

## Internal Regulations – Villatoile Holiday Park P.L.C.

Ferme de Pont à Lesse 5500 Anseremme

*(in accordance with the Walloon Tourism Decree of 3 May 2019 and the directives of the Commissariat général au Tourisme)*

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### 1. ACCESS AND TERMS OF STAY

#### 1.1 Admission Conditions

Access to the **camping site** and its facilities is strictly reserved for guests who:

- Are **registered at the reception** and have settled their payment in full;
- Have read and agreed to comply with the **present internal regulations**;
- Can provide proof of **valid civil liability insurance**.

**Additional note:** Any unauthorised commercial activity on the premises is strictly prohibited.

#### 1.2 Identification and Registration

- **Check-in hours:** from 1:00 p.m. to 9:00 p.m.
- Every person staying on the premises must **register upon arrival** and present valid **identification**.
- Registration is carried out in accordance with the current **tourism regulations**.
- **Day visitors** must also **register and leave** the camping site **before 10:00 p.m.**
- **Failure to comply** with this obligation will result in a **€50 penalty**, in addition to the accommodation fee.

**Exceptions:**

a) **Organised groups:** the group leader is responsible for registering all participants and providing a list including surname, first name, date and place of birth for each participant.

b) **Seasonal stays (01/04 – 15/10):** registration is required only upon the first arrival of the client.

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### 2. CAMPING MANAGEMENT

#### 2.1 Order and Supervision

- The management of **Villatoile P.L.C.** reserves the right to **refuse or revoke access** to any person who fails to comply with these regulations, either in spirit or in letter. This decision does not require justification.
- **Any violation** may result in **immediate expulsion without refund**.

#### 2.2 Quiet Hours and Behaviour

- **Quiet hours** must be respected from **10:00 p.m. to 8:00 a.m.** Audio equipment (TV, radios, speakers, etc.) must be used in a way that does not disturb other campers.
- **Bachelor or bachelorette parties** and **beer taps** are strictly prohibited.
- **Any night-time intervention** by management or staff due to non-compliance with the regulations will result in a **€75 fine**.
- **Motor vehicle traffic is prohibited** between **10:00 p.m. and 8:00 a.m.**; vehicles must remain in the car park.
- The **maximum speed** within the grounds is **5 km/h**.
- Parking on **access roads** is prohibited.
- Lawnmowers may only be used between 10:00 a.m. and 12:00 p.m. and between 3:00 p.m. and 7:00 p.m.
- The **pitch must be vacated before 12:00 p.m.** on for the campsite and by 11:00am for the Pods and the guest houses on the day of departure; otherwise, an additional night will be charged.

#### 2.3 Safety and Fire Prevention

##### 2.3.1 General Provisions

- A minimum distance of **4 metres** must be maintained **between accommodation units** located on **neighbouring pitches**.
- The **maximum surface area** of any accommodation per pitch is **30 m<sup>2</sup>**.
- It is forbidden to bring **dangerous, flammable, or health-hazardous products** onto the site.
- **Cooking, heating, and lighting appliances** must comply with **safety standards**, be properly ventilated, and placed on a **stable, heat-resistant surface**.
- Electric heaters are prohibited.
- Any attempt to **tamper with or falsify the electricity meter** will result in a **€125 fine**.
- At the end of the season, campers must request closure of their electricity meter; failure to do so will result in a **€15 fine**.

- Only **reinforced and underground cables** are authorised.

### 2.3.2 Gas Installations – Safety Instructions

The use of gas installations is permitted provided that general **camping safety standards** are followed.

Campers must:

- Use only **approved and well-maintained equipment**;
- Store gas cylinders **vertically** and at a safe distance from heat sources;
- Ensure **adequate ventilation**;
- Immediately **replace damaged or expired** cylinders or hoses;
- Never leave gas appliances operating **unattended**.

Each camper is **personally responsible** for the safe use of their gas installation.

### 2.3.3 Dogs

- A maximum of **one dog per pitch or in the guest house** is allowed without prior authorisation; more than one dog requires management approval.
- Dogs must be kept **on a lead at all times**.
- **The owner** must ensure that the animal remains **clean** and does not cause any **disturbance** to other campers.

### 2.4 Campfires and Barbecues

- **Open wood fires are prohibited**, and the grass must not be damaged.
- **Raised barbecues** are allowed under the following conditions:
  - Use of **charcoal only** (no liquid fire starters);
  - A minimum distance of **2 metres** from any combustible material;
  - Placement in a **clear, open space**.
- **Disposable barbecues are strictly prohibited**.

### 2.5 Waste and Environmental Hygiene

- **Waste sorting is mandatory**.
- Available containers:
  - **PMD** (plastic, metal, drink cartons)
  - **Paper/Cardboard**
  - **Glass**
  - **Residual waste** (only in Villatoile-branded bags available at the reception)
- **Failure to comply will result in a €25 fine**.
- **Green waste** (grass, leaves, flowers) must be placed in bags at the edge of the pitch; collection takes place **once per week**.
- **Bulky waste** (refrigerators, metal, wood, tents, concrete, etc.) must be taken to the **waste disposal park**, Rue Saint-Jacques 355, 5500 Dinant. **Misuse** will result in a **€100 fine**.

### 2.6 Health and Water Management

- It is strictly forbidden to discharge any waste or wastewater into the **Lesse River**.
- **Toilet buckets and dirty water** must be emptied in the **designated facilities**.
- It is **prohibited** to dispose of **wastewater** directly **onto the ground**.
- The designated water points provide **potable water, tested** according to legal standards.

### 2.7 Vegetation and Pitches

- The site must retain its **natural grassy appearance**; **artificial grass** is prohibited except within the 30 m<sup>2</sup> allowed per pitch.
- Only **Villatoile P.L.C. staff** may **trim, plant, or remove** trees and shrubs.
- It is **forbidden to attach objects to trees**, deposit materials, or **delimit pitches** with fences or wires.
- The **banks of the Lesse** must not be altered.
- Campers must leave their **pitch clean and free of equipment** upon departure.

### 2.8 Playgrounds, Sports Areas and Fitness Equipment

- **Playground**: access for children under 12 only under **adult supervision**.
- **Sports fields** (football, volleyball): free access for registered campers; appropriate footwear required.
- **Outdoor fitness equipment**: use at one's **own risk**.

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## 3. LIABILITY

### 3.1 Property and Vehicles

- Campers are responsible for their **personal property, vehicles, tents and caravans**.
- Any damage caused engages the **liability of the camper** and may result in exclusion.
- The management **declines all responsibility** in case of **theft, loss, or damage to personal belongings**, accidents caused by the camper, guests, or third parties, or damage resulting from bad weather or **force majeure**.

### 3.2 Accidents and Flood Risk

- Use of **playgrounds, sports fields or other facilities** is at the camper's **own risk**.
- The management **accepts no liability** for accidents, including during organised activities.
- **Flood risk area**: the camping site is located in an area subject to flooding.
  - During the closing **period (15/10 – 01/04)**, **removable caravans** must be taken away from flood-prone areas.
  - **Seasonal campers** on low-lying pitches must move their **awning, wooden flooring, and caravan** to higher ground.
  - **Winter storage** of installations is permitted only after payment of the applicable fee.

### 3.3 Swimming and Fishing in the Lesse

- An **official swimming area** is located on one bank of the Lesse River within the campsite grounds.
- **Swimming** is at one's **own risk**; currents, whirlpools, and sudden rises in water level can be dangerous.
- The management assumes **no responsibility** in case of non-compliance with safety instructions.
- **Fishing** is permitted only for holders of a **valid Walloon fishing licence** and a **Villatoile fishing permit**.

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## 4. RENTAL OF PODS

- The camping site offers **five wooden pods**, recognised as **light tourist accommodation**.

### Conditions:

- Maximum **three persons per pod**.
- **Deposit: €50 (cash)**, refundable after inspection upon departure.
- The pod must be **left clean**; in case of negligence, cleaning costs will be deducted from the deposit.
- **Smoking and open flames** in or around the pods are prohibited.
- **Pets are not allowed**.

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## 5. RESTAURANT

- The camping site has a **restaurant/brasserie**, open to campers and visitors during **posted opening hours**.
- It is **forbidden** to consume **personal food or drinks** in this area.
- **Respect towards staff and other guests is mandatory**.
- Any damage caused must be **repaired at the expense of the responsible person** and may result in exclusion.

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## 6. INFORMATION AND EMERGENCIES

In case of emergency or incident:

- Contact the **reception**, the **camping warden**, or
- Use the **emergency phone** located on the reception terrace, next to the defibrillator.

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## 7. PAYMENT TERMS

- All stays must be **paid in full** upon arrival and registration at the reception.
- For **seasonal stays**, payment must be made **no later than at the opening of the camping site**; any delay will incur a **12% surcharge**.

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## 8. GENERAL RULES

- **Complaints** must be submitted to the reception **within 24 hours**.
- **Any booking** at Villatoile Holiday Park P.L.C. implies **full acceptance** of these internal regulations.
- In the event of **force majeure** — an unforeseeable and unavoidable event beyond the control of the management — **the camping site may be closed** or access restricted **without compensation**; campers will be informed by the management.
- Disputes are governed by **Belgian law** and fall under the **jurisdiction of the courts of Dinant**.
- The management reserves the right to **amend these regulations** in accordance with the legal and administrative provisions of the General Commissioner for Tourism.

