

INTERNAL REGULATIONS

1. Conditions of Admission and Stay

To be admitted to enter, set up camp, or stay at Slow Village Biscarrosse Lac, you must have been authorized by the manager or their representative. The latter is obligated to ensure the proper conduct and good order of the village and the respect of the application of these internal regulations. Staying at the holiday village implies acceptance of the provisions of these regulations and the commitment to comply with them. No one may establish domicile here.

2. Police Formalities

Minors not accompanied by their parents will not be admitted to the site. In accordance with Article R. 611-35 of the Code of Entry and Residence of Foreigners and the Right of Asylum, the manager is required to have a police individual form filled out and signed by the foreign national client upon arrival. It must include: 1° Name and first names; 2° Date and place of birth; 3° Nationality; 4° Usual residence. Children under 15 may be included on one of the parent's forms.

3. Setup

Accommodation and related equipment must be installed at the indicated location in accordance with the manager's or their representative's instructions. Thus, vehicles and all related equipment must comply with these directives. It is strictly forbidden to set up a tent or any other structure next to the reserved accommodation. Each location must be kept in a constant state of perfect cleanliness, waste removal is the user's responsibility. Any damage caused will be charged to the person responsible.

4. Reception Office

Open according to the hours posted on the reception door. The reception office provides information on village services, supply possibilities, sports facilities, tourist attractions in the area, and various useful addresses. A complaint collection and processing system is available to customers.

5. Posting

This internal regulation is posted at the entrance of the village and at the reception office. It is provided to each client who requests it. For classified holiday village sites, the classification category with the mention of tourism or leisure and the number of tourism or leisure sites are displayed. The prices of the various services are communicated to clients under the conditions set by decree of the Minister in charge of consumption and can be consulted at the reception.

6. Departure Procedures

Clients are invited to make an appointment at the reception office. Clients intending to leave before the opening hours of the reception office must inform the reception and refer to the general conditions of sale.

7. Noise and Silence

Total silence is required from 11 PM to 7 AM (from midnight in the leisure area), except for special events organized by Slow Village. Sound devices must be adjusted accordingly. Door and trunk closures must be as discreet as possible. The manager ensures the tranquility of their clients by setting times during which total silence is required.

8. Visitors

After being authorized by the manager or their representative, visitors may be admitted to the holiday village under the responsibility of the clients who receive them. The client may receive one or more visitors at the reception. Camping site facilities and services are accessible to accompanying visitors. However, the use of these facilities may be chargeable according to a rate that must be posted at the site entrance and at the reception office. Visitor vehicles are prohibited in the client parking area. 9. Traffic and Parking of Vehicles Slow Village Biscarrosse Lac is an entirely pedestrian village. The use of two or four-wheel motorized vehicles on the site is strictly prohibited. Exceptional authorization may be granted in exceptional situations. The holiday village only allows one parking space per site; any other visitor vehicle must be parked outside, on one of the public car parks surrounding the lake. Vacationers are required to transmit the registration plates of vehicles

in order to access the private parking of Slow Village Biscarrosse Lac.

10. Appearance and Upkeep of Facilities

Everyone must refrain from any action that could harm the cleanliness, hygiene, and appearance of the holiday village and its facilities, especially sanitary facilities. It is forbidden to throw wastewater on the ground or into the gutters. Clients must empty wastewater in the facilities provided for this purpose. Household waste, waste of all kinds, papers, must be deposited in the garbage cans. Washing is strictly prohibited outside the bins provided for this purpose. Plantings and floral decorations must be respected. It is forbidden to drive nails into trees, cut branches, or make plantations. It is not permitted to demarcate the location of an installation by personal means or to dig the ground. Any repair of damage caused to vegetation, fences, grounds, or facilities will be at the expense of the perpetrator. The location used during the stay must be maintained in the state in which the client found it upon entering the premises.

11. Security

a) Fire. Open fires (wood, charcoal, etc.) are strictly forbidden. In case of fire, notify the management immediately. Fire extinguishers are available for use when necessary. A first aid kit is located at the reception office.

b) Theft. The management is responsible for items left at the office and has a general obligation to monitor the holiday village. The client is responsible for their own setup and must report the presence of any suspicious person to the manager. Clients are advised to take usual precautions to safeguard their equipment.

12. Games

No violent or annoying games may be organized near the facilities. Meeting rooms cannot be used for boisterous games. Children must always be under the supervision of their parents. Playgrounds and sports fields are closed from 10 PM to 10 AM. For safety reasons, leather balls are prohibited.

13. Violation of Internal Regulations

If a client disturbs the stay of other users or does not respect the provisions of these internal regulations, the manager or their representative may, orally or in writing, if they deem necessary, order the latter to cease the disturbances. In the event of a serious or repeated infraction of the internal regulations and after being ordered by the manager to comply, the latter may terminate the contract. In the event of a criminal offense, the manager may call the police.

14. Animals

Dogs and animals must not be left at liberty, nor even locked in their accommodation, in the absence of their owners who are civilly responsible for them. Their behavior must not harm the tranquility, security, and cleanliness of the village. Their droppings must be picked up by their owner. They must be kept on a leash at all times, they are prohibited in food shops and buildings. The client must provide proof of insurance and up-to-date vaccination for the animal; the dog must be tattooed. Category 1 "attack dogs" and Category 2 "guard and defense dogs" are prohibited. In any case, only one dog or other animal is allowed per rental. Any deviation must be formally stipulated by the management. The village has a mini-farm; rules of good conduct are posted on the enclosure door. The management reserves the right to expel a client who shows incivility. The animals are the property of Slow Village; a client who enters the enclosure without the authorization of a staff member may be expelled from the village.

15. Video Surveillance

The establishment has surveillance cameras in accordance with Ministerial Order No. 2011-86 and the Internal Security Code (art. L223-1 to L223-9 and L251-1 to L255-1) & (art. R251-1 to R253-4). For any information related to the right of access to images, contact the host at 05 45 91 13 65.