



NAUTIC'HAM

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BASSE-HAM CAMPSITE INTERNAL RULES AND REGULATIONS

GENERAL RULES APPLYING TO ALL CAMPSITE USERS

ARTICLE 1: PARK GUESTS

1.1 According to the law regulations, the Basse-Ham Campsite, open from 1st May to 30th September, is a tourism facility solely intended for park guest accommodation being a part of his leisure time and using temporarily camping shelter such as a tent, caravan or campervan/motorhome.

1.2 Using campsite accommodation as permanent housing, for commercial activities or subletting of campsite accommodation is prohibited.

1.3 The campsite is a private land area and the Owner shall give a camping permission.

ARTICLE 2: ACCOMMODATION CONDITIONS

2.1 By entering and staying on a campsite you agree to accept and to abide by the following Rules and Regulations.

2.2 Any breach of Campsite Rules and Regulations may result in author's ejection from the campsite.

2.3 Registration must be completed at the Reception Office on arrival. Prior to pitching up you shall disclose your identity and fill out the accommodation form. The Campsite Manager or his representative will allocate a relevant pitch.

2.4 Every person wishing to stay at the Campsite shall provide identity card and vehicle's registration documents when applicable to the Campsite Manager or his representative, according to Police requirements.

2.5 Minors unaccompanied by their parents or legal guardians will not be permitted.

ARTICLE 3: FEES AND PRICES

3.1 Fees and taxes are payable in full upon arrival at the on-site Reception desk which is a prerequisite for Campsite entry. Prices and rates are displayed at Campsite's entrance and at the Reception Office. Rates are calculated based on the number of nights spent at the campsite. No refund if, for any reason whatsoever, the guest interrupts his stay, any refund will be granted.

3.2 Seasonal or monthly rental fees are due in advance. Consequently, reservations are only effective after payment.

3.3 All campsite users are invited to notify the Reception Office of their departure a day in advance. The pitch is to be vacated no later than 11:00 am.

ARTICLE 4: VISITORS

4.1 All Campsite entry, to pitch up or even for a simple visit, should be reported to the on-site Campsite Manager or his representative and requires his permission before entering the campsite.

4.2 All Visitors can be admitted to the campsite under the full responsibility of the Campsite guest who receive them. They must abide by the campsite Rules and Regulations, in particular those included in the articles concerning nuisance and pets.

4.3 All Visitors must leave the campsite no later than 11:00 pm.

4.4 If the Visitor spend a night on the Campsite, fees and taxes shall apply, their amount is set according to the displayed prices and conditions. Visitors' cars are not allowed on the campsite.

ARTICLE 5: NUISANCE

5.1 Guests must be respectful to other guests on the site and are asked to avoid any noise, nuisance and loud discussions that may annoy the neighbours.

ARTICLE 6: PETS

6.1 Pets are welcome on the Campsite and must be kept on a lead at all times. In no case, even attached, pets must not be left on the site without the Owner. The Owner is responsible and shall be kept liable for any accident or any incident caused by his wandering animal on or around the campsite.

6.2 The tattoo and the current rabies vaccination certificate is required for any animal entering the Campsite.

6.3 Dogs classified as dangerous (first and second category) must be muzzled and their Owner must provide all the related documents.

6.4 Owner is responsible for cleaning up after his pet.

ARTICLE 7: VEHICLES AND ROAD SAFETY

7.1 No vehicle must exceed a 10 kmph speed limit on site at all times. Priority is given to pedestrians. No vehicles are to drive on the Campsite between 10:00 pm and 7:00 am. Vehicles must be parked on the allocated pitch and/or on the outdoor parking area.

7.2 Parking is strictly forbidden on access roads and internal roads, on pitches usually occupied by tents.

Lastly, vehicles shall not obstruct arriving guests pitch up.

7.3 Only Campsite Guests vehicles shall drive on the campsite. Only one vehicle is allowed per pitch.

7.4 Vehicle assembly, disassembly or oil changes are strictly forbidden on the Campsite.

ARTICLE 8: **CLEANING POLICY**

8.1 Any act that could harm to the cleanness, hygiene or general aspect of the campsite is strictly forbidden. Campsite guests are asked to leave the pitch in a clean and tidy state upon departure.

8.2 You will be liable for any damage to the vegetation, fences, ground or camping facilities. Plants and flowers must be respected.

8.3 It is forbidden to discharge grey water on the ground, it must be disposed in the waste water drain provided for this purpose at the grey water disposal point. Chemical toilets should be emptied only in the Chemical Disposal Point (CDP) provided for this purpose.

8.4 It is forbidden to dig holes, ditches and trenches.

8.5 Household waste and garbage must be placed in the provided for this purpose bins and in no case in the paper recycling bins. You are asked to recycle as possible and use recycling bins.

8.6 All sanitary facilities shall be kept clean and tidy at all times.

8.7 Spreading washed clothes is tolerated nearby as long as it remains very unobtrusive and without bothering neighbours. Clotheslines shall suspend between trees.

8.8 The washing of clothes or dishes shall be done in sinks provided for this purpose. Washing cars on the campsite is strictly forbidden.

8.9 Any person with a contagious disease shall not stay at the Campsite.

ARTICLE 9: **FIRE SAFETY AND EMERGENCIES**

9.1 Open fires (wood, charcoal, etc.) as well as alcohol or petrol stoves are strictly forbidden. Mobile barbecues are allowed, a distance of 1.5 meters must be kept from any flammable material. Mobile BBQ must be removed before departure. Fire extinguishers are available at the Campsite. If you discover a fire raise the alarm by contacting immediately Campsite Management that will decide solely on the action to take.

9.2 Electric wires must be unwound completely to avoid overheating. Used electrical equipment must comply with the in force standards.

9.3 First aid kit is available at the Reception Office as well as useful telephone numbers of the emergency services.

ARTICLE 10: **WATERFLOODING POLICY**

10.1 Because of its location on the banks of the Moselle river, the Campsite is subject to specific regulations in terms of flooding and rising waters risks prevention.

10.2 If unfavourable weather conditions lead to the river run off, users shall be notified by loudspeakers and the evacuation of the concerned locations shall be carried out according to the evacuation plan and following Campsite Manager or his representative instructions.

10.3 Flood warning signs are on place for this occurrence.

ARTICLE 11: THEFT AND ROBBERY

11.1 The management do not accept any liability in the event of theft, burglary or robbery, however has the obligation of Campsite monitoring. User remains liable for his own settlement and must report to the Campsite Manager any suspicious person or presence.

11.2 Campsite user is asked to take the usual security measures to guarantee protection for his/her belongings and equipment.

ARTICLE 12: SANITARY FACILITIES

12.1 Showers, toilets, sinks, washing up area for dishes are available to Campsite users. Access to facilities is restricted to Campsite guests.

12.2 Campsite facilities as well as toilets should always be left in a clean and tidy state after using them. Any malfunction or damage shall be immediately reported to the Campsite Manager or his representative.

ARTICLE 13: ELECTRIC POWER UP

13.1 Users wishing to be powered up shall request it at Reception Office. The connection will be made from the nearby electric hook up, subject to the available electric sockets.

13.2 No modification shall be undertaken by the Campsite Guest. Any connection deemed non-compliant will be refused and dismantled.

13.3 The Owner of the non-compliant installation shall be liable for any incident, material damage and/or personal injury occurring to a third party due to a non-compliant installation.

ARTICLE 14: LIABILITY AND INSURANCE

14.1 Guest who wish to access the Campsite shall have an up-to-date vehicle insurance certificate, as well as civil liability certificate covering any damage caused to others or to the campsite facilities.

ARTICLE 15: DEPARTURE

15.1 When leaving the campsite, Campsite Guest shall restore the pitch clean and tidy and remove all signs of his/her stay.

ARTICLE 16: CARAVAN STORAGE

16.1 Caravan storage is strictly forbidden.

ARTICLE 17: COMPLAINTS

17.1 Book of complaints is available to Campsite guests. Complaints will only be taken into consideration when signed, dated, described precisely as possible and relating to recent events.

ARTICLE 18: COMPLIANCE WITH INTERNAL REGULATIONS

18.1 If Campsite Guest disturbs the stay of other users or does not comply with these Internal Rules Regulations, the Campsite Manager or his representative may orally or in writing if he deems it necessary, give him/her a formal request to stop the disturbance.

18.2 In case of criminal offense, the Campsite Manager may call the Police.

18.3 Campsite access is strictly forbidden to nomads, fairground people, street vendors and persons whose equipment is not in line with the one of other Campsite Guests (twin axle caravans), as well as to persons who did not comply with Campsite Rules and Conditions during their previous stays.

ARTICLE 19: CHILDREN

19.1 It is reminded that children remain their parents responsibility at all times.

19.2 Children under the age of 6 accessing Campsite facilities must be accompanied by an adult.

ARTICLE 20: RECEPTION OFFICE

20.1 Reception desk is open from 9:00 am to 12:00 pm and from 3:00 pm to 7:00 pm

20.2 Reception Office provides information on the Campsite services, shopping and feeding nearby facilities, sports facilities, best tourist nearby attractions and things to do.

ARTICLE 21: OTHER IMPORTANT TERMS

21.1 Swimming is strictly forbidden in the Moselle river and in the Marina.