

General terms and conditions at Camping Cap à la Roche

- 1. CURFEW;** from **11 p.m.** to **8 a.m.** There is 0 tolerance for noise after 11 p.m., absolute silence is needed. No music after the curfew. Respect your neighbours. Noises and conversations for your ears only. Children must return to their sites at dusk or at the latest 10pm.
- 2. MAXIMUM SPEED;** **5km/h at all time.** The campsite is under camera security. Gazebo closed from 11pm to 8 am.
- 3. VISITORS POLICY;** Visitors must register at the office before accessing the campsite. They must pay a visitor fee of 7.50\$/adult and 5.00\$/child (5-17 years old) per day, Visitors must respect all rules. They have to leave their visitor's pass (receipt) in clear view in their cars at **ALL TIME**. It is forbidden to park more than one car (or pickup) on a single campers' site They must leave their vehicle in the visitor's parking lot and must **leave before 10:30pm**. We invite visitors to arrange for the campers to pick them up at their arrival. The campers are responsible for their visitors and their fees, they must be present at their sites during their visitors' stay. The fee per night is 12\$/adult and 7.50\$/child (5-17) and must be paid before 8pm. All visitors must leave before 11h00 the next morning. Daily expenses will be applicable if they haven't left by then.
- 4. ACCESS / BARRIERS;** The use of the access cards is reserved for the campers. Access from 8am to 11pm and exit 24h.
- 5. INSTALLATION POLICY ON YOUR SITE;** Only one RV or tent per site. Please park your car on your site in a way that will not block the view of the river, or park it in the visitor's parking lot. Parking your vehicle in the streets, green spaces or on all other spaces than your site is forbidden. Due to strong winds and thunderstorms, it is strongly advised to close your awning at night or during your absence. **You must install your RV according to the directives given at the office (in order to not block the view) No canopy allowed.** Mosquito nets are not recommended due to strong winds and costumer's view of the River. In case of absolute necessity (rain, tent or small RVs), you must get the authorization and instructions from our employees at the front desk **before** proceeding with the installation. **Washing your car or your RV is prohibited.** Close all lights that could bother campers " positioning lights"
- 6. SEWERS/WATER;** DO NOT throw tampons, diapers, sanitary pads, moist towels or any other objects that could obstruct, in the sewers. Sewer gaskets and sewer connections are mandatory to link up with the sewerage system. Water pressure regulators are strongly recommended. The water comes from the municipality. Verify with the campsite office concerning any interdictions and restrictions.
- 7. WATER PLAY PARK;** Check at office for the rules and the use of the spa and water play park. It's forbidden to swim in the river.
- 8. BOAT RAMP;** The use of the launching ramp is at your own risks. The dock serves only to launch the boats of the clients staying at the camping (only one boat per site at most). It is open from dawn to dusk and it is prohibited to dock your boat more than 10 minutes. The boat must be parked **only** around the recreation room. It is not allowed to walk on the low rock walls, in between the rocks and sites that are on the water.
- 9. PETS; NEVER LET YOUR PETS ALONE.** They must be on a leash at all times. The length of the leash limited to the width of the site (**or a maximum of a 6' during walks**) even on the riverbank. Pet owners must pick up their dog's excrements and throw them in the designated garbage cans. **Not in the fire tubs.** Pet owners are also responsible of their pet's behaviour (barking). One dog barking makes the other ones respond. **Keep your pet inside your RV during the curfew hours.** They are not allowed inside the buildings, in the water play park in the spa area and on other campers' sites.
- 10. GARBAGE AND RECYCLING;** The garbage must be disposed of in a bag, in the containers, **not in the fire tubs.**
- 11. FIRES;** fires are allowed (according to the notice of SOPFEU) only in the tubs placed in the provided space. DO NOT move them. *It is strictly prohibited to install yourself or to start a fire on another site than yours.* DO NOT use gas or oil to start your fire and don't burn any other materials and/or substances than non-treated wood. You are responsible for any damages your fire may cause. The maximum allowed height for your fire is 1m. Fires must be extinguished by curfew.
- 12. CIRCULATION;** VTT users, gas- or electric motorcycles must limit their traffic circulation (entrance and exit only). The traffic safety code is enforced on the campsite (helmet use and valid license). Golf carts are not allowed. No walking on the rock or grass knolls or on the concrete blocks along the entrance of the camping.
- 13. OTHER INTERDICTIONS;** clotheslines, power generators, smokers, electric insect repellents, outside refrigerators, firearms, pellet guns, kite, arrows, **firecrackers/fireworks and lanterns are prohibited.** The use or the possession of any drugs, drug trafficking (including cannabis) also any insolent, intrusive attitude or abusive language will be considered as a violation of our terms and conditions. DO NOT dig or damage your campsite, trees, picnic tables, the camping and its buildings or other. Use of unmanned aircraft (drone) is prohibited. Cannabis culture is prohibited. The use of any gas equipment is STRICTLY PROHIBITED inside the building.
- 14. FREE WI-FI;** The wi-fi service is not guaranteed due to high demand and weather. For a better signal, please get closer to the office.
- 15. RESPONSABILITY;** Camping Cap à la Roche does not cover any civil responsibility; accidents, breakage, fire, robbery, partial or total power loss, natural disasters or other. Campers must provide their own insurance against any risk of damage to their equipment and person.
- 16. AIR CONDITIONING;** Keep doors and windows closed while running the airco and for a max. of more than four hours during an absence.
- 17. PUBLIC HEALTH;** No refund for closure of social activities or services imposed by Public health.
- 18. A DISRESPECT OF THE RULES IS PUNISHABLE BY A DEFINITIVE EXPULSION WITHOUT REFUNDS.**

ARRIVALS; NOT BEFORE 1 P.M/ DEPARTURE before NOON at the latest. Total payment on reservation.

Canceling policy and/or curtailing of stay; if 7 days or more before the arrival date, the annulation fee will be 1 night (full price) per reservation or for every 7 reserved nights of the stay. The reservation may be postponed without penalties **only one time** (without any possibility of reimbursement following the postponement), during the same season, depending on the availability. Not transferable. Reservation fee not refundable.

If less than 7 days before the arrival date, **there is no refund, postponing or transfer** possible (also applicable for early departures). There is a 24h grace period for late arrivals. 24 h after your scheduled time of arrival your stay will be automatically cancelled without any refund. Camping Cap à la Roche gives itself the right to re-rent an empty site. Every person added after the reservation will be charged as visitors. The campsite reserves the right to modify the terms and conditions without notice. See website for minimum nights stays on week end and holidays. Reservation fee not refundable.