

Campsite Internal Rules

– GENERAL CONDITIONS

1. Admission and Stay Requirements

Access, installation, or stay in the campsite is only permitted after authorization by the manager or their representative. The manager is responsible for maintaining order on the campsite and ensuring compliance with these Rules. By staying on the grounds, guests accept these Rules and agree to comply with them. Under no circumstances may the campsite be used as a domicile.

2. Police Formalities

Unaccompanied minors will only be admitted with written parental authorization. In accordance with Article R. 611-35 of the Code on the entry, stay of foreigners and right of asylum, the manager must have foreign clients complete and sign a police form upon arrival, including at least: 1. Full name; 2. Date and place of birth; 3. Nationality; 4. Usual residence. Children under 15 may be listed on a parent's form.

3. Installation

Outdoor accommodation and related equipment must be placed on the pitch assigned by the manager or their representative, in accordance with their instructions.

4. Reception Desk

Open from 8:00 to 12:00 and 15:00 to 19:30 during high season (July 1 – August 31); and from 9:00 to 12:00 and 16:00 to 19:30 during low season. The reception desk provides information on campsite services, local shops, sports facilities, nearby attractions, and useful addresses. A system for lodging and handling complaints is available to guests.

5. Information Display

These Internal Rules are posted at the campsite entrance and reception, are available on our website (www.lustou.com), and are provided upon request. For classified campsites, the classification level and number of pitches for tourism or leisure must also be displayed. Prices for services are communicated to guests in accordance with ministerial order and are available at reception.

6. Check-Out Procedure

Guests are asked to inform reception of their departure the day before. Those wishing to depart before reception opens should settle their account the previous day.

7. Noise and Quiet Hours

Guests should avoid making noise or loud conversation that could disturb neighbors. Electronic devices should be set to low volume; car and trunk closures should be done quietly. The manager ensures guests' peace by enforcing full silence from 22:00 to 7:00.

8. Visitors

Visitors are allowed only with the manager's approval and under the responsibility of the hosting camper. Visitors may be registered at reception and can access campsite facilities, possibly at a fee, which will be posted at the entrance and reception. Visitor cars are not permitted inside the campsite.

9. Vehicle Traffic and Parking

On-site vehicle speed is limited to 10 km/h. Traffic is permitted between 7:00 and 22:00. Only vehicles belonging to registered guests may circulate. Parking on pitches is prohibited unless a designated parking space is provided. Parking must not obstruct traffic or hinder the arrival of new campers.

10. Appearance, Usage, and Maintenance of Facilities

Guests must refrain from any action that may affect cleanliness, hygiene, or aesthetics of the campsite and its facilities, including restrooms. Wastewater must not be discharged onto the ground or into drains. Vehicle washing is prohibited on-site. Wastewater must be emptied in designated facilities. Solid waste and all other rubbish must be placed in bins according to sorting rules. In accordance with Article R.632-1 of the Penal Code, failure to observe cleanliness rules or depositing waste outside authorized areas may lead to fines up to €150. Washing is only allowed in designated basins. Clothes drying is permitted at the communal dryer; it may be done outside near accommodations only until 10 a.m., discreetly, and without causing nuisance to neighbors. It must never be hung from trees. Plantings and floral decorations must not be altered. Nailing into trees, cutting branches, or planting is forbidden. Pitches cannot be marked or dug up; the ground must remain intact. Any damage to vegetation, fences, ground, or installations will be charged to the responsible party. Each pitch must be left in the same condition as found upon arrival. Razor outlets are only for electric shavers; other appliances (kettles, coffee makers, etc.) are prohibited.

Charging electric vehicles is strictly forbidden on lodge outlets or pitch electrical points.

These installations are not designed to support vehicle charging and pose risks of fire or overload. In accordance with Article R.143-21 of the Construction and Housing Code and electrical safety standards, any improper use of electrical installations incurs the user's liability and may result in civil or criminal penalties. The management reserves the right to require financial compensation in case of non-compliance.

11. Safety

a) Fire

Open fires (wood, charcoal, etc.) are strictly prohibited. Stoves must be maintained and used safely. In case of fire, immediately notify management. Fire extinguishers are available where needed. A first-aid kit is located at reception.

b) Theft

Management is responsible for lost items left at reception and generally monitors the site. Campers are responsible for their own belongings and must report any suspicious behavior. Guests should take normal precautions to secure their equipment.

12. Games

No violent or disruptive games may take place near facilities. Meeting rooms may not be used for physically active games. Children must remain under parental supervision.

13. Storage of Unused Items

Unused items may only remain on site with management's permission and in a designated area. This service is chargeable.

14. Violation of the Rules

Should a guest disturb others or breach these rules, the manager may give verbal or written notice to cease the disturbance. In the event of a serious or repeated violation, the manager may terminate the contract. In case of criminal offense, the manager may call law enforcement.

15. Animals

Dogs and other pets must always be kept on a leash and cannot be left unattended, even if confined. Their owners are **civilly responsible** for them. Pets are not allowed to relieve themselves on campsite grounds. Under Article 1243 of the Civil Code, an owner is liable for damages caused by their animal even if it escapes. Moreover, Article R.632-1 of the Penal Code prohibits defilement of public cleanliness; violators may be fined up to €150.

ANNEX

Mandatory Information for Annual Pitch Rental with Mobile Leisure Accommodation

Before signing the annual rental contract, clients must receive an information sheet including: • SIRET number, opening period, pitch number and size, layout and renewal/compensation conditions; • Owner's identity and occupants; leisure unit type (make, model, color, date of manufacture/acquisition, size, capacity), supplier info and warranty conditions; • Condition report (interior/exterior, chassis, mobility, safety, additional equipment), agreed with management; • Insurance requirements (theft, fire, explosion, liability); • Limits on pitch occupancy and garden shed use; • Subletting conditions (if any); • Commission arrangements for resale of leisure unit, if applicable; • Notification of any substantial rule changes at least six months before they take effect.

Regulation of Mobile Leisure Accommodation Installation

a) Defined as road-capable units for temporary recreational use (Article R.*111-33, Urban Planning Code).

b) Installation is only permitted on duly authorized sites: – Regular campsites – Residential leisure parks – Classified holiday villages (Article D.325-3-3, Tourism Code), and cannot be sited on private land or sold under residential tenure longer than two years (Article R.111-34-1, Urban Planning Code). They may be stored awaiting use in caravan storage areas, public parking, or vehicle depots (Article R.111-35).

The full, updated legal text is available on Legifrance.