



INTERNAL RULES AND PROCEDURES

Effective October 1st, 2026



Decree No. 2014-138 of 17 February 2014 concerning the obligation for campsites, caravan sites and residential leisure parks to have a model set of internal rules and an information leaflet on the terms and conditions for the annual hire of pitches.

These rules and regulations may be subject to change and any amendments will be displayed at the reception of the outdoor accommodation in accordance with the applicable regulations (Decree No. 2014-138 of 17 February 2014). They are displayed at the entrance and at the Reception Desk of Nai'a Village and Camping Paradis.

This document is provided in duplicate: one copy, to be signed and returned to the Reception Desk, and one copy to be retained by the guest for the duration of their stay. Guests at Nai'a Village and Camping Paradis have free access to both sites, their facilities and their activities. In these rules and regulations, the term 'the Estate' therefore refers interchangeably to Nai'a Village, Camping Paradis 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 Reception Desk's opening hours are displayed at the entrance.

At the Reception Desk, you will find all the information you need about the services available on the estate, details of places to eat and drink, sports facilities, tourist attractions in the surrounding area and various addresses that may prove useful.

Prices for the various services are provided to guests in accordance with the conditions laid down by order of the Minister for Consumer Affairs and are available for consultation at the Reception Desk.

Guests are required to pay an additional tax totalling €1.50 per day per person aged 12 or over for the entire duration of their stay. The classification category, marked 'tourism' or 'leisure', and the number of tourism or leisure pitches are displayed at the Reception Desk.

A system for receiving and handling complaints is available to guests.

Furthermore, in accordance with Article L152-1 of the Consumer Code, in the event of a dispute, guests may make use of the CM2C mediation service offered by the operator free of charge:

- by telephone: 06 09 20 48 86; or

- by post: CM2C – 14, rue de Saint Jean 75017 PARIS - FRANCE

A satisfaction questionnaire designed to gather guests' views on their stay is also available to guests.

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 causing any disturbance that might inconvenience their neighbours, particularly noise. Audio devices must be set at an appropriate volume. Car doors and boot lids must be closed as quietly as possible.

At night, guests must move about the corridors quietly so as not to disturb other guests. The manager ensures peace and quiet for guests by setting times – displayed at the Reception – during which complete silence must be observed. In any event, all noise is prohibited from midnight onwards. The estate's entrance gate is closed from 00:00 to 06:00; no vehicles may enter or leave during this period.

7° Animals

Any animal accompanying a guest must be vaccinated, tattooed or microchipped. Under no circumstances may it be allowed to roam freely or be left alone on the premises – even if confined – in the absence of its owners, who are civilly liable for it. Owners are required to ensure that they collect their pets' faeces on the estate. Any breach of this obligation will result in a fixed penalty of €25, which will be charged to the responsible guest.

Only one dog is permitted per accommodation unit. Category 1 and 2 dogs are strictly prohibited. Cats are not permitted in the holiday 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.

Children must always be under the supervision of their parents or guardians.

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 for the aquatic areas are available at the Reception Desk.

Visitors must remove their shoes at the entrance to the aquatic areas, walk through the footbath and take a shower before entering the pools or using the slides.

Smoking, eating and drinking are prohibited within the aquatic areas. Balloons, large rubber rings, pool noodles and other bulky floating or inflatable objects are not permitted in the pools. Children under 12 must be accompanied by an adult.

Swimming nappies are MANDATORY for children under 3 years of age, even if they are toilet-trained. Shorts, swim shorts and burkinis are PROHIBITED. Swimsuits must be worn. Underwear and swimwear resembling boxer shorts are also PROHIBITED in the pools.

Jumping or diving into the pools or onto the slides is prohibited. Climbing back up the slides is prohibited. The specific rules for using the slides, displayed at the foot of each slide, must be strictly observed.

Visitors must keep a close eye on their personal belongings. The operator accepts no liability for theft, particularly in the aquatic areas.

For everyone's comfort, it is forbidden to leave personal belongings on sun loungers in the aquatic areas whilst you are not present within those areas. The management reserves the right to collect any items left behind; these may be collected from the security desk.

ANYONE NOT WEARING A VALID WRISTBAND AUTHORISING ACCESS TO THE RESORT WILL BE REFUSED ENTRY TO THE WATER PARKS.

If a guest loses their wristband or it is stolen, they will be charged €25 for a replacement (which is compulsory for moving around the campsite).

In the event of failure to comply with the provisions of this article, the person in breach may be barred from accessing the aquatic areas for the remainder of their stay.

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

Movement within the Estate, including on foot, must take place using the designated traffic routes. Crossing through plots—whether unoccupied or occupied by others—is not permitted.

All vehicles within the Estate must observe a speed limit of 10 km/h. During the season, to ensure peace and quiet for everyone, vehicle traffic by guests may be prohibited during specific time slots set by the management. These times will be posted at the Reception Office. Management (or its representative) reserves the right to ban any vehicle from accessing or driving within the Estate for the duration of the stay if it is driven at excessive speeds or dangerously; such vehicles must then be parked in the external car park.

Apart from the designated parking areas on the perimeter of the Estate, parking is permitted only on the rented plot (even if the neighboring pitch is vacant) and must not obstruct traffic or hinder the setup of new arrivals. Long-term vehicle storage ("garage mort") is not permitted. Parking is limited to one vehicle per pitch (one accommodation unit and one vehicle) and one vehicle per mobile home, with the exception of "Archipel" range mobile homes, for which two vehicles are allowed.

Only vehicles belonging to guests staying at the Estate—and whose registration details have been provided to management—may be driven within the grounds. Any second vehicle must be parked in the "Route 66" restaurant car park outside the Estate.

Electric vehicle charging: Charging electric or plug-in hybrid vehicles (cars, two-wheelers, etc.) within the Estate by any means whatsoever is strictly prohibited. Connecting a vehicle to the electrical system of a mobile home, pitch, or any other Estate facility is forbidden, as the installations are neither sized nor safety-rated for this purpose. The manager or their representative reserves the right to immediately unplug any vehicle being charged and to bill the customer for the electricity consumed as well as for any damage caused.

Bicycles, scooters, and personal mobility devices: bicycles, scooters (electric or otherwise), electric unicycles, hoverboards, and similar devices must be ridden at a walking pace exclusively on the Estate's roadways and must yield to pedestrians. Their use is prohibited in pool areas, playgrounds, buildings, and dining areas. Wearing a helmet and protective gear is mandatory for minors, under the responsibility of their parents. The use of an electric scooter is restricted to individuals aged 14 and older, in accordance with current regulations, and is limited to a single user per device.

If speed is deemed excessive or riding dangerous, a reminder regarding these rules will be issued to the user or, if the user is a minor, to their parents. In the event of a repeat offense, the manager or their representative reserves the right to confiscate the scooter or device in question for the duration of the stay. The device will be held at the security office and returned to its owner on the day of departure.

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 has a high risk of fire.

Barbecues and open fires (wood, charcoal, etc.) are strictly prohibited, except at the sites made available to guests and specifically designated for this purpose. Electric barbecues are permitted.

Camping stoves must be kept in good working order and must not be used in hazardous conditions. Once extinguished, cigarette ends must be disposed of in the ashtrays provided for this purpose. Any electrical connections outside the mobile home or pitch (extension leads run to the pitch, daisy-chained multi-socket adaptors, vehicle charging) are prohibited.

In the event of a fire, a member of staff must be notified immediately. Fire extinguishers may be used if necessary. An evacuation plan and a map showing the location of fire extinguishers are provided to guests on 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":