Wellness Sport Camping Ax-Les-Thermes
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Campsite Rules

1- Conditions of admission and stay
To be allowed to enter, set up or stay on a campsite, authorisation must have been given by the manager or the manager's representative. The latter is responsible for ensuring that the campsite is properly kept and orderly and that these campsite rules are complied with.
Staying on the campsite implies acceptance of the provisions of these rules and an undertaking to comply with them. No one may take up legal residence on the campsite.

2- Police formalities
Minors who are not accompanied by their parents or by an adult will not be admitted.
Pursuant to Article R. 814-1 of the French Code on the Entry and Residence of Foreigners and the Right of Asylum, the manager is required to have customers of foreign nationality complete and sign an individual police registration form on arrival. It must state in particular:
1° Surname and first names;
2° Date and place of birth; 3° Nationality;
4° Usual place of residence.
Children under 15 may be entered on the form of one of their parents.

3-Setting up
Outdoor accommodation and the related equipment must be set up on the pitch indicated, in accordance with the instructions given by the manager or the manager's representative.

4- Pitch capacity
Pitch with/without electricity: 6 people and 3 tents maximum.
Motorhome pitch: 6 people and 1 tent

5- Reception office
Open from 9 am to 12 noon and from 2 pm to 6 pm. These times may vary according to the season.
The reception office provides all information about the campsite's services, places to buy supplies, sports facilities, tourist attractions in the surrounding area and various addresses that may prove useful.
A system for collecting and handling complaints is available to customers.

6- Display
These campsite rules are displayed at the entrance to the campsite and at the reception office. A copy is given to any customer who asks for one.
For classified campsites, the classification category, with the mention "tourisme" or "loisirs", and the number of tourism or leisure pitches are displayed. The prices of the various services are communicated to customers under the conditions laid down by order of the French minister responsible for consumer affairs and can be consulted at reception.

7- Departure arrangements
Customers in rental accommodation must make an appointment with reception for their check-out inspection no later than the day before their departure.
Customers on a pitch must vacate it no later than the scheduled departure time (11:30 am). Any late departure will result in an additional night being charged.

8- Noise and quiet
Customers are asked to avoid any noise or conversations that might disturb their neighbours.
Sound equipment must be adjusted accordingly. Car doors and boots must be closed as quietly as possible.
Dogs and other animals must never be left to roam free. They must not be left on the campsite, even shut in, in the absence of their owners, who bear civil liability for them. The manager ensures customers' peace and quiet by setting hours during which there must be complete silence, between 11 pm and 8 am.

9- Visitors
Visitors are admitted to the campsite during the daytime only, after reporting to reception and with the authorisation of the manager or the manager's representative. They remain the responsibility of the campers they are visiting.
Visitors are required to comply with these campsite rules. Any breach engages the liability of the campers they are visiting and may lead to the visitor being excluded.
Subject to the agreement of reception and depending on the period, visitors may use the campsite's services and facilities, with the exception of the swimming pool, which is strictly reserved for campers.
Visitors' vehicles are not permitted to drive or park within the campsite grounds.

10- Vehicle traffic and parking
Inside the campsite, vehicles must not exceed a speed of 10 km/h.
Traffic is permitted from 6:00 am to 11 pm. Outside these hours, driving within the campsite is prohibited.
Only vehicles belonging to campers staying on the campsite may drive within it. Parking is strictly prohibited on pitches normally occupied by accommodation, unless a parking space has been provided for that purpose. Parking must not obstruct traffic or prevent new arrivals from setting up.

11- Upkeep and appearance of the facilities
Everyone must refrain from any action that could harm the cleanliness, hygiene and appearance of the campsite and its facilities, in particular the sanitary facilities.
It is forbidden to pour waste water onto the ground or into the gutters. Customers must empty waste water into the facilities provided for this purpose.
Household rubbish, waste of any kind and paper must be placed in the bins.
Washing is strictly prohibited outside the sinks provided for this purpose.
Laundry should be hung out, where applicable, in the communal drying area. However, it is tolerated near the accommodation provided that it is discreet and does not disturb the neighbours. It must never be hung from trees.
Plants and floral decorations must be respected. It is forbidden to drive nails into trees, cut branches or plant anything.
It is not permitted to mark out the pitch of an installation by personal means, or to dig the ground.
The repair of any damage caused to vegetation, fences, the grounds or the campsite's facilities will be charged to the person responsible.
The pitch used during the stay must be kept in the condition in which the camper or resident found it on arrival.

12- Safety
a) Fire.
Open fires (barbecues) and fires on the ground (wood, charcoal, etc.) are strictly prohibited. Stoves must be kept in good working order and must not be used in dangerous conditions. Only gas or electric barbecues are permitted, subject to prefectoral orders.

In the event of fire, immediately notify the management and call the fire brigade on 18 or 112. Fire extinguishers may be used if necessary.

b) First aid and AED
A first-aid kit is available at the reception office.
In the event of cardiac arrest, an automated external defibrillator (AED) is available next to reception.

c) Theft.
The management is responsible for items deposited at the office and has a general duty to supervise the campsite. Campers remain responsible for their own installation and must report the presence of any suspicious person to the manager. Customers are advised to take the usual precautions to safeguard their belongings.

d) Alcohol and drugs
It is forbidden for anyone to bring drugs into the campsite grounds or to distribute them there.
It is strictly forbidden to walk around the campsite grounds while intoxicated and/or under the influence of drugs, or to cause any disturbance to neighbours.
For safety reasons, it is strictly forbidden to use one's own vehicle within the campsite grounds while intoxicated and/or under the influence of drugs. The campsite management or its representative reserves the right to call the police to have the offence recorded.
The campsite management or its representative reserves the right to expel, without notice and without any refund, any person who fails to comply with these instructions.

13- Games
No violent or disruptive games may be organised near the facilities.
The meeting room may not be used for boisterous games. Children must always be supervised by their parents.

Swimming pool: specific swimming pool rules are appended to these

campsite rules

14- Storage of unoccupied equipment
Unoccupied equipment may be left on the site only with the agreement of the management and only on the pitch indicated. A charge may be made for this service.

15. Rental accommodation
Smoking is prohibited in the mobile homes and chalets.

An inventory and condition check is carried out at the start and at the end of the rental. The check-in inspection is carried out by the tenant personally on arrival. Any anomaly noted at that time (cleanliness, missing or damaged equipment) must be reported without delay (within 24 hours) to the campsite reception. If nothing is reported, the accommodation is deemed to have been handed over clean and in good condition.
Accommodation is rented out clean and must be returned in the same condition, i.e. fully cleaned: dishes, cupboards, refrigerator, sanitary facilities, mirrors and floors, with the rubbish taken to the containers.

On departure, you must make sure that no food is left in the cupboards, in the refrigerator or in the bins. If the accommodation is found to be dirty (not cleaned) at the check-out inspection, a flat-rate cleaning and/or restoration fee of 95 euros will be charged to you.

16- Charging electric vehicles

For safety reasons, it is strictly forbidden to charge an electric or plug-in hybrid vehicle from a socket in an accommodation unit, or from any other socket on the campsite not intended for that purpose. These electrical installations are not designed for this use, which presents a risk of overheating and fire.
The customer is liable for any damage resulting from failure to comply with this prohibition.

17- Breach of the campsite rules
If a resident disturbs the stay of other users or fails to comply with the provisions of these campsite rules, the manager or the manager's representative may, orally or in writing, if deemed necessary, give that person formal notice to stop the disturbance.
The Campsite reserves the right to exclude from the campsite any customer who commits acts of verbal or physical violence, in particular sexual or gender-based violence, or any criminal offence during the stay. Without prejudice to any legal action it may take, the campsite also reserves the right to take any appropriate measure with regard to that customer, in particular permanent exclusion from the campsite and cancellation of all stays with later departure dates. No compensation shall be due in this respect.
In the event of a serious or repeated breach of the campsite rules, and after formal notice from the manager to comply with them, the manager may terminate the contract. In the event of a criminal offence, the manager may call the police.
The campsite reserves the right to exclude, without financial compensation, customers who fail to respect the requirements of quiet and good neighbourliness towards other customers.

SWIMMING POOL RULES

Access to the swimming pool is free of charge and strictly reserved for campsite customers, who must comply with the pool rules.

1 - Pool capacity: **58 people**
Consequently, at very busy times, access to the pool may be temporarily suspended by campsite staff.

2 – Opening
The campsite swimming pool is open from 1 June to 30 September. Opening hours: 9 am to 6 pm
The Management reserves the right to change the opening hours or to close the pool, in particular for **technical**, hygiene or safety reasons.

3 – Dress and behaviour of users
Swimwear is compulsory. Board shorts and swim boxers are permitted. Any other clothing is prohibited in the water.
Users must remain properly and decently dressed. Going topless is prohibited.
Any act or behaviour likely to offend decency or public morals, or to disturb the peace of bathers, good order or the cleanliness of the facility, is strictly prohibited and will result in immediate exclusion from the pool.
The use of sound devices (speakers, radios, etc.) is prohibited. It is also forbidden to photograph or film people without their consent.

4 - Hygiene
Animals are strictly prohibited within the pool area. Showering and walking through the footbaths are compulsory when entering and leaving the pool.
It is forbidden to enter wearing shoes. Leave them in the lockers provided for this purpose at the entrance.
Access to the pools is prohibited to persons suffering from illnesses whose external effects may cause discomfort or contagion to others, and to persons in an obvious state of uncleanliness.
It is forbidden to eat, drink, smoke, chew gum, spit or drop litter within the pool area; bins are provided for this purpose.
Only young children who are toilet-trained or wearing special swim nappies are allowed to bathe.
Every bather must help to keep the pool area tidy and clean.

5 – Liability and supervision
Access to the swimming pool is free of charge and strictly reserved for campsite customers, who must comply with the pool rules.
The swimming pool is not supervised
Minors must be accompanied by their parents, who are solely responsible for supervising them.
The management may under no circumstances be held liable in the event of an accident.

6 – Safety

For their own safety, pool users are asked to comply with the pool rules.
Outside the campsite's organised activities, it is forbidden:
- to bother other users with noisy, dangerous or immoral games or acts;
- to push or throw into the water people standing on the pool surrounds; - to run, shout, dive or throw water;
- to pretend to be drowning;
- to play ball games on the pool surrounds;
- to enter prohibited areas indicated by a sign or notice; - to use floating devices and lifebuoys;
- to bathe with the body covered in sun oil
- to climb over fences and partitions of any kind;

7 – Respect for the facilities
It is forbidden to damage the fittings and facilities. Any damage will be repaired at the expense of those responsible.

8 – Penalties
Anyone who breaches these provisions may be excluded from the pool at any time by the staff.

9 – Lost property
The campsite is not insured against the loss or theft of jewellery, valuables or cash, even if entrusted to staff. Users are advised not to bring any valuables. Lost property must be handed in and/or claimed at the campsite reception.

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