House Rules 2027

1. Conditions of admission and stay

To be admitted to enter, settle or stay on a campsite, one must have been authorised by the manager or their representative. The latter is required to ensure good conduct and order on the campsite and compliance with these house rules.
Staying on the campsite implies acceptance of the provisions of these rules and a commitment to comply with them. No one may establish their domicile there.

2. Police formalities

Minors not accompanied by their parents will not be admitted to the campsite.
In application of Article R.611-35 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 upon arrival. It must include in particular: surname and first names, date and place of birth, nationality and usual place of residence. Children under 15 years of age may be entered on the form of one of their parents.

3. Pitching and installation

The outdoor accommodation and the related equipment must be installed on the pitch indicated, in accordance with the instructions given by the manager or their representative. All installations, without exception, whatever they may be, must be mobile and removable, or mounted on pneumatic-tyred wheels, so that they can be moved at any time and without difficulty. Only one mobile residence is permitted per pitch.
Persons who leave their installation unoccupied on the campsite must report their arrival and departure, failing which they will be considered as having been present continuously.
For safety reasons, it is strongly recommended to dismantle terrace canvases and other canvas awnings before the Mirabel Campsites close, at the latest on 15 November each year. On departure, you must leave the pitch you occupy in perfect condition and clean.

4. Reception office and services

Open from 9:00 a.m. to 12:00 noon and from 2:00 p.m. to 6:00 p.m. (subject to change depending on the period)
At the reception office you will find all information on the campsite's services, on shopping facilities, sports facilities, tourist attractions in the surrounding area and various other useful addresses. A complaints system is available to customers.
The opening hours and dates of the various campsite facilities (sanitary blocks, games, aquatic area, laundry, etc.) are set by the management.

5. Display of information

These house rules are displayed at the entrance to the campsite and at the reception office. A copy is given to any customer who asks for it.
For classified campsites, the classification category, with the mention "tourism" or "leisure", and the number of tourism or leisure pitches are displayed. The prices of the various services are communicated to customers under the conditions set by order of the minister responsible for consumer affairs and may be consulted at reception.

6. Departure arrangements

Departure must take place before 12:00 noon if you have stayed on a pitch and before 10:00 a.m. if you have stayed in rental accommodation. After that time, an additional day will be charged. The displayed rate will be applied for stays exceeding 2 hours with occupation of the ground by any equipment or vehicle.

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7. Noise and quiet hours

Customers are asked to avoid any noise and conversation that could disturb their neighbours.
Audio equipment must be set accordingly. Car doors and boots must be closed as quietly as possible. Silence must be total between 11:00 p.m. and 7:00 a.m. for campsite users. For its entertainment and restaurants, the campsite reserves the right to continue its activities until midnight.

8. Pets

Dogs and other animals must never be allowed to roam free. They must be kept on a leash and may not be left alone on the campsite, even shut in, in the absence of their owners, who are civilly liable for them. You must present the health record at the start of your stay (up-to-date vaccinations + tattoo). Category 1 and 2 dogs are not admitted within the campsite grounds.
Dog owners must take all necessary measures to ensure that their animal causes no noise nuisance within the campsite, in particular through repeated barking.
Dog waste must be picked up by their owners.

9. Respect for staff and holidaymakers

Customers must show respectful and courteous behaviour at all times towards the campsite staff and other holidaymakers. Any form of disrespectful, abusive or harassing behaviour will not be tolerated. This includes, without limitation, verbal insults, threats, offensive language, aggressive behaviour or any other act that could be perceived as an attack on the dignity or integrity of the staff or other holidaymakers. Any breach of this rule may result in disciplinary measures, including immediate expulsion from the campsite without refund.
If you notice a problem or a worrying situation on the site, it is important to inform a member of staff immediately so that they can take the necessary measures.

10. Visitors

A person is considered a visitor when they come to the campsite during the day, without staying overnight. Visitors may be admitted to the campsite under the responsibility of the holidaymakers/residents who receive them.

Visitors have no access to the aquatic area or to the entertainment offered by the campsite. They are not subject to any tax. Visitors' vehicles are prohibited on the campsite.

11. Vehicle traffic and parking

Inside the campsite, vehicles must not exceed a speed limit of 10 km/h and must be driven with extreme care. Traffic is permitted from 6:00 a.m. to 10:45 p.m. Only vehicles belonging to holidaymakers staying on the campsite may circulate within the campsite. Parking is permitted for one vehicle only on the pitch allocated. The vehicle must neither obstruct traffic nor prevent new arrivals from setting up. Two-wheelers (including bicycles and scooters) must comply with the signage (direction of traffic, speed, etc.). Charging an electric vehicle on the campsite is strictly prohibited.

12. Upkeep and appearance of the facilities

Rental accommodation is strictly non-smoking.
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.
Any mobile residence in poor condition will be excluded from the campsite.
The pitch must be kept clean and well maintained.

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It is forbidden to dispose of waste water on the ground or in gutters. Customers must empty waste water into the facilities provided for this purpose.
Washing your vehicle (cars, boats, trailers, etc.) on the campsite is strictly prohibited.

Household waste bins, designated recycling containers, a waste disposal area and a compost bin are at your disposal for sorting and disposing of your waste. You are also asked to help keep the sanitary facilities and common areas tidy and clean.
Washing (of laundry or dishes) is strictly prohibited outside the basins provided for this purpose. Laundry may not be hung from trees.

Plants and floral decorations must be respected. It is forbidden to drive nails into trees, to cut branches or to plant anything.

It is not permitted to mark out the area of an installation by personal means, nor to dig the ground. Any repair of damage done to vegetation, fences, the ground or the facilities of the campsite will be at the expense of the person responsible. The pitch used during the stay must be left in the condition in which the camper found it on arrival.

It is forbidden to set up a tent or any other type of accommodation (van, motorhome, etc.) on a pitch equipped with a mobile home. A tent may only be pitched on a bare pitch.

The use of **electric plancha grills**, **toasters** and **kettles** is **not permitted** in rental mobile homes and on bare pitches. Our electrical network is limited to 10A and cannot support these appliances.
Charcoal barbecues are also prohibited on the pitches. Barbecues are available outdoors in the common areas.

13. Safety

Emergency and health service telephone numbers are displayed at reception.

- Fire

Open fires (wood, charcoal, etc.) are strictly prohibited. Stoves must be kept in good working order and must not be used in dangerous conditions. The use of personal charcoal barbecues is not permitted on rental pitches. Barbecues are available on the campsite close to your rental accommodation or bare pitch. This measure does not apply to residential plots. The use of electric plancha grills is not permitted.
In the event of a fire, notify the management immediately. Fire extinguishers may be used if necessary. A basic first-aid kit is available at the reception office.

- Theft

The management has a general duty to supervise the campsite. The camper remains responsible for their own installation and must report to the manager the presence of any suspicious or disruptive person. Customers are advised to take the usual precautions to safeguard their belongings.

- First aid

A basic first-aid kit is available at the reception office. It is at customers' disposal if needed. Anyone suffering from a contagious illness is asked to inform the campsite management immediately. A defibrillator is installed at reception and is available to everyone to help a person in cardiac arrest.

- Security officer and on-call service

In an emergency, an on-call number is displayed on the reception door.
During the summer season, a security officer patrols the grounds from 11:00 p.m. to 6:00 a.m. and can be reached by telephone (number displayed at reception). The security officer is responsible for order and good conduct on the campsite and constantly strives to make every stay as pleasant and relaxing as possible. However, they have a duty to penalise serious breaches of the rules and, if necessary, to expel the offenders.

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14. Playground and swimming pool

- Playground

No violent or disruptive games may be organised near the facilities. Children must always be supervised by their parents. Ball games and similar games are prohibited on the pitches, in the lanes and in the common areas. Access to the playground is reserved for children aged 2 to 10, from 9:00 a.m. to 8:00 p.m. (and until 10:00 p.m. in July/August), under the supervision of parents or accompanying adults.

Only one person at a time is allowed to use the trampoline (max. 120 kg), under the supervision of parents or accompanying adults. The campsite accepts no liability in the event of an accident. Any damage will be penalised and invoiced immediately.

- Swimming pool

Access is exclusively reserved for campsite residents and requires wearing the pool wristband given to each campsite user. Only short swimwear (briefs, boxer-style trunks, and one- or two-piece women's swimsuits) is permitted in the pool.

Diving is strictly prohibited, as is wearing shoes within the pool enclosure. Balls, rings and inflatable mattresses are prohibited in the pool (except during activities supervised by our team). For hygiene reasons, eating or drinking in the aquatic area is prohibited. Children are under the full responsibility of their parents. Failure to comply with the rules will result in immediate expulsion from the pool.

Children under 12 are admitted only under the supervision of a person over 18 years of age.

15. Dead storage

No unoccupied equipment may be left on a bare pitch; dead storage is prohibited on the Mirabel campsites.

16. Breach of the house rules

Should a resident/holidaymaker disturb the stay of other users or fail to comply with the provisions of these house rules, the manager or their representative may, orally or in writing if they deem it necessary, formally call on that person to stop the disturbance. In the event of a serious or repeated breach of the house rules, and after the manager has formally called on the person to comply, the manager may terminate the contract.

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

17. Image rights

By staying at our campsite, you expressly authorise the MIRABEL campsites, free of charge, to use on any medium photos/videos of you or your children that may be taken during your stay, solely for the campsite's advertising purposes. You also have the right to object; to do so, please inform reception in writing.

18. MEDIATION

In accordance with the provisions of Article L 612-1 of the French Consumer Code, every customer of the Mirabel Campsites has the right to use a consumer mediator free of charge with a view to the amicable resolution of a dispute with the operator of the site. The contact details of the consumer mediator to whom the customer may refer are as follows: SAS Médiation, 222 chemin de la Bergerie, 01800 SAINT JEAN DE NIOST – Tel.: 04 82 53 93 06 – https://www.sasmediationsolution-conso.fr

Payment for the stay or signing of the leisure contract constitutes acceptance of these rules.

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