



## INTERNAL RULES AND PROCEDURES

Effective January 1st, 2026



Decree n°2014-138 of 17 February 2014 relating to the obligation for campsites or caravan parks as well as residential leisure parks to have a model of internal regulations and an information notice on the conditions for renting pitches all year round.

These internal regulations may be modified and posted at the reception desk of the Site in compliance with the applicable regulations (Decree No. 2014-138 of 17 February 2014). It is posted at the entrance and at the Welcome Office of Nai'a Village and the Blue Sun.

**Document submitted in duplicate: one copy to be signed and delivered to the Reception Desk and one copy to be kept by the client for the duration of their stay.**

Clients of Nai'a Village and Soleil Bleu have free access to both sites, their equipment and activities. In these internal regulations, the "Site" refers to either Nai'a Village, the Blue Sun, or both sites.

### **1° Admission requirements**

The Site is a private area. No one is permitted to "reside" on site.

To be allowed to enter, settle or stay on the Site, you must have been authorised to do so by the manager or his representative, who is responsible for ensuring that the Site is properly maintained and ordered and that the provisions of these internal regulations are respected. Consequently, the manager or his representative reserves the right to refuse access or right to stay at the Site to any vehicle or facility (tent, caravan, mobile home...).

Any person present on the Site is required to wear at all times a bracelet provided by the manager or his representative and identifying this person as authorised to be there. Any person present on the Site expressly authorises the manager or his representative to photograph, film, or record during their presence on the Site. And to use the photographs, videos and recordings on all media and on particular websites, Facebook page, Instagram, Youtube, commercial, promotional or advertising documents, exclusively for the purpose of promoting or advertising the Nai'a Village or the Blue Sun, for five years from the date of capture. This authorisation is also given to any subsidiary or parent company of the manager.

By entering, settling or staying on the Site, it is implied that the person concerned accepts the provisions of this Regulation and commits to comply with them.

### **2° Policy formalities**

Anyone who stays at least one night on the Site must first present their identity documents to the manager or his representative and complete the formalities required by the police.

**Minors not accompanied by an adult parent or guardian will not be admitted.**

In relation to Article R. 611-42 of the Code on the Entry and Residence of Foreigners and the Right of Asylum, for any Foreign National, the manager is required to complete, or have the client complete and sign, upon arrival, an individual police record. It must mention in particular:

1° Surname and First Names

2° Date and place of birth

3° Nationality

4° Place of residence

5° Mobile phone number and e-mail address

6° The date of arrival at the establishment and the expected date of departure.

Children under 15 years of age may be included on one parent's card.

### **3° Installation**

Outdoor accommodation (tent, caravan, mobile home,...) and related equipment must be installed in the indicated location, in accordance with instructions given by the manager or his representative.

### **4° Welcome Office - Prices - Displays**

The opening hours of the Reception Office are posted at the entrance of the office.

The Welcome Office will provide you with all the information you need about the services offered on the estate, information on the possibilities of food and drink, sports facilities, the tourist attractions of the surrounding area and various addresses that may prove useful.

The prices of the various services are communicated to customers under the conditions set by order of the Minister of Consumer Affairs and may be consulted at the Reception Desk.

The classification category with the mention of tourism or leisure and the number of tourism or leisure sites are displayed at the Welcome Desk.

A system for collecting and processing complaints is available to customers.

In addition, in accordance with Article L152-1 of the Consumer Code, in the event of a dispute, the client may use the MEDICYS mediation service offered by the manager free of charge:

- by electronic means: <https://app.medicys.fr> ; or

- by post: MEDICYS 73, Boulevard de Clichy, 75009 - Paris.

A satisfaction questionnaire is also available to clients.

### **5° Departure**

The customer is required to make an appointment for the inventory either on arrival or at the latest 48 hours before the day of departure at reception. On the day of departure, the mobile home can be vacated freely before 10 a.m. An inventory will then be carried out without the customer being present. The deposit will only be refunded after the mobile home has been fully checked and found to be in good condition. In any event, **the mobile home must be vacated by 12 noon at the latest**.

### **6° Nuisance**

Guests are asked to avoid any nuisance that could disturb their neighbours, particularly noise pollution. Sound devices, for example portable speakers, must be adjusted accordingly. Door and trunk closures should be as discreet as possible.

At night, travel in the aisles must be done in silence so as not to disturb other guests. The manager ensures the peace of mind of his clients by setting schedules, posted at the Reception Desk, during which time silence must be total.

More generally, guests must respect proper behaviour and dress during their stay on Site especially in the aquatic areas, in order not to disturb other guests or patrons.

### **7° Animals**

Any animal accompanying a client must be vaccinated, tattooed or chipped. Under no circumstances should it be left off a leash, nor left alone on the site, even locked up, in the absence of its owners, who are civilly responsible for it.

The owners are required to ensure that they collect the excrement of their animals on the site.

The presence of dogs is limited to one per accommodation. Dogs of 1st and 2nd category are strictly forbidden. Cats are not allowed in the rentals.

### **8° Games**

The rules for the use of the various play areas are displayed at each area. No violent or inappropriate games can be organised or played on Site.

#### **9° Visitors**

After being authorised by the manager or his representative, visitors may be admitted to the Site under the responsibility of the clients who receives them. Clients must therefore inform the manager or his representative in advance by completing a form made available at the Reception Desk and, if authorised, indicate the identity of their visitors and meet them at the entrance to the Site. The manager or his representative reserves the right to refuse access to any visitor, particularly for security reasons, or to limit the number of visitors for the comfort of his clients.

Visitors admitted to the Estate must pay an entrance fee, which is posted at the Reception Desk. These visitors are not allowed to spend the night on the Estate, and must leave the Estate at the end of the evening at the latest.

Visitors' vehicles must park on the parking lot located at the entrance of the Site on the side of Le Soleil Bleu by Nai'a and may not cross the access barriers. Pets of visitors are not allowed.

#### **10° Aquatic spaces**

The opening dates and times of the aquatic areas can be consulted at the Reception Office.

Guests must leave their shoes at the entrance to the water areas, go through the foot bath and take a shower before entering the pools or slides. Strollers and wheelchairs must drive in the foot bath before entering aquatic areas.

Children under 10 years of age must be accompanied by an adult parent or guardian.

Swimming pool diapers are MANDATORY for children under 3 years of age, even if they are toilets trained.

Swimming shorts, boardshorts, bermuda shorts, swim g-strings, and burkinis are prohibited.

For men, the wearing of swimming trunks, a bathing band, or a boxer is mandatory. For women, the wearing of a one-piece suit a two-piece suite, a bikini, or a boxer is mandatory.

Monokini is only allowed on raised "solarium" areas.

It is forbidden to jump or dive into the pools or on the slides. It is forbidden to attempt to climb up the slides. The specific rules for the use of slides, displayed at the bottom of them, must be respected.

Smoking, eating and drinking are prohibited in the aquatic areas.

Clients are encouraged to keep their personal belongings under surveillance. The manager declines all responsibility in the event of theft, particularly within the confines of aquatic areas.

For the comfort of all, it is forbidden to leave your personal belongings on deckchairs in aquatic areas without being present within the enclosure. The manager reserves the right to collect abandoned items that may be sought from lifeguards or at the Reception Desk.

**ANY PERSON NOT WEARING A VALID BRACELET AUTHORISING ACCESS TO THE SITE WILL BE DENIED ACCESS TO THE AQUATIC AREAS.**

In the event of non-compliance with the provisions of this article, the person in breach may be prohibited from entering aquatic areas for rest of their stay.

#### **11° Travel within the Domain - Traffic and parking of vehicles**

Movement within the Site, including on foot, must be carried out in accordance with the traffic lanes provided for this purpose. Passage through pitches, unoccupied or occupied by third parties, is not permitted.

Within the Site, all vehicles must respect a speed limit of 10Km/h. In season, in order to preserve everyone's peace of mind, the circulation of customer vehicles may be prohibited during certain time periods set by the manager. These instances will be posted at the Reception Desk.

Apart from the parking areas specifically provided for this purpose on the periphery of the Site, parking is authorised only on the rented plot (even if the neighbouring plot is unoccupied) and must not, in addition, hinder traffic or prevent the installation of new arrivals. Unoccupied caravans, camper vans etc. are prohibited. Only vehicles belonging to guests staying on the Site and whose registration has been indicated to the manager may circulate on the Site.

#### **12° Holding and appearance of the installations**

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

It is prohibited to dispose of waste and/or polluted water on the ground and in drains.

Caravan and motorhome users must empty their waste water in the facilities provided for this purpose.

Household waste, all types of waste and paper must be disposed of in the garbage bins in accordance with the sorting requirements. Washing is strictly prohibited outside the bins provided for this purpose.

Pitching and the layout of a guests pitch must be discreet and not disturb the neighbours. Nothing should be attached to trees.

Customers are prohibited from Putting nails in trees or cutting branches.

Any repair of damage to the vegetation, fences or installations of the Site will be the responsibility of its perpetrator. It is not permitted to alter or change in anyway the pitch, nor to make holes in the ground.

The site must be kept clean throughout the stay.

#### **13° Security**

##### **a) Fire**

The area is windy and at high risk of fire.

Barbecues and open fires (wood, coal, etc.) are strictly prohibited, except on sites made available to customers and specially designed for this purpose. Electric barbecues are allowed.

The stoves must be kept in good working order and must not be used under dangerous conditions.

After being extinguished, cigarette butts must be disposed of in the ashtrays provided for this purpose.

In the event of a fire, a staff member should be notified immediately. Fire extinguishers can be used if necessary. An evacuation and fire extinguisher situation plan is provided to clients upon arrival.

##### **b) Flooding**

The Domaine is located in an area at risk of plain flooding. If the water rises, do not panic, notify those around you and as soon as possible a member of staff, and reach an assembly point listed on the evacuation plan.

##### **c) Theft**

The Management is responsible for the objects deposited at the Reception Office and has a general obligation to supervise the Site.

The customer remains responsible for his own belongings and must take the usual precautions to safeguard his equipment. The client must report the presence of any suspicious person on the Site.

#### **14° Breach of the internal regulations**

In the event that a resident disrupts the stay of other clients or does not respect the provisions of these internal regulations, or is seriously inappropriate or aggressive towards a member of staff, the manager or his representative may orally or in writing, if he deems it necessary, give notice to cease the disturbances.

In the event of a serious or repeated breach of the internal regulations and after a formal notice to comply with them, the manager or his representative may terminate the residence contract of this resident resulting in his permanent exclusion and, if necessary, call upon the police in the event of a criminal offence.

Name and first name :

Signature, preceded by the words "read and approved":