

- 1. CURFEW;** is from **23:00 until 08:00. No tolerance after 23:00, absolute silence.** All music is prohibited after curfew. Let's have at heart the respect of our neighborhood, **noise and conversation for YOUR ears only**... Children must return to their site as soon as night falls or no later than 22:00. Gazebo closed during curfew.
- 2. MAXIMUM SPEED; 5 Km/h AT ALL TIMES.** The campsite is under camera surveillance.
- 3. VISITOR POLICY;** Visitors must register at the reception before accessing the site. The car registration number will be requested at check-in, it must be parked in the visitors' parking **lot and leave before 22:30** with parking permit. Camper customers are responsible for their visitors and their visiting fees and be present at the campsite during the presence of their visitors. The cost of bedtime must be paid by 20:00 at the latest. Check-out must be made at 11:00 the next morning, after which the daily fee will apply again.
- 4. ACCESS AND BARRIERS;** The parking permit is mandatory and must be always hung on the rear-view mirror and sight on the campsite. The use of access cards is reserved for campers only. Access from 8:00 to 23:00 and exit 24hrs.
- 5. INSTALLATION POLICY ON YOUR SITE;** 1 RV or 1 tent with 1 car (or truck) per site. Please park your car on your site in way to not obstruct the view of the river or in the visitor parking lot. Parking prohibited on the streets or on green spaces or on any site other than the one reserved for your name. Due to strong winds and thunderstorms, please close your awning at night and during your absence. **You must install your RV according to the instructions received at the office (no face-to-face installation or awning awning) No canopy allowed.** Mosquito net shelters are strongly discouraged due to winds and visibility to the river. In case of absolute necessity (in case of rain for those with a tent or tent-trailer and small RV) you must have received the authorization and the installation policy by a member of the reception **before** installing it. **No washing of recreational vehicles and/or cars is allowed.** Avoid lighting that could harm or blind campers including positioning lights.
- 6. SEWERS/WATER;** It is forbidden to throw in the sewers: diapers, tampons, sanitary pads, disposable wet towels, or other objects that can clog the sewers. The sealing gasket and sewer connections are mandatory to link to the sewer system. Water pressure regulators are recommended. The water comes from the municipality. Check at the reception for prohibitions or limitations.
- 7. WATER GAMES;** Refer to the office for the regulation and use of these. **Swimming in the river is prohibited.**
- 8. BOAT RAMP;** The use of the launching ramp is at YOUR OWN RISK and may be closed depending on the tides. **Wearing a PFD is highly recommended. The dock must be vacated when boats are launched or docked.** The dock is only used to launch the boats of camper customers staying at the campsite (one (1) boat per site maximum). The launch is open from sunrise to sunset and it is forbidden to dock your boat there for more than 10 minutes. The boat must be parked **only** around the recreation room. It is forbidden to sit on the dock with a chair, it is also forbidden to circulate on the rock walls, between the rocks and the "waterfront" sites.
- 9. PETS;** (Max of 2 animals per site) **NEVER LEAVE YOUR PET ALONE in the field or inside the RV at all times.** They must be constantly on a leash, length limited to **the site (or 6' max. during walks)** also on the banks. Pet owners are required to pick up feces as they go and throw it in the trash. **Not in fire tubs.** They are also responsible for the behavior of their animals (barking). A dog that barks make other barks! It is forbidden to let your pet circulate on the campsites of the campers. They are also prohibited inside buildings, water games. Aggressive and barking dogs will not be allowed.
- 10. WASTE AND RECYCLING;** Waste must be deposited in bags, in containers and **not in fire tubs.**
- 11. FIRES;** Fires are allowed (according to the advice of SOPFEU) only in tubs paced in the provided place It is forbidden to move them. *It is strictly forbidden to install or light a fire on a site other than the one reserved for your name.* It is forbidden to use activator (gasoline or oil) for fire or to burn any other materials and / or substances than wood without varnish or paint. You are responsible for the breakage that your fire may cause. Maximum height of the fire: one meter.
- 12. TRAFFIC;** Any user of VTTs, gas or electric motorcycles must limit their traffic (exit and entry only). The Traffic Safety Code also applies on the campsite (helmet wearing and valid license). Golf carts are not allowed. It is forbidden to circulate on the grass and / or stones of the plateau the coast of access and the concrete blocks along the entrance of the camping.
- 13. OTHER PROHIBITIONS;** Clotheslines, generators, smokehouses, electric insect repellent, outdoor refrigerators, firearms, pellet rifles, kite's arrows, **firecrackers/fireworks and lanterns are prohibited.** The use, possession, culture and trafficking of drugs as well as any insolent, indiscreet, aggressive, threatening behavior and any insulting or rude remarks, will be considered violations of the regulations and punishable by expulsion, without refund. Do not dig, damage trees, picnic tables, land, buildings or others. The use of **DRONE** devices is prohibited on the campsite's territory.
- 14. FREE WIFI;** WIFI is not guaranteed due to demand and temperature. For a better signal get closer to the office.
- 15. LIABILITY;** Camping Cap à la Roche assumes no civil liability and responsibility for: accidents, breakage, fire, robbery, total or partial power failure, natural disasters or others. The camper will have to ensure that his equipment and person is insured against all risks.
- 16. AIR CONDITIONING;** Keep your doors and windows always closed and a maximum of 4 hours of use during your absence.
- 17. PUBLIC HEALTH;** No refunds or discounts for restrictions on services and/or activities imposed by Public Health.
- 18. FAILURE TO COMPLY WITH A REGULATION IS PUNISHABLE BY DEFINITIVE EXPULSION AND WITHOUT REFUND.**

ARRIVAL; NOT BEFORE 1pm and until 8pm / DEPARTURE at the latest FOR NOON

Cancellation policy and/or reduction of stay;

-Up to 7 days 1pm before the start of the stay;

Refund of the stay less penalty; 1 night at FULL rate per stay or per 7 days of booking.

OR the stay can be postponed (same number of night(s) only once (without possibility of refund following the postponement) according to availability in the same season, without penalty.

-Less than 7 days before the arrival date, including early departures; NO POSSIBILITY OF REFUND or POSTPONEMENT.

Other terms and conditions Booking fees are non-refundable. Stays are not transferable. There is a 24-hour grace period for late arrivals. 24hours after your scheduled time of arrival your stay will be automatically cancelled without any refund. No refunds following a change of site at a lower rate. Camping Cap à la Roche reserves the right to re-rent a free site. All persons who are added to the stay after booking will be considered visitors with a fee. **Given the current pandemic situation, the cancellation policy will be applied even if you cannot show up due to a positive covid result.