



CAMPING LA SARDANE

HOUSE RULES

Effective from 1 October 2026 — applicable to stays taken from that date.

For the benefit of all our holidaymakers, please observe the following rules to ensure everyone's safety, comfort and wellbeing.

1 ACCESS TO THE CAMPSITE

- Anyone wishing to enter the campsite, whether a **holidaymaker or a visitor**, must report to **reception**.
- Staying or visiting **the campsite** implies acceptance of, and compliance with, these house rules.

2 NUISANCE AND DISTURBANCE

- Noisy or disruptive activities are **strictly forbidden between 11pm and 8am**: music, shouting, noisy games, etc.
- Repeated breaches, even minor ones, may result in **permanent removal from the campsite with no refund**.
- Holidaymakers must respect **the peace and quiet of the neighbourhood**, particularly local residents near the campsite.

! Any threat, intimidation or aggressive behaviour towards a holidaymaker or a member of staff will result in **immediate removal from the campsite with no refund**.

3 TRAFFIC AND PARKING

- Only campers' vehicles are permitted to drive within the site. **Visitors' vehicles are strictly forbidden** inside the campsite; they must park in the outdoor car park (before the bridge).
- **Only one vehicle is permitted per pitch. Each vehicle must be parked on the pitch to which it is assigned; parking on another pitch, on the roadways or on communal areas is forbidden. Any additional vehicle must park in the outdoor car parks, subject to the applicable fee where relevant.**
- **Maximum speed: 10 km/h (6 mph).**
- Barriers closed: **11:30pm to 6:30am**, no driving within the campsite.
- **Vehicles must be parked in the night car park (located at the campsite entrance) while the barriers are closed.**
- **Parking permits must be displayed on the vehicle at all times and clearly visible.**
- Any vehicle parked in a way that obstructs traffic, emergency access, another pitch or campsite facilities will be reported and an attempt will be made to contact its owner. If the owner cannot be reached within a reasonable time, or refuses to move the vehicle, the campsite reserves the right to have it removed and impounded, at the owner's expense and risk.

4 CLEANLINESS AND PITCHES

- Each holidaymaker must **keep their pitch clean**.
- Please respect the planting and do not hang washing lines from young trees.
- Rubbish and paper: bin bags must be placed in the containers provided, with recycling sorted correctly.

4 bis RETURNING YOUR ACCOMMODATION

- Holidaymakers must return the accommodation in a **normally clean condition**, cleared of all personal belongings, allowing for normal wear and tear.
- The **dishes must be washed and put away** before departure, whether or not the optional cleaning package has been taken — this package only covers the cleaning of surfaces (floors, bathroom, worktops) and does not exempt the holidaymaker from this obligation.
- A **departure time slot** must be booked with reception in order to carry out the **check-out inspection**.
- If a holidaymaker leaves without a joint check-out inspection (carried out together with a member of staff) or without returning the keys, this does not prevent Camping La Sardane from inspecting the accommodation afterwards. The findings recorded will stand unless proven otherwise.

 In the event of failure to meet the above obligations, or of damage found, Camping La Sardane reserves the right to **charge the holidaymaker for all corresponding costs** (cleaning, repairs, replacement, or any other loss suffered), in accordance with the applicable price list and Article 4.3 of the General Terms and Conditions of Sale.

5 WASHROOMS AND TOILETS

- Please supervise your children; the washrooms and toilets **are not play areas**.
- Each holidaymaker must **leave the washrooms clean after each use**.
- Please make sure you **respect the work of the cleaning staff** and do not deliberately damage the facilities.
- Please report any fault or problem to reception so that we can ensure everyone's comfort.

 Any failure to respect the washroom facilities or staff may result in a **sanction of up to removal from the campsite with no refund**.

6 SAFETY INSTRUCTIONS

- The campsite is classified as a **flood risk zone**: please check the evacuation plan displayed on the washroom blocks and at reception.
- **Only gas barbecues and gas planchas** are permitted; any electrical equipment is forbidden.
- **Wood or charcoal barbecues/grilling** are **strictly forbidden on pitches and inside mobile homes**. They are only permitted on **the communal barbecues provided by the campsite**, which may be closed depending on weather conditions and fire risk. This includes charcoal kettle barbecues and any wood-fired grill — please do not bring your own charcoal or wood barbecue, even a small one, onto your pitch or into your mobile home.
- **In the event of an evacuation (fire, flooding, weather alert):**
 - Evacuation must **always be on foot**.
 - **Vehicles must stay where they are and must never be driven** within the campsite.

- As a safety precaution, it is recommended that you **lock the doors and windows of your accommodation securely whenever you are away**, just as you would at home.
- Management accepts no liability in the event of theft. Valuables may be left at reception in the paid safes provided for this purpose.

 **The number of people on a pitch or in a rental accommodation must not exceed the maximum capacity authorised**, as displayed for each accommodation. Any breach of this rule will result in **immediate removal from the campsite with no refund**.

7 ANIMALS

- **All dogs must be kept on a lead** at all times within the campsite, including on pitches.
- Dog fouling must be picked up immediately by the owner without exception; waste bags are provided.
- Category 1 and Category 2 dogs (as defined under French law — broadly, dogs of an attack-dog or guard/defence-dog type, such as Pit Bull-type or Rottweiler-type dogs) are forbidden.
- On pitches: dogs are admitted **with no weight limit**, up to a maximum of **2 dogs** per pitch, for a supplement of €5 per day per animal.
- In mobile homes and rental accommodation: dogs are admitted up to a maximum of **2 dogs**, provided their **combined weight does not exceed 30 kg (66 lb)**, for a supplement of €7 per day per animal. **This weight limit does not apply to accommodation in the Woofi range, where dogs are admitted with no weight limit.**
- Animals are forbidden during peak season (July/August), on dates displayed on site — except in the Woofi range, where they are permitted all season.

8 VISITORS

- Visitors must report to reception, **present valid photo ID**, and provide **their first name, surname and phone number**, and wear **a visitor wristband**.
- Visitors' animals are not permitted.
- Visitors must be **accompanied by the holidaymaker they are visiting**. No information will be given to a visitor about a holidaymaker staying at the campsite if that visitor has not first reported to reception.
- If the holidaymaker is not present, **the visitor will not be permitted to enter**.
- Visitors do not have access to any campsite services or facilities (water park, gym, children's clubs, entertainment, parking, etc.), which are reserved exclusively for holidaymakers staying on site.
- Visitors must arrive during reception opening hours, and no later than **8pm**, and **must leave the campsite before 11:30pm**.
- When leaving, the visitor must report to reception without fail to sign out and return their access wristband. If reception is closed, the wristband must be returned to the security officer instead.
- Visitors who are minors must be accompanied by a legal guardian or, failing that, provide **written parental authorisation**. Otherwise, access to the campsite will be refused.
- **Penalties for non-compliance:**
 - If these rules are not followed, **the holidaymaker concerned may be banned from receiving visitors**.

- Any visitor who has not reported to reception, or who is present on the campsite unlawfully, may result in **the removal of the holidaymaker concerned, with no refund.**
- Any visitor found staying overnight unlawfully will result in **a charge of €50 per night, per visitor** to the holidaymaker hosting them.
- **The holidaymaker may be removed from the campsite immediately, with no refund.**

9 WATER PARK

- The water park is **strictly reserved for holidaymakers staying at the campsite.**
- Animals are strictly forbidden in the water park area.
- Please respect **the calm of the area and other holidaymakers** around the pools.
- **For the purposes of these house rules, a "responsible adult" is any adult (18 years of age or over) providing continuous, physical supervision of the minor in their care.**
- Responsibility for children's safety lies exclusively with their parents or the responsible adult accompanying them, who must remain continuously and physically present at their side, at the poolside. Lifeguards do not provide this supervision: their role is limited to enforcing these house rules and intervening in the event of non-compliance or an obvious danger.

 **Access to the water park is only permitted for children under 13 if accompanied by a responsible adult**, who must remain permanently by their side, in the immediate vicinity of the pool, for the entire time they are there. A child under 13 left at the poolside without the accompanying adult physically remaining there is **not considered to be accompanied** for the purposes of these house rules.

Any unaccompanied child under 13 found in the water park area will be taken to reception, where staff will attempt to contact their legal guardian by phone. **If the guardian is off-site or cannot be reached within 30 minutes, the campsite will be required to contact the police** in order to ensure the child's safety.

Minors aged 13 and over are not required to be physically accompanied to access the water park, provided their legal guardian remains present within the campsite grounds.

Any minor who fails to follow the water park rules — including any unaccompanied child under 13 in the circumstances described above — will be dealt with in accordance with the procedure set out in Article 12 (MINORS).

Anyone **who cannot swim**, regardless of age, must be **supervised at all times** by the accompanying adult and must **wear armbands or other flotation aids.**

- **Lifeguards will enforce these house rules** and may:
 - **Temporarily remove someone from the water park,**
 - **or ban access to the pool for the remainder of the stay**, if the rules are not followed or a foreseeable danger is identified.

The campsite accepts no liability in the event of an accident.

Permitted swimwear: one-piece swimsuit, full bikini, close-fitting swim shorts ("shorty"), swim briefs, boxer-style swim briefs. **All other clothing is forbidden. This applies in particular to loose-fitting boardshorts, bermuda shorts, or any garment not specifically designed as swimwear, whatever the guest's country of origin or local custom — only close-fitting swimwear is accepted, for hygiene reasons.**

10 IDENTIFICATION, KEYS, KEY CARDS AND ACCESS DEVICES

- The **wearing of the La Sardane wristband** (including chip/card versions) is compulsory for anyone aged 5 or over.

- The wristband must be worn on the wrist and clearly visible at all times during the stay. Failure to comply: removal from the campsite. (Lost wristband = €3.)
- Any key, key card, remote control or other access device provided by the campsite remains the property of the establishment and must be returned no later than at departure.
- In the event of loss, non-return, or damage rendering the item unusable, **a flat fee of €50 per item** will be charged to the holidaymaker.
- **If the actual cost of the necessary replacement or reprogramming** (lock, cylinder, electronic key card, remote control, access system) **is higher than this flat fee**, in particular for security reasons, **the applicable price corresponding to the actual cost will be charged instead** of the flat fee.
- Returning the item after departure will not cancel any charges already invoiced once a replacement or security intervention has already been carried out.

11 COMMUNAL AREAS, ACTIVITIES AND SHOPS

- Opening hours:
 - Gym: **7am to 9pm, off-limits to minors**, reserved for adults.
 - Playground: **8am to 10:30pm**.
 - Multisports pitch: **9am to 9:30pm**.
- Shops: opening hours displayed on site.
- Leisure activities: according to opening dates.

A penalty of €45 per person will be applied if you book the (free) shuttle to Barcelona and fail to show up on the day of departure.

12 MINORS

- Minors must be **accompanied by their legal guardian** for the entire stay.
- If the legal guardian is not present at all times, **written parental authorisation must be provided**, including:
 - The legal guardian's first name, surname and phone number,
 - Documents proving the guardian's legitimacy,
 - The first name and surname of the person responsible for the minor during the stay.
- Minors must **be supervised by an adult at all times** within the campsite, and **remain with their legal guardian, including after midnight**.
- As an exception to the above, minors aged 13 and over may access the water park without being physically accompanied by their legal guardian, provided the guardian remains present within the campsite grounds, in accordance with Article 9 (WATER PARK).
- If the adults leave the campsite, minors **may not be left alone** within the campsite.
- In the event of an accident or evacuation, **if the legal guardian is not present**, first responders may **refuse to assist or transport the casualty**, which may have serious consequences.
- The campsite **accepts no liability** for any injury or damage resulting from failure to comply with these house rules.

 Failure to comply with this rule may result in **the removal of all members of the party for the stay**, in order to ensure everyone's safety.

If a minor fails to comply with the water park rules or any other provision of these house rules, and their legal guardian is not on site, **the minor will be taken into the care of reception staff** while awaiting their return. Staff will attempt to contact the legal guardian by phone immediately. **If the guardian cannot be reached within 30 minutes**, Management reserves the right to **contact the police** in order to ensure the minor is properly cared for. This failure may result in the sanctions set out in Article 14 (SANCTIONS), which may extend to **the removal of all members of the party for the stay** as soon as the legal guardian returns.

13 IMAGE RIGHTS

The campsite uses photographs and videos taken on the premises for communication and promotional purposes. For details of this right, including the right to withdraw consent, please refer to Article 21 bis of the General Terms and Conditions of Sale.

14 PENALTIES

- **Failure to comply with any or all of the rules** set out in these house rules will result in:
 - **Temporary or permanent removal from the campsite, with no refund.**
 - In serious or repeated cases, Management reserves the right to **refuse any future booking.**
- These measures apply to all breaches: nuisance, safety, cleanliness, respect for staff, maximum capacity, use of facilities, animals, visitors, identification, or any other provision of these house rules.