



# Oyam Campsite Rules and Regulations

## 1) Admission conditions

Permission from the staff in the Main Office must be obtained in order to be admitted to set up camp or lodge on the property and the campgrounds. Any person staying on Oyam property must first present identification and meet all the requirements of French police. Unaccompanied minors will not be admitted. Agreeing to stay on Oyam property implicitly means you agree to abide by all Oyam Rules and Regulations. Failing to do so will expose you to possible expulsion from the property. In the event of any illegal behaviour, Oyam management may ask law enforcement authorities to intervene.

**2) Setting up** Your tent and/or campervan plus any camping material must be placed on the pitch you are renting as specified in your rental contract.

## 3) Main Office

Office hours are posted on the door and vary depending on the tourist season. Information on all the campsite's facilities and services as well as nearby merchants, public services, sports events and material, tourist attractions, useful information such as medical help and emergency responders are available front the front office.

## 4) Rental fees

Combined fees (rental prices, tourist taxes and others) are determined as posted. They are calculated based on the number of nights spent on the campsite. Users of the campsite should settle their bill the day before departure. The tourist tax must be paid for any person aged 18 years or older staying in the campsite regardless of the type of accommodation. The rate is posted at the campsite entrance and applies year-around.

## 5) Quiet

Campsite residents are kindly requested to be considerate of all neighbors and, therefore, not to disturb their peace and quiet. Campers should avoid making any loud noises or speaking loudly enough to bother their neighbors. Audio devices are a constant source of disturbances shut as softly as possible. Any non-respect of the above rules between the hours of 10:00pm and 07:00am may be reported to law authorities as a disturbance of the peace.

## 6) Pets

Pets vaccinated, tattooed or identified with implanted microchips are now admitted, except dangerous attack and certain guard dogs (categories 1 and 2 under French law) in all La Résidence and Campsite accommodation. They must be kept on a leash at all times. It is strictly forbidden to leave animals alone even if they are locked up or left inside your lodging.



## 7) Guests

They are allowed on the premises but are entirely the responsibility of the residents who bring them in. The Oyam office manager may require residents to pay the established fee for guests. Visitors are not allowed to drive into or park any vehicle in the campsite. They must park in the designated visitor parking area located outside the campgrounds and register at the main office. They are not allowed to access the aquatic area.

## 8) Vehicles: Traffic and Parking

The speed limit on all campgrounds roads is 10 km per hour. No traffic is allowed between 11.30 pm and 7.00am. During these hours, all arriving vehicles must be parked in the designated parking lot outside the campgrounds. Only residents' vehicles are allowed on campground roads. Residents' vehicles may only be parked in their assigned area and in the parking lot located outside the campsite. No parked vehicle should ever block or hinder traffic. The campsite entrance barrier can only be raised by using a magnetic card. A €20 deposit is required for each magnetic card issued to residents. The deposit will be returned when the card is handed in.

## 9) Pitches: constructions and various additions

The following practices are strictly forbidden:

- a) Build fences or demarcate the site by personal means, and dig the ground.
- (b) Storing used objects
- c) Deprive caravans, whatever their size, of their means of mobility (tow bar, wheels, etc.)
- d) To erect awnings whose context and fixity would make them subject to planning permission
- e) Where applicable, to install garden sheds

It is also forbidden to install transportable or dismountable houses called

It is also forbidden to set up transportable or dismountable houses called "Light Leisure Dwellings", without regulatory authorisation.

- f) Luxe\*Heritage area: Traffic in the Luxe\*Heritage area: the area is pedestrianised.

Holidaymakers must walk in the alleys. Vehicles must park in the spaces provided around this area. These are reserved for the clients of the mobile homes in the Luxe\*Héritage area.

- g) Use of the individual Spa: after replacing the water, cleaning and disinfecting, a delay is necessary for the water to reach the optimal temperature. Your spa may not be ready for use immediately upon arrival. Do not try to empty the water yourself at the end of your stay or before, that is what we are here for. It is compulsory to close the Spa with its safety cover after any use. Children are not allowed to use the spa unless accompanied by at least one parent or a responsible adult. Do not use any electrical device (telephone on charge, radio plugged in, lamp...) while in the water. Use is permitted until 10pm maximum to avoid noise pollution.

- h) Use of planchas: gas is used. Do not try to change the bottles yourself. In case of breakdown, please call the reception, we are here for that. Do not scrape with a metal spatula. Empty the grease residues from the grease trap before the end of your stay.



## 10) Upkeep, appearance and cleanliness

Every person must refrain from any action that might dirty or damage any installation. Similarly, as health and hygiene are primary concerns for us all, it is strictly forbidden to dump polluted water on the ground or in the gutters.

- a. **Garbage:** household trash, waste (of any nature), and recycle items must be placed in designated containers and bins,
- b. **Sanitary installations** (kitchens, bathrooms, toilets, grey water drains) must be kept clean by all users,
- c. **Washing** (dishes and clothes) is restricted solely to the designated sinks and machines in the common area,
- d. **All trees, bushes, plants and flowers** must be respected. No gardening is allowed. No nails may be hammered into any tree. No branches may be cut. Any damage to any vegetation, fences, terrain or installation will be charged to the person responsible for it.
- e. **Pitches** must be left as clean as they were on the first day of the rental period.

## 11) Emergencies

A first-aid kit is available in the main office. A defibrillator is available in the laundry building.

- a. **Fire:** open fires are strictly forbidden.  
**Portable stoves** and hotplates must be kept in perfect working order and may not be used inside a tent or near a vehicle.  
**Fire extinguishers** are available and accessible in every building on the premises. In the event of a fire, please immediately inform management.  
**Preservation of belongings:** all campsite residents must take all normal precautions to preserve life and material possessions.
- b. **Theft:** Oyam cannot be held responsible for loss or theft of any personal items or belongings. Each camper is responsible for his/her own possessions.

## 12) Aquatic Area

All residents are required to wear the bracelet. The surveillance is not provided. Therefore, campsite management cannot be held responsible for any accident that might occur. Parents are always required to be present and to keep a constant watch of their children while they are in the swimming pool.

Users must strictly adhere to and obey all swimming pool safety rules as posted.

Oyam declines any responsibility in the event of an accident occurring to children who must be under the constant watch of their parents whether they are in the swimming pool, on a playground, in the aquatic park or elsewhere in the camp.

No violent games or games that annoy other campers are allowed.

## 13) Storage

No caravan, trailer, vehicle or camping equipment may be left unattended for a prolonged period without a previously arranged agreement with the main office.

Oyam declines any responsibility for any resident's camping equipment or vehicle left unattended for any length of time. Storage fees will be set and collected by the main office.

## 14) Mail and Personal Messages:

The letter box for departing mail is located at the reception desk which also receives and remits arriving mail for residents. Telephone messages may be collected at the reception desk. A safe is at the disposal of the clients at the reception of the campsite.



### **15) Internet:**

WiFi is available all over the property, Camping Oyam and the Izarpean Residences.  
Rates are posted at the reception desk.

### **16) Photo rights**

For advertising purposes, Oyam reserves the right to take and commercially utilize photos and videos that include users (children and adults) on the campsite premises. Residents who do not wish to appear in promotional materials must make this known to the management.

### **17) Legal Right to Data:**

Campsite users are informed that, in compliance with Article 32 of the French law on information technology, files and freedom, dated 6 January 1978, data pertaining to any campsite user may be used for administration and commercial purposes by Oyam and its partner companies unless that user has expressed his or her refusal.

All users have a right to access and to have corrected any personal data that they have provided or volunteered in forms collected by Oyam. Requests should be made in writing, addressed to: Camping Oyam, Rue d'Oyamburua, 64210 BIDART, France.

### **18) Campsite Manager**

Among the manager's responsibilities are maintaining order in the campsite, meting out sanctions for serious infringements to the campground's rules and regulations, expelling troublemakers and lawbreakers.

A complaints book (or box) is available for campsite users. Complaints will be carefully considered provided they are signed, dated and contain an accurate and developed account of the facts.

### **19) Legal Contests:**

The English version is a translation as faithful as possible of the French version. However, in case of dispute only the French version will prevail. In case of dispute and having seized the "customer" service of the campsite. Every customer of the campsite has the possibility of seizing a « mediator » in a deadlines of one year from the date of written complaint, by register mail.

The address and phone number of the mediator the customer can seize, are the following ones:  
Bayonne Médiation 32 rue du Hameau 64200 Biarritz

*In the interest of everyone, we hope that the rules and regulations will be respected.  
We wish you a pleasant stay at Oyam.*