



Tourist Office of the Rhine Region (Pays Rhénan)

Public Industrial and Commercial Institution

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INTERNAL RULES AND REGULATIONS

Adopted by the Steering Committee at its meeting on 20 May 2019
by deliberation no. 2019-15

I) TERMS AND CONDITIONS

1) Conditions of admission and stay at the campsite

To be allowed to enter, settle in, and stay on a campsite, you must have been authorised by the manager or his representative. He is obliged to ensure that the campsite is kept in good order and in an orderly condition and that the application of these internal rules and regulations is respected.

Staying on the campsite implies acceptance of the provisions of these rules and regulations and the commitment to comply with them.

No one may elect domicile there.

Any offence may result in the expulsion of the perpetrator, with recourse to the police if necessary.

2) Police formalities

Any person who stays at least one night in the campsite must first present themselves to the manager or his representative in order to complete the registration formalities.

Minors not accompanied by an adult will not be admitted, even if they have written authorisation from their parents or any other adult.

Pursuant to Article R. 611-35 of the Code on the Entry and Stay of Foreigners and the Right of Asylum, the manager is required to have an individual police form completed and signed by the foreign national on arrival. It should mention in particular:

- First and last names;
- Date and place of birth;
- Nationality;
- The usual domicile.

Children under the age of 15 can appear on the form of one of the parents.

3) Installation

The tent, motor home or caravan and related equipment must be installed on the pitch indicated in accordance with the instructions given by the manager or his representative. Only one motor home or caravan with awning per pitch is allowed.

4) Reception desk

Open from 10 a.m. to 12 p.m. and from 3 p.m. to 7 p.m. (8 p.m. in July and August).

At the reception desk you will find all the information about the services of the campsite, information about food and drink, sports facilities, tourist attractions in the surrounding area and various addresses that may be useful.

A system for collecting and processing customer satisfaction is available to customers.

5) Fees

They are set each year by decision of the Board of Directors of the Tourist Office of the Rhine Region. The fees are due for services and operating costs of the leisure area and are not based on the surface area of the pitches.

The prices are displayed at the reception desk and will be given to the renter of a pitch upon request.

The fees are collected by the Tourist Office of the Rhine Region.

Campers and temporary renters pay their fees to the cashier directly to the leisure area; **sedentary campers must make their payment directly to the Drusenheim Public Treasury.**

a) Temporary campers and renters

- for short stays, temporary campers and renters pay their fees at the time of registration.
- for longer stays, temporary campers and renters will pay a deposit, set by the manager, proportional to the length of their stay. The balance must be paid at the latest the day before departure.
- fees are due according to the number of days spent on the site; a day is from 10:00 a.m. to 10:00 a.m. Any fraction of a day is due.

b) Sedentary campers

- Sedentary campers will receive a contract at the end of December and must return it, completed and signed, before 31 January of the following year if they wish to renew their rental.
- **Rentals must be paid by 31 March at the latest.** Before this date, the payment may be split, with the agreement of the treasurer.
- **In the event of non-payment of the fee, the magnetic card for the access barrier will be neutralised and access to the site will be refused until the fee has been paid.**

c) Miscellaneous

- The attention of sedentary campers is drawn to the fact that the site is rented for a specific number of people to be mentioned at the time of registration. Any additional person will have to pay a fee (stay or visitor fee, depending on the case).
- For sedentary campers, it is specified that only minor children are counted in the family quota. Children of full age are counted as an additional person.
- **The fact of residing on the campsite gives the right to use the swimming lake with no extra charge, provided that you comply with its rules.**

6) Noise and silence

Campsite users are urged to avoid all noise and chatter that might disturb their neighbours.

Sound equipment must be adjusted accordingly. Doors and trunks should be closed quietly.

There must be complete silence between 10 p.m. and 7 a.m.

A limited tolerance is granted on Friday and Saturday evenings (with the obligation to inform the manager in advance).

Grass cutters: grass cutting is authorised from Monday to Saturday, from 10 a.m. to 12 p.m. and from 2 p.m. to 6 p.m. This point does not concern the work of the site maintenance staff.

7) Visitors and Guests

After having been authorised by the manager or his representative, visitors or guests may be admitted to the campsite under the responsibility of the renter who hosts them.

Visitors' cars are not allowed inside the campsite; a car park outside the automatic barrier is at their disposal.

All visitors should report to the reception desk. They are liable to pay a fee for access to the facilities. If they spend a night at the campsite, they are obliged to pay the appropriate fee. Visitors and guests who want to use the swimming lake must pay the applicable fees.

8) Traffic and parking

Inside the campsite, vehicles must drive at a speed limit of 10 km/h.

Only vehicles belonging to campers staying at the campsite or to contracted service providers may circulate in the campsite. Parking is strictly forbidden on the spaces usually occupied by the accommodations unless a parking space has been provided for this purpose. Parking must not impede traffic or prevent newcomers from settling in.

The circulation of motor vehicles is forbidden from 10 p.m. to 7 a.m. (8 a.m. on Sundays and public holidays).

Between 10 p.m. and 7 a.m. (8 a.m. on Sundays and holidays), campers may not enter or leave the campsite with their vehicle (except in cases of force majeure: contact the caretaker).

The gate will be closed from 10 p.m. Vehicles arriving outside the opening hours can stop at the car park outside the campsite;

subscribers with a card for the barrier will be able to park between the gate and the automatic barrier provided the vehicle is removed before 9 a.m.

Gate opening hours:

- from 1 April to 31 October: 7 a.m. - 10 p.m.
- Sundays and public holidays: 8 a.m. - 10 p.m.

Vehicle parking is prohibited on the beach, picnic area, gravel pit banks, green spaces and on the roads and pathways of the campsite.

9) Pets

Pets are prohibited within the entire leisure area.

10) Maintenance and appearance of facilities, pitches, hygiene

Everyone is required to refrain from any action that could harm the cleanliness, hygiene and appearance of the campsite and its facilities, especially sanitary facilities.

Any damage to the vegetation, fences, grounds or campsite facilities will be charged to the perpetrator.

The pitch or chalet used during the stay must be kept in the state in which the camper or renter found it when he entered the premises.

a) Dress code

Decent attire is required. Wearing a swimsuit or bikini for women is mandatory in its entirety. Naturism is prohibited (municipal decree of 6 June 1984).

b) Site maintenance

The pitches must be regularly maintained. Campers must take good care regarding the cleanliness and appearance of pitches.

Plantations and floral decorations are allowed provided they are regularly maintained. Plants around the pitches must not exceed a height of 1.50 m.

Borders around pitches cannot be created using personal means.

Spreading of gravel or sand will be limited to the vicinity of caravans, awnings and the access road.

Hanging clothes is tolerated on the pitch provided that it is discreet and does not disturb the neighbours.

The regulations stipulate that the surface area occupied by the caravan, awning and other facilities may not exceed 30% of the surface area of the plot. The cumulative surface area of this equipment is capped at 45 m².

The following are prohibited:

- any fixed or permanent installation that has not been the subject of a declaration of work in due form,
- any rigid awning that has not been the subject of a declaration of work in due form,
- the installation of sinks, showers, or other appliances,
- any artificial separation, such as reeds, screens, etc.,
- non-standard caravans;
- digging the ground (drains, fires, etc.).

c) Green spaces, playgrounds, plantations

The green spaces are accessible to all. Parents should take special care to ensure that children do not put stones, rocks or branches in the grass.

The playgrounds are reserved for children. Rubbish bins are located nearby to keep them clean.

It is strictly forbidden to cut branches from trees, drive nails into trunks, or attach ropes or twine to trees and shrubs.

d) Waste

Cigarette butts: users of the leisure area are requested to deposit them in the ashtrays provided.

Household waste, rubbish of any kind, papers, must be deposited in the dustbins.

Within the framework of the Grenelle Environment initiative, everyone must respect the sorting instructions:

- The bins are designed to receive only residual waste and non-recyclable plastic packaging.
- Paper, cardboard, glass, bottles, tins, peelings, textiles and shoes are recyclable, voluntary waste sorting bins are at your disposal.
- Gravel, bulky items, oil, scrap metal, electrical and electronic waste, mowing or pruning waste must be taken to the waste disposal site.

When a rubbish bin is full, do not overload it. There is certainly another bin nearby, or better, ask for a new bag.

The container set up by the Community of Communes within the campsite is intended to receive only the waste produced within the leisure area.

Any unauthorised dumping will be punished.

Failure to comply with the sorting instructions will not only have an environmental impact, but will also have repercussions on the campsite's rates. The fee is set according to the weight of waste and the number of collections.

Green waste from sedentary pitches must be taken to the waste disposal site by the campers themselves. Access cards to the waste disposal site are available at the reception desk; users will be asked for identification and the cards must be returned to the manager the same evening.

e) Hygiene

It is forbidden to discharge waste water on the ground or at the foot of the plantations.

Waste water must be collected and discharged into the tank reserved for this purpose.

Chemical toilets and night water must be discharged into the installation provided for this purpose.

Washing dishes and laundry is strictly forbidden outside the sinks provided for this purpose. Make sure you have something to wipe it with.

There is a washing machine in sanitary facilities II. Tokens are on sale at the reception desk.

f) Showers

Hot showers are available during the tourist season.

11) Fire safety

Open fires (wood, coal, etc.) are strictly forbidden. Stoves must be kept in good working order and must not be moved or covered during use. Make sure that they are placed on a stable support.

It is strictly forbidden to smoke in the restaurant, in the sanitary facilities and **in the chalets**.

Electric barbecues assigned to the chalets must be installed on the ground below the chalets.

In case of fire, notify management immediately. Fire extinguishers can be used in the event of a fire.

A first aid kit is available at the reception desk.

12) Safety of persons and property

Minor children may not be left alone in the leisure area. They may only stay there in the presence of one of their parents or an authorised adult.

- Insurance

Any tenant of a pitch must justify a “civil liability - damage to third parties” cover with an insurance company or by possession of an international campsite booklet.

It is advisable to supplement this insurance with a policy for vandalism, theft, falling branches, personal bodily injury.

- Theft

The management is responsible for the objects deposited at the office and has a general obligation to supervise the common parts of the campsite during the opening hours of the reception office. The camper remains responsible for his own facilities and must report the presence of any suspicious person to the person in charge.

Although the campsite is fenced, campsite users are advised to take the usual precautions to safeguard their equipment.

The campsite declines all responsibility in the event of theft of equipment, caravans, tents, motor homes, as well as damage caused by falling tree branches or other natural disasters.

Each camper must insure himself for all these risks.

- Infirmary

There is a first aid kit at the reception desk.

- Electricity

All installations are supplied with 220 Volts. Each socket from a terminal can withstand 6 amps.

Each tenant is responsible for the line, socket and fuse assigned to him. He must pay for any damage. Only authorised professionals are allowed to work on electrical switchboards.

Avoid overloads.

Electric appliances are not allowed under awnings: gas heating must be used.

Garlands and spotlights are forbidden.

Any infringement will be punished by the connection being cut off. In the event of a repeat offence, the offender will be expelled.

- water

All the water stations of the campsite are supplied with drinking water. Be sure to close the taps after use. In the absence of mains drainage on the site, it is strictly forbidden to connect to a water point, to install a sink, a shower or other equipment.

13) Games

No violent games or games that cause disturbance can be organised inside the campsite. Ball games should be played on the beach or on the fitness trail.

Children should always be under the supervision of their parents or a responsible adult.

14) Winter storage

Unoccupied equipment may only be left on the grounds, after agreement with the management and only at the indicated location. A fee, the amount of which is displayed at the reception desk, will be due for winter storage. Winter storage periods are between 1 January and 31 March and 1 November and 31 December.

15) Posters

These rules and regulations are displayed at the entrance to the campsite and at the reception desk. They are given to each customer on request. Each chalet also has a copy.

Prices are displayed at the entrance to the campsite, at the reception desk and on the campsite website.

16) Breach of the internal rules and regulations

In the event that a resident disrupts the stay of other users or does not respect the provisions of these internal rules and regulations, the manager or his representative may, orally or in writing if he deems it necessary, give him formal notice to cease the disturbance.

In the event of a serious or repeated breach of the internal rules and regulations, i.e.:

- disorders described in the previous articles that affect the well-being of other residents;
- any violation of Article 10, in particular fixed or permanent installations, rigid awnings, artificial separations, non-standard caravans and digging in the ground;
- late payment of deposits and fees provided for in Articles 5 and 14;

after a single formal notice by the manager to comply, campers will be excluded. It is specified that, in the event of exclusion, if the material and equipment of the camper concerned is not removed within two weeks, the Tourist Office of the Rhine Region reserves the right to have it removed by its agents or any other company. This removal will be at the expense of the campers concerned.

In the event of a criminal offence, the manager may call the police.

II) MISCELLANEOUS

1) Swimming

Access to the beach is only allowed during the opening hours of the leisure area. The cash desk will be closed 1/2 hour before closing time and the beach will have to be evacuated in the following 1/2 hour.

Swimming is only allowed during the period of supervision by lifeguards. This supervision is signalled by placing flags on the masts provided for this purpose.

It is authorised for sedentary and temporary campers and for any person who has paid the access fee for the leisure area. Guests of campers and chalet renters will also be required to pay swimming fees at the reception desk. It is necessary to comply with the regulations displayed at the entrance and the municipal decree of 16 May 2018.

The 2nd line of buoys delimits the authorised swimming area. Beyond this limit, swimming is strictly forbidden.

Children under the age of eight must be accompanied by an adult when swimming.

Alcohol consumption is forbidden on the beach, it is only allowed in the bar/restaurant and on the camping pitches. Alcohol is prohibited for minors.

Swimmers are required to comply with the waste sorting instructions.

The Tourist Office of the Rhine Region declines all responsibility in the event of non-compliance with these guidelines.

2) Fitness trail

It is at the disposal of campers who must comply with its regulations.

3) Fishing

Fishing is reserved for campers staying at least 2 nights and for members of the APR. All anglers on the campsite must register beforehand at the reception desk, familiarise themselves with the fishing regulations and, during a check, be able to show the nominative card which has been given to them.

4/ Getting here:

Out of season - from 1 January to 31 March and from 1 November to 31 December - sedentary campers will be able to access the Staedly leisure area by appointment only, agreed at least 3 days in advance with the site staff on the 2nd Saturday of each month from 10 a.m. to 5 p.m. Access to the "fitness trail" remains open.

5) Automatic barrier - Magnetic card

A magnetic card allowing the opening of the entrance gate will be given to each renter of a pitch against a deposit. In case of loss or damage to the card, the deposit will not be returned.

The magnetic card is strictly personal. Any loan to a third person, even a family member (not mentioned on the list of occupants of the site) will result in the immediate withdrawal of the card and the eviction of its owner. It is recalled that only one car is tolerated per pitch.

It is recalled that the barrier card may be neutralised in the event of non-payment of the fee within the time limits specified in Article 5) b).

6) Cleaning of caravans

The cleaning of caravans is allowed during the following periods:

- from 1 April to 15 May
- in September

Washing and repairing cars is strictly forbidden.

7) Boats

The use of motorboats is prohibited. The use of canoe, kayak and paddle boats is subject to authorisation.

8) Tents with toilets

Tents with toilet compartments are not allowed on the pitches.

9) Campsite manager

This person is responsible for the orderly and proper running of the campsite. He has a duty to punish serious breaches of these rules and regulations and, if necessary, to expel the perpetrators.

The Chairman

Camille Scheydecker