



## **INTERNAL REGULATIONS GENERAL**

### **CAMPING ARINELLA BIANCA \*\*\*\*\***

#### **1- Conditions of admission and stay**

To be admitted to enter, settle or stay on a campsite, you must be authorised by the manager or his representative. The manager is obliged to ensure that the campsite is kept in good order and that the present internal regulations are respected.

The fact of staying on the campsite implies the acceptance of the provisions of these rules and the commitment to comply with them.

No one may take up residence on the campsite.

#### **2- Police formalities**

Minors who are not accompanied by their parents will only be admitted with the written authorisation of their parents.

In application of article R. 611-35 of the Code de l'Entrée et du Séjour des Etrangers et du Droit d'Asile (Code on the Entry and Stay of Foreigners and the Right to Asylum), the manager is required to have the foreign guest fill in and sign an individual police form on arrival. It must mention in particular

1° The surname and first names ;

2° Date and place of birth

3° Nationality;

4° Habitual residence.

Children under 15 years of age may appear on the form of one of the parents.

#### **3- Installation**

The outdoor accommodation and related equipment must be installed in the location indicated in accordance with the instructions given by the manager or his representative.

#### **4- Reception office**

Open from 09:00 to 19:00

At the reception desk you will find all the information about the services of the campsite, information about food and drink, sports facilities, the tourist attractions of the area and various useful addresses.

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

#### **5- Display**

These rules and regulations are displayed at the entrance to the campsite and at the reception desk. They shall be given to any customer who requests them.

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 the customers under the conditions fixed by decree of the minister in charge of consumption and can be consulted at the reception desk.

#### **6- Terms of departure**

Guests are requested to inform the reception desk of their departure the day before. Guests intending to leave before the opening time of the reception desk must pay for their stay the day before.

#### **7- Noise and silence**

Guests are requested to avoid any noise or discussion that might disturb their neighbours.

Sound equipment must be adjusted accordingly. Doors and trunks must be closed as quietly as possible.

Dogs and other animals should never be left unattended. They must not be left on the campsite, even locked up, in the absence of their owners, who are civilly responsible for them.

The manager ensures the peace and quiet of his guests by setting times when there must be complete silence.

#### **8- Visitors**

After having been authorised by the manager or his representative, visitors may be admitted to the campsite under the responsibility of the campers who receive them.

The client may receive one or more visitors at the reception desk. The services and facilities of the campsites are accessible to visitors. However, the use of these facilities may be subject to a charge, which must be displayed at the entrance to the campsite and at the reception desk.

Visitors' cars are not allowed on the campsite.

A guest wristband is required.

#### **9- Vehicle traffic and parking**

Within the campsite, vehicles must drive at a limited speed.

Traffic is allowed from 7.00 am to 11.00 pm.

Only vehicles belonging to campers staying on the campsite may circulate on the campsite. Parking is strictly forbidden on the pitches usually occupied by the accommodation unless a parking space has been provided for this purpose. Parking must not impede traffic or prevent the installation of new arrivals.

#### **10- Behaviour and appearance of the facilities**

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

It is forbidden to throw waste water on the ground or into the gutters.

Customers must empty waste water into the facilities provided for this purpose.

Household refuse, waste of any kind, papers, must be deposited in the bins.

Washing is strictly forbidden outside the bins provided for this purpose.

Laundry must be hung out in the communal drying room, if necessary. However, it is tolerated until 10 a.m. in the vicinity of the accommodation, provided that it is discrete and does not disturb the neighbours. It should never be done from the trees.

Plantations and floral decorations must be respected. It is forbidden to put nails in the trees, to cut branches, to make plantations.

It is not permitted to mark out the location of an installation by personal means, nor to dig up the ground.

Any damage to the vegetation, fences, grounds or facilities of the campsite will be charged to the person responsible.

The pitch used during the stay must be maintained in the same condition as the camper found it on arrival.

#### **11- Security**

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

Open fires (wood, coal, etc.) are strictly forbidden. Stoves must be kept in good working order and not used in dangerous conditions or in case of wind.

In the event of fire, notify the management immediately. Fire extinguishers can be used if necessary.

A first aid kit is available at the reception desk.

##### **b) Theft.**

The management is responsible for the objects deposited in the safe and has a general obligation to monitor the campsite. Campers are responsible for their own facilities and must report any suspicious persons to the management. Guests are advised to take the usual precautions to safeguard their equipment.

#### **12- Games**

No violent or disturbing games may be played in the vicinity of the facilities.

The meeting room may not be used for boisterous games.

Children must always be under the supervision of their parents.

#### **13- Dead garage**

Unoccupied equipment may only be left on the pitch with the agreement of the management and only in the designated area. A charge may be made for this service.

#### **14- Infringement of the internal regulations**

In the event that a resident disturbs the stay of other users or does not respect the provisions of these rules, the manager or his representative may orally or in writing, if he deems it necessary, give notice to the latter to stop the disturbance.

In the event of serious or repeated infringement of the internal regulations and after formal notice by the manager to comply with them, the latter may terminate the contract.

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

## **SPECIAL CONDITIONS 2025 APPENDED TO THE INTERNAL REGULATIONS**

### **15- VEHICLES**

Access barriers are regulated by a personal digital code that will be communicated at your arrival (entrance 7.30AM-11.30PM and exit 24h/24h).

The number of vehicles is limited to 1 car per accommodation, or 2 for some types of accommodations. The second car, if necessary, must be parked in the car parks provided for this purpose located throughout the campsite. Only vehicles belonging to the campers staying on the campsite may circulate on the campsite. Parking is strictly forbidden on the sites usually occupied by the accommodation unless a parking space has been provided for this purpose. Parking must not impede traffic or prevent the installation of new arrivals.

Some areas are pedestrian and not accessible by car, it is imperative to respect these areas for the safety of users.

It is forbidden to charge electric vehicles on the accommodation. The electrical circuit in the accommodation does not have the required amperage and the guest may be held responsible for a fire. 5 electric charging stations are available throughout the campsite, a daily surcharge of 35€ may be charged in case of violation up to the full deposit in the event of a repeat offence.

All vehicles as well as electric scooters are required to respect a speed limit of less than **10 km/h** within the campsite.

For safety reasons, scooters and bicycles are not allowed in the main entertainment area after 8pm.

### **16- RECEPTION – Check-in - Check-out**

The reception opens at 9.00 a.m. Customers can go to the reception in the morning to check in, but **the campsite does not guarantee to hand over the keys on arrival.**

However, once the administrative check-in has been completed, guests may use the campsite facilities **while waiting for the keys to be handed over later that day. The handover of the keys is guaranteed by 6 p.m. at the latest. No keys can be demanded before 6 p.m. on the day of arrival.**

**The day of departure, the keys will be returned at the latest 10 a.m. Any delay may result in a penalty.**

**For camping pitches: Arrival and check-in is from 12 noon onwards. When leaving, you must depart your pitch before 12 noon.**

**For arrivals without booking: the stay must be paid at arrival.**

**The ACSI card must be presented at arrival, otherwise the discount cannot be applied.**

**In the case of online booking, the ACSI discount request must be made at the booking to Homair Vacances or the campsite directly. If the request is made after the payment of the reservation, no refund can be made and the discount will not be applied.**

Proper attire is required at the reception, no swimwear or shirtlessness is permitted.

The reception does not provide luggage storage.

### **17- ACCOMMODATION – CAMPING PITCH**

It is forbidden to go to the accommodation before the keys are handed over. The campsite declines all responsibility in the event of a delay in handing over the keys in these circumstances.

**The establishment requires a deposit to cover any material damage or uncleanness at the start of the stay.**

**Cash deposits are not accepted.**

**At the end of the stay, the accommodation must be returned in a correct state of cleanliness.**

In case of non-compliance with the departure instructions issued by the reception and observed by the service of the campsite concerned, no claim will be accepted and a cleaning fees of 80 € will be charged on the deposit. Any damage to the accommodation, missing, broken or damaged items will be deducted from the deposit. The loss of keys will be charged 130€ and the loss of double key will be charged 50€.

**Smoking is prohibited in the accommodation. No extra tent allowed next to each accommodation.** Using a shisha is prohibited within the campsite. Gas barbecues / electric planchas are tolerated on the campsite, their use is under the total responsibility of the user. Personal charcoal barbecues are prohibited.

Collective charcoal barbecues are available on specific areas near sanitary facilities.

**The Management reserves the right to close the barbecues at any time for security reasons and / or prefectural order.**

Gatherings are prohibited in sanitary facilities.

The campsite cannot be held responsible for the communication of false, misleading or erroneous information by its partners or by any third party. The photos and plans of the accommodation are given for illustrative purposes only and are not contractual.

### **18- STAYS**

For safety and insurance reasons, it is forbidden to exceed the number of occupants provided for by type of accommodation (babies and children being considered as a full occupant).

Camping pitches: 6 people maximum by pitch.

The manager of the campsite will refuse anyone beyond the planned capacity.

All bookings made with an agency or a works council cannot be changed. These reservations are subject to specific contracts with Homair Vacances, which the campsite cannot interfere with in any way.

**The “Comfort Option” (to choose a specific number) must be requested at the booking to Homair Vacances or the campsite directly (refer to Homair terms and conditions).** For operational or security reasons, a change of accommodation number is possible. In this case, this option will be refunded. The campsite reserves the right not to meet this request for planning purposes and/or if it is unable to do so. The request for comfort option cannot be changed on arrival.

**The request for a “Side by Side” must be made at the booking to Homair Vacances or the campsite directly (refer to Homair terms and conditions).** For operational or security reasons, a change of accommodation number is possible. In this case, this option will be refunded. The campsite reserves the right not to meet this request for planning purposes and/or if it is unable to do so. The request for side by side accommodation cannot be changed on arrival.

**In low season, we don’t make any difference between the areas Wednesday/Saturday and Sunday. Accommodations will be assigned depending on availability.**

**Important:** Sheets and towels must be booked when booking. Any subsequent request cannot be guaranteed.

### **19- ANIMATIONS**

The loan of equipment for ancillary activities can only be made at the animation office during opening hours and with a deposit. The equipment must be returned on the same day so that everyone can take full advantage of this service.

The Kids Club area is only reserved for the mini-club from 9.30am to 12am and from 3pm to 5pm. Access to the public will be possible outside these times.

The teen club is only open in July and August.

### **20- TECHNICAL INTERVENTION**

Any technical intervention not notified to the reception beforehand will not be taken into account.

### **21- ANIMALS**

**Animals are strictly forbidden in our accommodations and rental area.**

**Only 1 dog is allowed per camping pitch and per reservation.**

The dog must be declared at the time of booking or during administrative check-in at reception. It will be requested to pay the current rate at check-in.

Any undeclared animal will be subject to a penalty corresponding to the payment of the normal price increased by 30% for the camping pitch.

Each owner is civilly responsible for his animals; **they must be kept on a leash** in the campsite. They must not be left free, or even locked up at the campsite, in the absence of their master. Their behaviour must not harm the tranquillity, safety and cleanliness of the campsite. Droppings must be picked up by their owner. Dogs are prohibited in the camper showers.

### **22- SELECTIVE SORTING & SUSTAINABLE DEVELOPMENT**

The campsite has signed an "eco-label" charter for selective sorting. Respect the selective sorting made available throughout the campsite. It is forbidden to throw away the glass at night between 8 p.m. and 10 a.m.

Respect the selective sorting provided throughout the campsite.

Do not throw anything on the ground.

Take care of our trees and plants. Do not pick flowers and plants.

Save water, which is precious in our region. Washing vehicles is forbidden on the campsite. Keep the air-conditioning switched off when you are away from your accommodation.

### **23- ID BRACELETS**

Wearing a wristband is compulsory throughout your stay on the campsite in all circumstances for your safety and to access the various playgrounds, sports and water areas. It is personal. Giving or exchanging bracelets is prohibited. Children must be identifiable and always supervised.

The loss of a wristband leading to its replacement may be charged at 10€.

### **24- VISITORS**

Visitors may be admitted to the campsite under the responsibility of the campers who receive them, who must declare their number and identity to the reception.

If they are hosted, they are required to pay the various surcharges and taxes.

**Access to the swimming pools and the wellness pool is not allowed for daily visitors.**

### **25- AQUATIC AREAS**

Access to the aquatic areas is free and strictly reserved to the campsite guests who must comply with the rules of hygiene, safety and the internal regulations which are displayed at the entrance.

The pools are supervised by lifeguards according to posted schedules.

**For reasons of hygiene, swimming shorts, Bermuda shorts and burkinis are not permitted. It is forbidden to drink, eat or smoke and to wear shoes in the water areas. Showering is compulsory.**

Parasols are strictly forbidden in the aquatic areas.

**Animals are strictly forbidden in the aquatic areas.**

**Safety standard: in case of a storm or risk of a storm, the Management may proceed with the evacuation of pools and the closing of aquatic areas.**

Signs on certain sports, leisure or water facilities may supplement these rules.

The management declines all responsibility in the event of an accident in the aquatic areas.

**The Swimming Pool with slides: Regular bathing suit and briefs are required. Wearing the wristband is compulsory. Children under 12 years of age must be accompanied by their parents who are responsible for their own supervision.**

**Supervise and watch your children closely at all times.**

**The Wellness Pool: is reserved for adult’s only +18 years old.**

**Regular bathing suit or briefs are required. Wearing the wristband is compulsory.**

**For ACSI customers, a participation of 5€/day will be requested to enjoy of the Wellness Pool.**

The user undertakes:

- To respect and comply with the specific instructions on the signs installed in each of the areas. **Also refer to the signage on site.**

- Not to behave in a way that is impaired by any substance whatsoever (drugs, alcohol or other).

- Not to behave in a provocative, insulting or disrespectful manner towards the staff.

- Not to behave in a way that is annoying and/or dangerous to other users or to oneself.

- Not to enter in possession of any dangerous and/or sharp and/or blunt object.

- Not to bring in bottles or other glass containers.

- Not to bring in personal beach furniture (parasols, deckchairs, etc.).

- Not to harm the physical and/or moral integrity of a third party.

- Not to damage the facilities,

Any person showing inappropriate behaviour may be excluded from the area.

In the event of a large number of visitors or for any other reason relating to the smooth running of the rules, the Management reserves the right to limit admission and/or prohibit access to the aquatic areas.

Furthermore, anyone with a particular medical condition (heart condition, respiratory problems, epilepsy, diabetes, etc.) is requested to report to the staff of the area they are using.

### **26- THE POND**

**No swimming allowed.** Do not leave your children alone near the pond. Respect the nature and the animals.

### **27- THE BEACH**

**It is not supervised;** it is a public domain. Beach Fires are forbidden. Swimming and launching boats are forbidden in case of heavy swell. Non respect of the safety precautions is at your own risk. Dogs must be kept on a leash on the beach.

### **28- FIRE SAFETY REGULATIONS**

Open fires as well as coal barbecues are **strictly prohibited everywhere in Corsica.**

Do not throw your trash, neither your cigarettes on the roads, on the beach or in the wildness.

### **29- IN CASE OF EMERGENCY (FIRE OR FLOOD)**

Our managing staff will inform you. Follow instructions of the management and signs on the campsite.

Staff are recognizable through a yellow security jacket.

You will be kept informed of the situation at all time. Wait for instructions.

### **30- SECURITY OF PERSONS AND PROPERTY**

The Management declines any responsibility in case of theft. Don’t leave your valuables outside your accommodation. Rentals are equipped with safes. Papers and valuables can be stored at the reception for camping customers only (paying service).

The campsite is supervised day and night by security guards.

### **31- RESPECT FOR PEOPLE**

Any lack of respect for the establishment’s staff can lead to an immediate departure from the campsite.

Make sure that you leave clean toilets after use and respect staff our cleaning staff’s work.

### **32- VIOLATION OF CAMPGROUND RULES AND REGULATIONS**

Registered guests can be expelled by the managing staff at any time for violation of campground rules and regulations by themselves or their guests, without notice or refund.