

# Rules of procedure

WELCOME TO THE VILLAGE NATURE ZEN - CAMPING LA TURELURE.  
IN ORDER TO FULLY ENJOY YOUR STAY AND IN THE INTEREST OF EVERYONE,  
WE THANK YOU FOR RESPECTING THE FOLLOWING PROVISIONS :

## 1. RECEPTION :

Out of season, the reception is open every day from 8:30 a.m. to 10:30 a.m. and from 5 p.m. to 6 p.m.  
In July and August, the reception is open every day from 8:30 a.m. to 12:00 p.m. and from 3 p.m. to 6 p.m.

## 2. THE SNACK/BAR :

The bar is open from 05/04 to 20/09 (drinks and ice cream) from 8:30 a.m. to 12:00 p.m.  
and from 3 p.m. to 10:30 p.m.

The snack/bar is open from 01/05 to 30/06 friday, saturday and public holidays,  
from 6:30 p.m. to 09:00 p.m.

And from 01/07 to 31/08 except special evenings food, from 6:30 p.m. to 09:00 p.m.

## 3. TRAFFIC – NOISE :

Speed is limited to 10 km/h inside the campsite. Traffic prohibited between 10:30 p.m. and 8 a.m.

Only one car is permitted per location. Parking is prohibited on access roads or empty spaces.

Visitors are required to park in the parking lot at the entrance to the campsite.

For everyone's peace, take care not to cause noise pollution during the day and respect neighboring locations.

Silence is required from 10:30 p.m. to 8 a.m.

## 4. ARRIVALS :

Campers must make payment for their stay (or the balance) on arrival, during reception opening hours  
between 3 p.m. and 6 p.m.

## 5. DEPARTURES :

Before 10 a.m. for rentals (Ecolodge Tents, Canada Tent, Treck, Mobile Homes, Yurts).

Before 12 p.m. for bare Pitches.

For any departure after the time provided above, an additional night will be charged.

#### 6. VISITORS :

Please let us know if you receive visitors.

They will be required to leave their vehicle in the parking lot.

Visitors are not allowed in the swimming pool.

#### 7. ANIMALS :

Pets are accepted on pitches but are prohibited in rentals (Treck Tents, Ecolodge Tents, Canada Tents, Mobile Homes, Yurts). Dogs likely to be dangerous (categories 1 and 2) are refused (decree of 09/27/09). Other dogs are admitted, provided they have been declared on arrival and upon presentation of the vaccination record (compulsory on arrival, decree of 01/22/85). They must not inconvenience their neighbors with their barking and dirtying. They must be kept on a leash and respect the cleanliness of the land (owners are required to pick up droppings). Under no circumstances will they be left alone on the pitch, tied to a tree, in the tent, car or caravan. In the event of non-compliance, the campsite may expel the dog and its owners.

#### 8. SWIMMING POOL :

The swimming pool is open from 10 a.m. to 7 p.m. Access to the swimming pool is strictly reserved for campers. The rules are displayed at the entrance to the swimming pool.

For hygiene reasons, only swimsuits are accepted (shorts and Bermuda shorts prohibited). We remind you that it is forbidden to eat, drink or smoke inside the swimming pool. In order to respect everyone's comfort, inflatable games and mattresses are prohibited in the swimming pool. Jumps are strictly prohibited because they are dangerous!

Children remain under the supervision and vigilance of their parents, children will always be accompanied by their parents, no children alone at the swimming pool.

#### 9. RIVERS :

Access to the rivers is strictly reserved for campers. Parents : be vigilant, do not leave your children alone.

#### 10. CLEANLINESS :

Join us in ensuring cleanliness and respect for living spaces by only throwing away your waste in the spaces provided for this purpose. The campsite practices selective sorting (at the entrance to the campsite). Respect the vegetation and trees.

Please also leave the toilets clean after each use. Do not throw wipes or other waste down the toilet. Any pitch or rental must be kept in the clean state in which the camper found it upon arrival on the premises.

**11. WATER :**

Concerned about our environment, let's not waste water. Small individual washing machines are strictly prohibited. It is prohibited to wash animals in the bathrooms or wash your vehicle.

**12. RESPONSIBILITY :**

Parents or legal representatives are entirely responsible for their children :

Please accompany your children to the swimming pool, the toilets and the river.

*We ask you to respect everyone's rest, and to supervise your children.*

It is up to all caravan campers to take out insurance for their caravan, motorhome, equipment and civil liability (damage arising from their own doing). The management declines all responsibility in the event of loss, theft, fire, bad weather or accident occurring due to the camper or a third party.

**13. SAFETY INSTRUCTIONS :**

In the event of fire or flooding, please follow the safety and evacuation instructions posted in the toilets and inside the campsite. Fire extinguishers can be used if necessary. A first aid kit is available at the reception desk.

**14. WOOD FIRE / BARBECUES :**

By prefectural decree, barbecues (wood fires) are strictly prohibited. We provide you with 2 shared barbecues. Please do not make a fire on your pitch.

**15. CONFLICTS :**

All complaints relating to the conditions of the stay must be made on site to the campsite reception, to allow it to find a solution to the disorders encountered.

Every one must respect the general rules on the camp site.

The direction keeps the right to ask anyone who don't agree with the rules to leave the camp site.

Amicable settlement of disputes - Consumer mediation : In accordance with the provisions of Articles L 611-1 and R 612-1 et seq. of the Consumer Code concerning the amicable settlement of disputes: When the consumer has sent a written complaint to the professional and has not received satisfaction or a response within two months, he may submit his complaint free of charge to the consumer mediator. The mediator must be contacted within a maximum period of one year from the initial complaint. The MCP MEDIATION mediator can be contacted directly online at the following address: [www.mcpmediation.org](http://www.mcpmediation.org) or by mail MÉDIATION DE LA CONSOMMATION et PATRIMOINE - 12 Square Desnouettes - 75015 PARIS



**THANK YOU TO EACH OF YOU FOR YOUR RESPECT AND YOUR CONTRIBUTION TO THE WELL-BEING AND SERENITY OF ALL AT THE VILLAGE NATURE ZEN** 