsite manager is required to have foreign nationals complete and sign an individual registration form upon arrival.

The form must include the following information:

1. Surname and first name(s);
2. Date and place of birth;
3. Nationality;
4. Permanent home address;
5. Mobile telephone number and email address;
6. Date of arrival and expected date of departure.

Details of children under the age of 15 may be included on the registration form of an accompanying adult.

3. Pitch Allocation

Camping accommodation and associated equipment must be installed on the pitch allocated, in accordance with the instructions given by the campsite manager or their representative.

4. Reception

Information about campsite services, sports facilities, local tourist attractions and useful addresses is available at reception.

A system for submitting and handling complaints is available to guests.

5. Display of Information

These rules and regulations are displayed at the entrance to the campsite and are provided to any guest upon request. For officially classified campsites, the classification category, including the designation "tourism" or "leisure", and the number of pitches in each category are displayed.

Prices for the various services are communicated to guests in accordance with the regulations issued by the French Minister responsible for consumer affairs and are available for consultation at reception.

6. Departure Arrangements

Guests are asked to inform reception of their departure no later than the day before leaving.

Guests intending to leave before reception opens must settle their outstanding balance the previous day.

7. Noise and Quiet Hours

The campsite manager is responsible for ensuring guests' peace and quiet by establishing designated quiet hours.

From 10:30 p.m., complete quiet must be observed throughout the entire campsite.

Guests are asked to avoid any noise or conversations likely to disturb their neighbours. The volume of audio devices must be adjusted accordingly. Car doors and boots must be closed as quietly as possible.

After 10:30 p.m., the following are strictly prohibited: noisy gatherings, shouting, singing, music, portable speakers, noisy games, group movements causing disturbances, and any behaviour likely to disrupt the rest and peace of other guests.

Gathering in sanitary blocks, play areas, sports facilities, internal roads or any other communal areas during the evening or at night is prohibited whenever such gatherings are likely to cause a disturbance.

The young age of those involved does not justify nighttime disturbances or behaviour that disrupts other guests' peace and quiet.

Parents or legal guardians remain responsible for supervising and ensuring the appropriate behaviour of children and minors under their responsibility throughout their stay.

Excessive alcohol consumption resulting in disturbances, dangerous behaviour, damage, aggression or disruption to the order and tranquillity of the campsite is prohibited.

Deliberate damage to campsite equipment and/or facilities, as well as aggressive, threatening, insulting, disrespectful or dangerous behaviour towards guests, staff, service providers or any other person on the campsite, will not be tolerated and constitutes a serious breach of these rules.

Any failure to comply with these provisions may result in a formal warning requiring the immediate cessation of the disturbance.

In the event of a confirmed breach or behaviour endangering people or property, campsite management may take the measures provided for in Article 13 of these rules, which may include termination of the booking agreement, under the conditions set out in Article 6 of the General Terms and Conditions of Sale.

8. Visitors

Visitors may be admitted to the campsite with prior authorisation from the campsite manager or their representative, under the responsibility of the guests receiving them.

Visitors may use the campsite's services and facilities, with the exception of the swimming pool complex.

Visitors' vehicles are not permitted inside the campsite and must be parked in the external car park.

All visitors must leave the campsite by 10:00 p.m.

A visitor fee may apply in accordance with the rates displayed at reception.

9. Vehicle Traffic and Parking

Vehicles must be driven at a reduced speed within the campsite.

Vehicle access and circulation are permitted between 7:30 a.m. and 10:00 p.m.

Only vehicles belonging to guests staying on the campsite are authorised to circulate within its grounds.

Parking must not obstruct traffic or prevent newly arriving guests from setting up on their allocated pitches.

10. Cleanliness and Maintenance of Facilities

All guests must refrain from any action that could adversely affect the cleanliness, hygiene or appearance of the campsite and its facilities, particularly the sanitary facilities.

Any deliberate damage, misuse or deterioration of sanitary facilities, equipment, sports facilities, furniture, plants or communal areas may be charged to the person responsible or, in the case of a minor, to their legal guardian, upon presentation of supporting documentation.

Where applicable, the corresponding costs may be deducted from the security deposit provided for in the General Terms and Conditions of Sale, without prejudice to any other measures provided for under these rules.

Discharging wastewater onto the ground or into drainage channels is prohibited. Guests must dispose of wastewater using the designated facilities.

Household rubbish, waste of any kind and paper must be placed in the appropriate bins.

Recycling containers for glass, cardboard, plastic and general household waste are located outside the campsite entrance, next to the grocery shop and on the opposite side of the road.

Our campsite is a natural environment. Please help us preserve and respect it. Thank you.

Washing is strictly prohibited outside the facilities provided for this purpose.

Plants and floral decorations must be respected. Hammering nails into trees, cutting branches or planting vegetation is prohibited.

Guests are not permitted to mark out their pitch using personal fencing or other materials, or to dig into the ground.

The cost of repairing any damage caused to vegetation, fences, grounds or campsite facilities shall be borne by the person responsible.

At the end of their stay, guests must leave their pitch in the same condition as they found it upon arrival.

11. Safety

Charging electric vehicles on the campsite is strictly prohibited.

Electrical sockets on camping pitches and in rental accommodation are not designed to supply the power required for charging electric vehicles. Using them for this purpose creates a serious fire risk.

Guests with electric vehicles are asked to use the nearest charging stations, located in Barcelonnette, Rioclar Haut or Le Lauzet.

a) Fire Safety

Open fires (wood, charcoal, etc.) are strictly prohibited. Only gas or electric barbecues are permitted.

Candles are also prohibited.

Camping stoves must be kept in good working order and must not be used in unsafe conditions.

In the event of a fire, campsite management must be notified immediately.

Fire extinguishers are available for use when necessary.

A first-aid kit is available at reception.

b) Theft

Campsite management is responsible for items deposited at reception and has a general duty to supervise the campsite.

Guests remain solely responsible for their personal belongings.

Any suspicious individuals should be reported to campsite management.

Guests are advised to take the usual precautions to protect their belongings and equipment.

Campsite management accepts no liability in the event of theft.

12. Games and Activities

Violent or disruptive games are not permitted near campsite facilities.

Children must remain under parental supervision at all times.

Games, sporting activities and gatherings must take place in designated areas and during authorised hours, with due consideration for the peace, quiet and safety of other guests.

In particular, **the use of sports facilities, playgrounds and communal areas in a noisy manner, or in any way likely to disturb other guests, is prohibited after 9:30 p.m.**

13. Breaches of Campsite Rules

If a guest disrupts the stay of other guests or fails to comply with these rules and regulations, the campsite manager or their representative may, where deemed necessary, issue a verbal or written formal warning requiring the disturbance to cease.

Formal warnings should preferably be issued in writing, either by hand delivery against signature, by email or by text message.

Parents or legal guardians may be directly warned or formally required to take action when a breach is committed by a minor under their responsibility.

Breaches that may justify intervention by campsite management include, but are not limited to:

- Nighttime noise disturbances;
- Gatherings disrupting the peace and quiet of the campsite;
- Repeated failure to follow instructions given by campsite staff or night security personnel;
- Aggressive or threatening behaviour;
- Damage to property or facilities;
- Dangerous behaviour;
- Disturbances linked to excessive alcohol consumption.

In the event of a serious or repeated breach of these rules, and following a formal warning from the campsite manager requiring compliance, the manager may terminate the booking agreement.

In the event of a criminal offence, the campsite manager may contact the police or other law enforcement authorities.

Termination of a stay resulting from a serious or repeated breach attributable to a guest or to persons under their responsibility may require **all guests registered under the same booking to leave the campsite**, in accordance with the financial conditions set out in Article 6 of the General Terms and Conditions of Sale.

14. Pets

Dogs and other animals must never be allowed to roam freely.

Pets must not be left alone or confined without their owners being present. Owners remain legally responsible for their animals.