



Rules and regulations

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1. OPENING

OSTREA campsite is open from 30 March to 13 October 2024 for resident owners and from and from 05 April to 22 September 2024 for rental accommodation and camping pitches, subject to any pitches, subject to the work and maintenance required for the proper operation of the establishment.

2. RECEPTION

This is where you will find all the information you need about the campsite's services, refreshment tourist attractions of the surrounding area and various useful addresses. Opening times are posted on the reception door and are also available on our website.

3. CONDITION D'ADMISSION

To be admitted to enter, settle and stay on the OSTREA Campsite, you must have made a prior reservation duly accepted by the Manager or his representative, who is obliged to ensure that the campsite is kept in good order and that the as well as respecting the application of these internal regulations. Wearing the wristband issued by the establishment is compulsory within the campsite, it gives access to the the campsite's facilities, and helps to reinforce control at the entrances and exits of the campsite. Heavy goods vehicles and 2-axle caravans are not permitted. Any infringement may lead to cancellation of the booking and therefore of the contract.

4. POLICE FORMALITIES

Any person wishing to stay at least one night on the campsite must first present their identity papers to the person in charge at the reception desk and complete the formalities required by the police. Minors not accompanied by their parents will not be admitted.

5. INSTALLATION

Tents, caravans, camper vans, extra campers and ancillary equipment must be installed within the limits of the pitch indicated by the manager and in accordance with his instructions, for a maximum number of 6 people per pitch, and within the limits of the rental contract for rental accommodation. Tents are not permitted on any pitch where rental accommodation is provided. It is forbidden to set up a washing line on any pitch. The use of furniture belonging to OSTREA Campsite, such as tables, chairs etc., for its own purposes is strictly forbidden on the pitch.

6. FEES

Fees are paid at the reception desk on arrival. The amounts are displayed at the entrance to the campsite and at the reception desk. They are payable for the campsite according to the number of nights spent on the site; the rates for rental accommodation are established according to the length of stay.

7. ACCES CONTROLE

There is an automatic barrier at the entrance to the campsite. All vehicles must be registered in order to enter in the campsite. The barrier does not allow access to the campsite between 11pm and 7am.

8. NOISE AND SILENCE- USER BEHAVIOUR

Users of the campsite are urged to avoid any noise or discussion that might disturb their neighbours. Sound equipment must be adjusted accordingly. Doors and trunks must be closed as discreetly as possible. Noise pollution is forbidden, and there must be TOTAL silence between 11pm and 7am, except for specific events announced and organised by the Campsite. During their stay on the campsite, users are urged to respect the elementary rules of discretion so as not to disturb those around them by their words, dress and behaviour. In the event of repeated complaints, offenders may be expelled without reimbursement of any kind.

9. VEHICLE TRAFFIC AND PARKING

Traffic throughout the campsite is limited to 10 kilometres per hour.

Motorised vehicles, including two-wheelers, are not permitted inside the campsite between between 11pm and 7am.; an outside night parking area is provided for parking vehicles.

Only vehicles belonging to campers can circulate inside campsite but the traffic must not obstruct or prevent new arrivals from settling in

10. PETS

1st and 2nd category dogs, even if muzzled, are strictly forbidden on the campsite. Dogs and pets must never be allowed to run at large and must be kept on a lead. They must not be left on the campsite, even locked up in the absence of their owners, who are civilly responsible for them. Pets must be taken outside the campsite to relieve themselves, and their owners must pick up any accidental droppings on the campsite. In addition, they will be liable to a fee of €35.00 and will be asked to leave the campsite. The animal's vaccination certificate must be presented on arrival.

11. VISITORS

After having been authorised by the Manager or his representative, visitors may be admitted to the Campsite under the responsibility of the campers receiving them. Campers may receive one or more visitors at reception. If these visitors are allowed to enter the campsite, the camper receiving them must pay a fee, insofar as the visitor has access to the campsite's services and facilities. This fee will be displayed. Visitors may under no circumstances enter the campsite with their vehicle; an outside car park is provided for this purpose.

12. RENTALS

Each type of rental accommodation is designed for a certain number of people, AND SUBJECT TO PRIOR ACCEPTANCE by the Manager or his representative a tax will be applied per person and per day according to the price displayed.

13. ANNUAL PITCH RENT

The tenant of a year-round pitch must comply with and ensure compliance with these rules and regulations. They may access their mobile home according to the opening dates stipulated in their rental contract. It is also stipulated that this is a rental of a pitch within a campsite, and not a rental of a leisure site, which implies that certain conditions must be respected with regard to daily pitch renters. Please note : The tenant of a year-round pitch must undertake to comply with the specifications appended to their rental contract, and the rental contract is made out in his name, he will therefore be solely responsible.

14. DEAD GARAGE

Unoccupied equipment may only be left on the site with the agreement of the Manager or his representative, in the location indicated above. A fee known as the dead garage fee will be payable per day in accordance with the rates in force.

15. CARAVANS- MOBILES HOMES

Caravans and mobile homes must retain their means of mobility at all times, i.e. :

- Wheels with pneumatic tyres
- Towing equipment
- Regulatory braking and signalling devices .../...



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16. FENCES

It is forbidden to add other boundaries to the fences delimiting the sites without written authorisation from the Management. One side of the pitch must be left open, on the caravan side, so that the caravan can be removed from the pitch in an emergency.

17. EQUIPMENT STRICTLY PROHIBITED

Electric barbecues, microwaves, household electrical appliances (cooker, hob, large capacity refrigerator, etc.), overloading of electrical connections lighting other than bulbs on pitches. It is strictly forbidden to recharge an electric car.

18. MISCELLANEOUS

Each caravan may install a removable canvas awning in front or to the side. It is strictly forbidden to install two. No development may be carried out on the pitches without prior written authorisation from the site manager. The pitches will be for leisure use only, to the exclusion of all industrial, commercial industrial, commercial, craft or professional activities.

Users may not elect domicile or set up their main residence there.

19. SANITATION

The campsite is equipped with a collective sanitation system with a pump. It is therefore strictly forbidden to dispose of any protective items such as tampons, towels or nappies, wipes or any material other than toilet paper in the sanitary facilities. These areas must be left clean. In the event of non-respect of the premises, and after several warnings, the customer may be expelled without further notice. Shaver sockets may only be used for this purpose; no other connections (such as kettles, coffee makers, telephones, external batteries, etc.) may be used

20. SAFETY

To avoid accidents of any kind, everyone must be vigilant. Calling the emergency services must be called by the campsite management or with its agreement. To allow the intervention of external emergency services, the Management must be alerted immediately.

21. FIRE

Open fires (wood, coal, etc...) are strictly prohibited on any site of camping or rental accommodation. The stoves must be kept in good condition operation and not to be used in hazardous conditions. Gas barbecues or lava stone are the only ones allowed. Fire extinguishers are available to all if necessary. In the event of a fire, immediately inform the Directorate. A first aid is available at the reception desk. A barbecue area is available on the campsite.

22. THEFT

The Management declines all responsibility for any damage to or disappearance of personal belongings or equipment of persons staying at the campsite. Users of the campsite are asked to take the usual precautions to safeguard their equipment, and must report any suspicious persons to the Campsite.

23. GAMES

No violent or annoying games can be organized on the Campsite, the game airs are available to children under the sole supervision and responsibility of parents. It is imperative to respect the age ranges of each game. Access to the various collective facilities, playgrounds, swimming pool, etc. is the sole responsibility of users. Unaccompanied visitors and unaccompanied minors are not allowed in the facilities. As for the games of balls, a field is specially laid out.

24. SWIMMING POOL

Depending on the weather conditions, the pool area can be open from April to September according to posted schedules. Management reserves the right to close the pool in case of a problem with the treatment of water and weather conditions.

A- Access- Access to the pool is included in the stay and strictly reserved for guests of the campsite who will have to comply with the rules of hygiene and safety and the regulation indoor swimming pool that is displayed at the entrance of the footbath. Minors under 13 years must be accompanied by their parents who have sole supervision under their responsibility. Animals are strictly prohibited in the pool area. The management and its employees decline any responsibility in case of accident in the enclosure swimming pool. For hygiene reasons, swim shorts, bermudas and burkinis are not allowed. It is forbidden to drink, eat or smoke and to return with the shoes in the pool area. Shower is mandatory.

B- Responsibility- Compliance with the rules of the pool is mandatory and is mandatory for all guests upon admission. The pool is not monitored and its use is at the risk of swimmers.

At certain times, a management officer may be responsible for ensuring the rules of the pool. In the event of non-compliance with the rules of the pool and depending on the severity of the disorder, the management may decide the temporary or permanent exclusion of the offender.

25. CAMPSITE MANAGER

He is responsible for the order and good conduct of the camp. It has the duty to punish serious breaches of the regulation and if necessary, to expel their perpetrators. Disrespectful or even aggressive behaviour towards the manager or clients leads to expulsion without notice.

26. DISPLAY

These rules and rates are posted at the campground entrance and at the reception desk. A copy of these rules will be given to each Client who expresses the request.

27. BREACH OF THE RULES OF PROCEDURE

In the event that one or more persons disturb the stay of other users or fail to comply with the provisions of these rules of procedure, the manager or his representative may orally or in writing if he considers it necessary, to demand that he cease the troubles. In case of serious or repeated breach of the rules of procedure and after formal notice by the manager to comply, the manager may terminate the contract. In the event of a criminal offence, the manager may call on the police.

28. RECLAMATION

The Management will take the greatest account of all justified complaints and all suggestions that could be made to it in order to make the stay of campers even more pleasant. Claims will only be considered if they are signed, dated as accurately as possible and related to relatively recent events.