



RULES AND REGULATIONS OF THE DOMAINE DU HEIDENKOPF

1. CONDITIONS OF ADMISSION

In order to be admitted to the Domaine and to settle and stay there, you must be authorized by the manager. The manager is obliged to ensure that the campsite is kept in good order and that the present rules and 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. The users of the Domaine are invited to inform the reception office of their departure the day before.

The Domaine du Heidenkopf is open from 01/04/2023 to 07/01/2024.

2. POLICE FORMALITIES

Any person who is to stay at least one night in the Domaine must first present an identity document to the manager or his representative in order to complete the administrative formalities. Minors not accompanied by their parents or a responsible adult will not be admitted. In application of the provisions of the Decree n° 75-410 of May 20, 1975, only foreign campers are subject to police formalities.

3. INSTALLATION

The tent, caravan or any equipment must be installed at the indicated location according to the instructions given by the manager or his representative.

4. RECEPTION OFFICE

Opening hours: 8:00 a.m. to 12:00 p.m. and from 3:00 p.m. to 6:30 p.m.

At the reception desk you will find all the information about the services of the Domaine, information about the possibilities of refreshments, sports facilities, tourist attractions in the area and various addresses that may be useful.

There is a special letter box for any notices or complaints.

5. FEES

The fees (taxes of stay, fixed by the commune) are due from 18 years old according to the number of nights spent in the Domain. The rates are posted at the Reception Office.

6. NOISE AND SILENCE

Users of the Domaine are urged to avoid any noise or discussion that might disturb their neighbors. Sound equipment must be adjusted accordingly. Doors and trunks must be closed as quietly as possible.

- This article does not apply to evening events organized by the Domaine. These events may take place either on the petanque court or on the small square next to the hut.

- This article does not apply to the mowing and clearing of the brush during the week between 10:00 and 12:00 and between 15:00 and 18:00

There must be complete silence between 10:00 p.m. and 7:00 a.m.

7. VISITORS

Visitors' cars will not be allowed inside the Domaine, a parking lot is available in front of the enclosure. All visitors must report to the reception desk. Visitors may be admitted to the Domaine under the responsibility of the campers who receive them and may access the Domaine's facilities.

8. CIRCULATION AND PARKING OF VEHICLES

Inside the Domaine, vehicles must drive at a limited speed of 10 km/h. Only vehicles belonging to campers staying on the Estate may circulate on the Estate, with one car per pitch. Parking is strictly forbidden on the open spaces. They must not hinder traffic or prevent the installation of new arrivals.

9. DRESS AND APPEARANCE OF THE FACILITIES

Everyone is required to respect and refrain from any action that could harm the cleanliness of the sanitary facilities and other installations. In particular, it is forbidden to wash dishes in the laundry bins. We ask you to leave the sinks clean after your visit. Garbage must be sorted and recycled properly or you will be warned. Plantations and floral decorations must not be trampled or pulled up. Campers are not allowed to put nails in trees or cut branches. Campers are not permitted to mark their sites with fences or other materials. Any damage to the facilities will be charged to the person responsible. The site that has been used during the stay must be maintained in the same condition.

10. SAFETY

a) Fire : Only gas and electric barbecues are allowed under the control of the user. A first aid kit is available at the reception desk. In case of fire, please notify the management immediately. 10 fire extinguishers are available for use in case of need.

b) Theft: Although the Domaine's grounds are fenced, users are invited to take all the usual precautions to safeguard their belongings and equipment. The Domaine declines all responsibility in case of theft of equipment and caravans, as well as damage caused by falling branches or other natural disasters. Each camper must insure himself/herself for all these risks.

c) Electricity: All installations are supplied with 220 Volts. Each plug from a terminal can support a current of 5 amps. Each tenant is responsible for the line. In order to avoid overloads, electrical appliances for heating are forbidden under the awnings, it is necessary to use a gas heater. Any violation will be punished.

d) Water: All water stations on the Domaine are supplied with drinking water. Please make sure to close the taps after use. If there is no sewerage system on the site, it is strictly forbidden to connect to a water point, to install a sink, a shower or any other appliance.

e) Children: Children under 18 years of age may not be left alone on the Domaine. They may only stay in the presence of their parents or an authorized adult. Children must always be under the supervision of their parents.

11. ANIMALS

Dangerous dogs of the 1st category are forbidden. Dogs and other animals must be kept on a leash. They must not be left alone in the absence of their owner on the Domaine. Animals are forbidden in the sanitary facilities and inside the rental accommodations. The vaccination booklet must be up to date and presented at each request.

12. DEAD GARAGE

Caravans, arbors, fences or any other material monopolizing the pitch are considered as dead garages. No material may be left on the site without the agreement of the management and only on the site indicated. A fee, the amount of which is posted at the Welcome Office, will be due for the "dead garage". The dead garage periods are included in the Domaine's closing period. It is tolerated to cover the caravan with a tarpaulin in winter provided that it is removed at the opening.

13. GARBAGE AND WASTE

Household waste must be sorted and recycled correctly, under penalty of a warning or, in the event of a repeat offence, expulsion.

All bulky waste such as awning fabric, paving stones, household appliances, fences, plastic sheeting, etc... must be taken to the Niederbronn-les-Bains waste disposal center by you.

14. DISPLAY

These rules are posted at the entrance of the Domaine, on the website and at the reception desk. It is given to the customer at his request.

15. INFRINGEMENT OF THE INTERNAL REGULATIONS

In the case where a resident would disturb the stay of the other users or would not respect the provisions of the present rules, the manager will be able orally or in writing if he considers it necessary, to put in residence this last one to cease the disorders. In case of serious or repeated infringement of the internal regulations, namely :

- The disorders described in the preceding articles and carrying damage to the wellbeing of the other residents.
- Any infringement, in particular fixed or hard fixtures, rigid awnings, artificial separations, non-standard caravans and digging up the ground.
- Late payments.

After a single formal notice, the campers will be excluded. It is specified that in case of exclusion, if the materials and equipment of the camper concerned were not removed within two weeks, the managers reserve the right to have the said material removed by its agents or any other company. This removal would be at the expense of the campers concerned.

In case of criminal offence, the manager can call the police.

16. INSURANCE

Every tenant must justify of a cover " civil liability - damage to third parties " with an insurance company or by the possession of an international camping booklet.

It is recommended to complete this insurance with a vandalism, theft, falling branches, personal injury policy.

17. AUTOMATIC BARRIER - MAGNETIC CARD

A magnetic card allowing the opening of the entrance gate will be given to each tenant of a pitch against a deposit. In case of loss or damage of the card, the deposit will be collected for its replacement.

The magnetic card is strictly personal. Any loan to a third party, even to a family member (not mentioned on the list of occupants of the pitch) will result in the immediate withdrawal of the card and the expulsion of its owner. It is reminded that only one car is allowed per pitch.

18. PROHIBITIONS

It is strictly forbidden :

- To use charcoal barbecues, only electric and gas barbecues are allowed
- To build fences, shelters made of wood or sheet metal or other materials.
- To deprive caravans or mobile homes of their means of mobility (wheel and tow bar)
- To erect hard awnings whose context and fixity would make them subject to a building permit.
- To build garden sheds.
- To use water in an untimely way for the watering of the plantations
- To set up transportable or dismountable houses called "light leisure dwellings".
- To wash one's car on the estate.