

Dear camping guest,

Welcome to our campsite! The rules set out below are designed to make your stay – and that of our other guests – as pleasant as possible. After all, clear agreements ensure satisfied guests and prevent misunderstandings. Should you have any questions, please do not hesitate to contact us. We hope you have a lovely stay!

CAMPING RULES

TERMS AND CONDITIONS

1. The campsite rules are clearly displayed at reception and at each toilet block. They are written in the three national languages and English (NL – FR – DE – EN).
2. Anyone staying at the campsite and/or using the campsite facilities is obliged to comply with the camping regulations in this region, as well as with these campsite rules. Any breach of the following rules may result in the offender being removed from the campsite.
3. The campsite manager shall take all necessary measures to ensure that campers and all persons staying on the campsite maintain order on the campsite and in the communal buildings, and to ensure the proper application of these campsite rules.
4. Minors must be accompanied by their parents or by persons responsible for them and remain under their full responsibility.
5. Any registration as a permanent or secondary residence with the local authority in whose area the campsite is situated is strictly prohibited. Living or taking up permanent residence at the campsite is therefore not permitted.
6. Campers are personally responsible for any damage or accidents caused by them; they are also responsible for the actions of those camping with them and/or their visitors. They are obliged to make them aware of these campsite rules.

7. The campsite manager shall under no circumstances be responsible for theft, looting or damage caused by natural causes (rain, lightning, falling trees, flooding, ice, snow, storms, etc.). Damage caused by the camper must be reported voluntarily to the campsite manager by the person who caused the damage.
8. The camper is obliged to take out valid fire insurance and to present this to the campsite manager.
9. Campers are obliged to treat the campsite's equipment and facilities with respect, to avoid unnecessarily soiling the buildings and sanitary facilities, and not to cause any damage to buildings, facilities or vegetation. Children under the age of six must be accompanied by an adult when using the sanitary facilities. If it is established that failure to comply with this rule has caused damage or deterioration, the parents or persons responsible for these children will be held fully responsible and obliged to pay full compensation for the damage. Any deliberate or malicious act may result in immediate removal from the campsite.
10. Any damage or accident must be reported immediately to the campsite manager.
11. The campsite manager reserves the right to amend these campsite rules, to apply and adjust the annual indexation, and to take a decision in all unforeseen circumstances. By staying at the campsite, the camper agrees to comply with any agreements made on the basis of these rules.

PASSERS-BY

12. On arrival (between 12 p.m. and 8 p.m.), campers are required to register at the campsite reception. Registration requires presentation of the following documents: identity card or passport.
13. On the day of departure, the camping spot must be available by 11 a.m. at the latest; exceptions to this time may be made in consultation with the campsite manager.

CAMPSITE

14. The campsite is open from 1st April to 30th September. Outside this period, services can no longer be provided (e.g. opening of sanitary facilities, electricity, waste disposal, etc.). The campsite manager may, if necessary, refuse entry to the campsite to anyone without giving a reason.
15. The water supply is turned off from mid-November to the end of March. The touring caravans are returned to their camping spot at the start of the season, weather permitting. We will keep you informed via our Facebook page.
16. We do not allow inflatable swimming pools; only a paddling pool (large blue shell) is permitted.
17. All organised events or celebrations, ball games, water games, fireworks and campfires are forbidden on the campsite. Ball games are only permitted in the areas designated for this purpose (for example, pétanque on the pétanque court).

18. Campers must use only the strict minimum amount of water for personal consumption. We no longer permit lawn watering (neither during the season nor out of season), nor car washing using large quantities of water, etc.
19. The tenancy of a permanent camping spot is automatically renewed at the start of a new year unless the tenant gives at least one month's notice of termination, or unless the tenancy is terminated by the campsite manager for any clearly defined reason.
20. Vehicle speed must be reduced to a maximum of 10 km/h, and visitors must leave their vehicles in the designated car park (outside the barriers). Vehicle traffic on the campsite must be kept to a minimum; it is permitted only for entering and leaving the campsite, and not for accessing the toilets or showers. Campers' vehicles must not enter neighbouring properties.
21. Between 10 p.m. and 8 a.m. no noise may be made outside the caravans and/or facilities. Excessive noise must be avoided during the day.
22. Any serious offence may result in the immediate removal of the offender from the campsite:

- failure to comply with the campsite rules,
- refusal to comply with the campsite manager's instructions,
- failure to make payment on time,
- any behaviour that disrupts communal living,
- possession of weapons and/or drugs,
- causing damage to the campsite's property or that of a third party,
- theft,
- failure to declare overnight stays by tenants and guests,
- any form of aggression,
- …

23. Any subletting of caravans is forbidden.
24. Pets must be kept on a lead and their faeces must be cleared away by the owner. Dogs classified as attack or defence dogs are forbidden by the municipality of Bouillon and on the campsite (Pitbulls, American Staffordshire Terriers, Rottweilers, etc.). A maximum of two dogs per camping spot is permitted, unless otherwise agreed with the campsite manager. If you have more than two, we charge an additional € 25 per dog per year on top of the annual or seasonal camping spot hire.
25. Sanitary facilities must be treated with respect. Children must be accompanied by an adult. Chemical toilets must be emptied by an adult and only in the toilet provided for this purpose. The highest standards of cleanliness are required there. Animals are not permitted in this area and smoking is forbiddden.
26. For permanent campers, a deposit of € 25 is required at reception for the access badge. Deposits will be refunded upon the camper's departure, provided that the camping spot is in the same condition as it was when the camper arrived and also the badge is in good condition. In the event of the badge needing to be replaced due to deliberate or accidental damage, a new deposit of € 25 will be required.

27. If, during their stay, a camper is accompanied by people who have not yet been registered at the reception, they must go to the reception to have them registered. This registration is also subject to the presentation of the identity documents of the persons concerned.
28. All fencing must be removed when the camper is absent. Failure to comply will result in a fine. ONLY camping spots situated on the edge of the campsite's woodland may be fitted with a gate and/or fenced off for safety reasons during the winter.
29. The camping spot fee applies to the head of the household, their spouse and their dependent children (for whom they receive child benefit). Any other person staying in the caravan must be registered and pay for their overnight stays.
30. Electricity consumption (meter reading) is notified annually and must be paid by 14th November of the same year. If the camper fails to report their electricity consumption, a minimum charge of € 100 will be applied.
31. Campers must respect the dates specified by the campsite manager regarding payments for camping spot hire, electricity consumption and winter storage. So please remember that invoices for camping spot hire, electricity and all other charges must be paid in full in a single payment before the due date! Instalments are not permitted!

CAMPING SPOT / GARDEN SHED

32. Only one pergola measuring a maximum of 3 x 3 metres or one large parasol is permitted per camping spot. When you are absent, everything must be dismantled, including the frame. There must be a minimum distance of 4 metres between each structure.
33. Only one small additional tent (Igloo type) is permitted on a caravan spot, subject to the campsite manager's approval.
34. The minimum distance between camping spots must be at least 4 metres. Campers are therefore obliged to follow the instructions in the campsite rules to the letter. It is not permitted to install or subsequently move any accessories on one's own initiative without consulting the campsite manager.
35. For safety reasons, all raised terraces must have a balustrade, but these must meet certain conditions and conform to a single standard design applicable to the entire campsite (please contact Frederique or Christophe for further information).
36. Garden sheds (only one per spot) are permitted. Please contact Frederique or Christophe for details of the approved design.

SPOT & CARAVAN MAINTENANCE

37. Caravans and awnings must be cleaned by the camper at least twice a year.
38. The camping spot must be mowed and maintained at least twice a month. The cut grass must be placed in the designated trailer. The use of herbicides is forbidden.
39. Waste sorting is obliged. Large items of all kinds must be taken to the Menuchenet or Six-Planes recycling centre. Glass must be deposit in the glass recycling bins further along the Laviot roadside.
40. On Sundays and public holidays, the camper shall not carry out any work and/or mow the lawn.

WINTER STORAGE / OUTSIDE THE CAMPING SEASON

41. Awnings, windbreaks, fences, pergolas, etc. must be dismantled by 1th November at the latest. If this is not done, the CGTU may impose a fine of at least € 750. This fine will be charged to you!
42. For static caravans permanently situated on the campsite, it is forbidden from 1th November to 15th March to have accessories such as fencing, pergolas and/or garden furniture installed (risk: heavy snow or rain showers and winter storms, which may cause these accessories to break, collapse or be washed away in the event of flooding).
43. Touring caravans must leave the campsite by mid- to late October at the latest. The camping spots must also be left in good order.
44. The sale of caravans on the campsite is forbidden without the campsite manager's permission. The campsite manager must be the first to be informed of the sale and must have the first choice to purchase the caravan. If this rule is not respected, neither the seller nor the buyer will be permitted to stay at our campsite again.
45. If you wish to purchase a static caravan (new or second-hand), please contact 'Salomez Caravans' exclusively. The new static caravan must, as a minimum, have a pitched tiled roof and must be clean and well-maintained. This also applies to awnings, garden sheds, patios, etc. Afterwards, an after-sales service will be provided. If this rule is not respected, the new caravan will not be allowed on the campsite. A sale between private individuals, with the campsite manager's consent, may be allowed, but a fee of €1,000 will be charged as commission on the sale.
46. No alterations may be made to the camping spot and/or its equipment without the campsite manager's permission (fencing, decking, awnings, panels, garden sheds, etc.). You must ask the campsite manager's advice before purchasing any materials or carrying out any alterations.

SAFETY

47. In case of a family emergency, incident, illness, etc., or if you need to contact a doctor, you will find a notice board listing the names and addresses of doctors and on-duty medical services at the sanitary blocks and/or at the reception. In emergencies, the campsite manager is available to assist campers day and night.
48. Anyone on the "La Vallée" campsite may be filmed by security cameras. Entry to the campsite implies explicit compliance with the campsite rules and, in particular, acceptance that CCTV footage may be used as evidence, if necessary and under all circumstances.
49. Gas installations: it is compulsory to fit hose clamps to the hoses. Limit the length of hoses to a maximum of 2 metres. The hoses must be replaced before their expiry date. Do not store more than 2 gas cylinders on your camping spot to supply gas to various appliances. Store gas cylinders in an upright position. Do not smoke whilst handling cylinders.
50. Fire safety cabinets, equipped with fire extinguishers for use in emergencies, have been installed in front of each sanitary block.

51. Campers must not light a fire, stove, barbecue or anything else within 2 metres of other facilities if the area has not been cleared (grass, twigs, dead leaves, etc.) or without the supervision of an adult or responsible person.
52. It is not allowed to use solid- or liquid-fuelled heating appliances without connection to an external flue that complies with the regulations. When using such appliances, the camper must ensure adequate ventilation (supply of fresh air from outside).
53. Campers must ensure adequate ventilation in the shower room, maintain their cooking appliances and regularly clean the extractor hoods in the caravan.
54. Campers must have a fire blanket and/or a fire extinguisher in their caravan.
55. It is not allowed to park on country lanes or on public roads. Access must remain available for emergency services.

In case of a fire:

stay calm,

switch off all power supplies, shut off gas cylinders and remove them if possible,

alert the emergency services and/or the campsite manager as soon as possible,

try to extinguish the fire if possible and without putting yourself at risk,

if necessary, leave the campsite in accordance with the evacuation plan displayed on the sanitary blocks,

assemble at the assembly point in the campsite car park.

Read and approved by the camper:

Spot number:

Date:

CAMPING LA VALLÉE ROCHEHAUT

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