

INTERNAL RULES - RENTAL

Holiday Village - 62560 Reclinghem

UPDATE: 13/02/2026

In accordance with the Decree of 17/02/2014 of the Ministry of Crafts, Trade and Tourism, relating to the obligation for campsites or caravan parks as well as for residential leisure parks

GENERAL TERMS AND CONDITIONS:

PURPOSE OF THE REGULATIONS

This internal regulation is established in accordance with the provisions of the Tourism Code, in particular relating to campsites and residential leisure parks, as well as the applicable safety, public order and health rules.

Its purpose is to define the conditions of occupancy and use of rental spaces and equipment, in order to ensure safety, tranquility and good order within the establishment.

Any person staying at the campsite is deemed to have read these regulations and agrees to comply with them.

ADMISSION AND STAY CONDITIONS

Access to the campsite is reserved for duly registered holidaymakers. Upon arrival, guests must:

- Present a valid form of identification. Complete and sign the individual police registration form (legal requirement for foreign clients).
- Complete the administrative and financial formalities stipulated in the contract. Minors are only permitted if accompanied by their legal guardians for the entire duration of their stay. The identity of all occupants must be declared upon arrival.

Management reserves the right to refuse entry to any person whose behavior is contrary to public decency, public order, or these regulations.

POLICE FORMALITY:

Any person planning to stay at the campsite must first present their identity documents to the Manager or their representative and complete the formalities required by the police.

The identity of all occupants, whether tenants or guests, must be provided to reception at the beginning of your stay. Minors unaccompanied by their parents will only be admitted with written parental authorization and under their responsibility. In accordance with Article R. 611-35 of the French Code on the Entry and Residence of Foreigners and the Right of Asylum, the property manager is required to have each foreign national complete and sign an individual police registration form upon arrival.

It must include: Name and surname; Date and place of birth; Nationality; Usual residence.

FEES AND TAXES

Prices are displayed in accordance with the Consumer Code.

The fees include:

- Rental of the rental property
- Access to shared facilities
- Possible taxes (**including tourist tax according to local regulations**)

Failure to pay will result in the termination of the residency contract.

NOISE AND TRANQUILITY

Holidaymakers must respect everyone's right to rest.

The following are prohibited: Shouting,

- singing, excessive noise; loud music; noisy work. Complete silence must be observed between 11

p.m. and 7 a.m. During the day, sound equipment must be adjusted so as not to disturb the neighbors. In the event of repeated disturbances or aggressive behavior, management reserves the right to expel the offenders without a refund.

TRAFFIC AND PARKING

The speed limit is 10 km/h within the campsite.

Applicable rules: No traffic

- allowed between 10:30 PM and 7:00 AM except in emergencies. Barrier open: 7:00 AM to 10:00 PM. Parking only in rented spaces or designated areas. One vehicle per space unless authorized.

Management declines all responsibility in the event of an accident related to failure to comply with these rules.

VISITORS

Visitors must check in at reception and may be subject to a fee.

They remain the responsibility of the holidaymakers who receive them and must leave the campsite before 10 p.m., unless authorized.

ANIMALS

Animals are allowed under certain conditions:

- Kept on a leash at all times
- Up-to-date vaccination record
- Mandatory collection of animal waste
- Prohibited in restrooms, swimming pools and playgrounds

Dogs of regulated categories are prohibited.

SWIMMING POOLS & WATER PARKS

Access to the swimming pools, sauna, and spa at Camping de la Tentation is strictly reserved for guests of the establishments (**Camping de la Tentation, La Nouvelle Aventure, La Sensation, and Holiday Village**) and is by reservation only (**except for the swimming pools**). Reservations must be made in advance at the bar during its opening hours. Use is subject to assigned time slots to ensure the safety, hygiene, and comfort of all users. **Users are required to strictly adhere to the following hygiene guidelines: a prior soapy shower is mandatory, as is wearing appropriate swimwear, including a mandatory swimming cap for all users, without exception (from babies to seniors), a swimsuit (swimbriets), the use of a clean personal towel to be placed on the seats, no shoes allowed, no eating, drinking, or smoking in the facilities, and no glass objects or electrical appliances allowed.** Access is not recommended for people suffering from heart, respiratory, or circulatory disorders, pregnant women, or anyone with a medical contraindication.

Management may temporarily close access to the swimming pool, totally or partially, for technical, health, safety, weather, maintenance, regulatory compliance reasons or by decision of the competent authorities.

These closures, necessary for the proper functioning of the establishment and the safety of users, may occur at any time and without prior notice.

As the swimming pool is a leisure facility made available to customers, its exceptional closure will not give rise to any refund, reduction of stay or compensation, when it is beyond the control of the operator or imposed by legal or safety obligations.

Users agree to comply with any closure or evacuation measures decided by management.

DETERIORATION

Any damage to equipment, vegetation or infrastructure will be billed to the person responsible, without prejudice to civil or criminal proceedings (Civil Code of Tort Liability).

BAR

In accordance with the regulations applicable to establishments serving alcoholic beverages, the management and staff of the bar reserve the right to refuse the sale or service of alcohol to any person who is manifestly intoxicated, whose behavior disturbs public order or presents a risk to their own safety or that of others.

Serving alcohol to minors is strictly prohibited. Identification may be required.

Any refusal of service must be respected. Failure to comply may result in the management excluding the customer from the bar, or even the establishment, without prejudice to any applicable legal action.

GAMES

Parents are asked to inform their children of their homework. Children must always be supervised by their parents. Games, equipment, activities, and entertainment are offered to caravanners both on and off the campsite, according to the information and programs available. The caravanner acknowledges having been informed of the risks inherent in these activities and agrees to respect and ensure that any guests they host respect the rules of use. There must be no contraindications to participation. The caravanner authorizes the campsite managers to take all necessary actions in the event of an accident. The campsite accepts no liability in the event of an accident. Football and pétanque are prohibited on the campsite; a suitable pitch is available. No violent or disruptive games may be organized near the facilities.

Saunas and gyms are prohibited for anyone with heart problems or taking certain medications. Consult your doctor for advice.

WIFI

Any fraudulent use of the Wi-Fi network for an IPTV system or illegal file downloading will result in the complete termination of Wi-Fi access and no refund.

Internet connection sharing is strictly prohibited.

The code can be used for 4 registered devices; if you need to change devices, contact the number on the back of the 123 Wifi card to make the necessary changes.

We do not manage the Wi-Fi system in any way; in case of problems you can contact the provider via the WhatsApp application on the back of your 123 Wifi card.

The services, amenities, and facilities mentioned in these regulations and/or in our promotional materials may vary depending on the establishment, opening period, and operating conditions. Only the information provided in the "Practical Information" section of the relevant campsite is valid.

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SAFETY AND FIRE:

Open fires are strictly prohibited. Stoves must be kept in good working order and must not be used in dangerous conditions. In case of fire, notify management immediately. Fire extinguishers are available for use if necessary. A good quality, sufficiently sized fire extinguisher is strongly recommended for your campsite. A first aid kit is located at the reception office. Electrical connection is only granted to compliant, approved installations with a minimum 2.5mm² cable and an earth conductor. The campsite's service ends at the residual current circuit breaker (RCCB); in case of damage (overheating), the replacement equipment will be charged to the customer. The campsite cannot be held responsible for incidents and inconveniences due to intentional or unintentional power outages, or fluctuations in power. The Renter must

The client will protect the property accordingly and undertakes to comply with the safety standards imposed by law, in particular standard UTE 15-222. Fraudulent activity will be billed and penalized. You have the option of checking your electricity meter, which is visible in the electrical room. It is the client's responsibility to maintain the accommodation in compliance with regulations throughout the duration of the contract. In particular, the client will be responsible for complying with the specific safety rules governing mobile leisure residences (HLL) (electrical and gas installations in particular). The client is responsible for maintaining the accommodation in good repair, for reasons of hygiene and safety, but also for aesthetic reasons, in order to ensure harmonious integration into the surrounding area.

SCHEDULES

The bar is open on weekends and during school holidays.

The garbage room is open according to the times indicated on its barrier.

HYGIENE, SANITATION AND ENVIRONMENT

Users must:

- Keep their yard/terrace clean
- Please use the bins and recycling facilities located at the entrance to the campsite.
- Respect the sanitary facilities

Any environmental damage may be charged.



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GENERAL TERMS AND CONDITIONS OF RENTAL

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SCOPE OF APPLICATION OF THE CONDITIONS GENERAL TERMS AND CONDITIONS OF RENTAL

These terms and conditions govern all sales of holidays booked on the website www.hpdl.fr or directly with Holiday Village-62560 Reclinghem. They form an integral part of any contract concluded between the campsite and its customers.

Each customer acknowledges having read these terms and conditions prior to booking any stay, for themselves and any person participating in the stay.

In accordance with applicable law, these general terms and conditions are made available to all clients electronically prior to the conclusion of any sales contract for stays. They can also be obtained upon written request addressed to the establishment.

RESERVATION

The reservation is processed upon receipt of the signed booking form or quote accompanied by a deposit (**except for VACAF applications**) corresponding to 20% of the rate (**plus the optional cancellation fee**) for accommodation, or the full amount for a weekend. The stay becomes final after written confirmation from us and remains non-transferable; subletting or transfer is prohibited. Any modification to the contract must be reported to and approved by the manager, otherwise the price will be adjusted. In the event of an inaccurate declaration, the contract will be automatically terminated and all sums paid will be retained by the campsite. Minors unaccompanied by their legal guardians are not permitted.

PAYMENT METHODS

Accompanied by the signed contract, by checks, ANCV holiday vouchers (**in full with top stub**), or by bank card (**16 digits + expiry date + cryptogram**) for reservations, **telephone or internet** or online payment via the payment link.

It is possible to pay in installments if the reservation is 1 month or more: In most cases, the customer is asked to pay a deposit of 20% of the amount of the stay and the options taken out, as well as the full processing fees, at the time of booking.

Bank transfer: note your booking references so that we can allocate the payment to your stay.

Please note: holiday vouchers cannot be accepted for payment of the tourist tax when settling the balance.

BALANCE DUE TO STAYS

Payment for your stay is made according to the following terms:

- Upon booking:** A deposit of 20% of the total amount (or the entire stay depending on the booking date or type of contract) must be paid to validate your booking.
- Payment deadline:** The entire balance (100% of the remaining amount) must be paid no later than 1 month before your arrival.
- Last minute bookings:** If the booking is made less than one month before the start of the stay, full payment is required immediately.
- Payment tracking:** No payment reminders will be sent by the establishment. Your booking confirmation will be sent to you upon receipt of final payment.
- Failure to pay:** If the balance is not paid within the aforementioned time limits, the rental will be considered automatically cancelled, and all sums already paid will remain the property of the campsite.

PRICES

The rental includes the following services:

- The provision of accommodation, based on a capacity of 4 people (or according to the number of people indicated on the accepted quote); The provision of utilities, namely water, gas, and electricity;
- Access to the aquatic areas of the Tentation or Sensation campsites, including heated and covered swimming pools, sauna, and spa (subject to opening times and periods);
Access to the various leisure areas and sports fields, including: gym, pétanque, tennis, table tennis, basketball, mini-golf, and other facilities available on site;
- The loan of leisure and sports equipment (rackets, pétanque balls, board games, books, etc.) subject to the deposit of an identity document for the duration of the loan.
- The loaned equipment must be returned in good condition. Any loss, damage, or failure to return may be subject to a charge;**
Access to the activities offered by the Tentation campsite when they are organized (subject to schedule, periods, and availability).

The rental does not include the following services:

- Security deposits are required for rentals to guarantee the return of the accommodation in good condition. They consist of €150 for cleaning and €150 for equipment, and are requested upon arrival.
- Security deposits are returned on the day of departure, after a joint inspection of the property. If departure takes place outside of opening hours, the deposits will be destroyed within a maximum of 7 days.
- Fishing rods and bait. Extras such as: on-site services (**drinks at the bar, certain entertainment, games such as: billiards, slot machines, darts...**)
- WiFi packages
- Cancellation option

PETS AND OPTIONS

- Pets** are welcome, except for category 1 and 2 dogs. They must be kept on a leash on the campsite and must not be left unattended in the accommodations. They are not allowed in the swimming pool area. A current vaccination record must be presented upon arrival. (**€5/night or €25 for 7 nights**)
- Bed linen rental (**€6**), travel cot/high chair (**€5**), barbecue (**€5 for the weekend or €10 for the week**), VACAF application fee (€30 processing fee)

DELAY / INTERRUPTION OR CANCELLATION OF STAY BY THE CLIENT

The campsite manager must be notified in writing (email or letter) of any potential delay to your arrival in order to retain your accommodation. If we do not hear from you within 24 hours of your scheduled arrival date, they reserve the right to re-let the accommodation. No refunds will be given for late arrivals, early departures, or changes in the number of people (whether for all or part of your stay).

MODIFICATION / INTERRUPTION

In the event of a change of dates or number of people, the Provider will endeavor to accept date change requests as much as possible, subject to availability. Late arrivals or early departures will not entitle guests to any refund. Full payment for all days and/or nights booked is due to the campsite.

CANCELLATION

Cancellation status	Notification period	Amounts refunded to the customer	Sums kept by the campsite
With Cancellation Option (upon presentation of proof)	more than 10 days before arrival	The balance of the stay (amount exceeding the deposit)	The deposit (20%), the processing fees and the €15 option fee
Without Cancellation Option	more than 2 months before arrival	Any surplus (if the balance has already been paid)	The deposit (20%) and the fees of case
Without Cancellation Option	- 2 months before arrival	No refunds	100% of the amounts paid
Shortened stay (Early departure or late arrival)	During stay	No refunds	100% of the stay booked

CURRENT SITUATION STATUS

An inventory is taken upon arrival.

All complaints must be reported within 24 hours.

Any dispute concerning the condition or cleanliness of the accommodation must be reported to reception/bar within 24 hours of arrival. Otherwise, the accommodation will be considered to have been handed over in perfect condition. A €100 cleaning fee will be automatically deducted from the security deposit if the accommodation is not returned in a satisfactory state of cleanliness.

ARRIVAL AND DEPARTURE

- Arrivals: from 4pm
- Departure: from 10:30 am

Any overstay may be charged. If you plan to leave the accommodation before or after the indicated time, please inform the person who handled your booking or the campsite management.

INTERNAL REGULATIONS

The customer agrees to comply with the campsite's internal regulations, including:

- Traffic, Fire
- safety.

Any serious breach may result in exclusion without refund. The campsite rules are available upon request from the campsite.

RESPONSIBILITY

The client is responsible for any damage caused by themselves or their companions.

He must have holiday liability insurance. The campsite declines all responsibility in the event of:

- Theft or loss,
- accidents without proven fault, bad weather,
- network outages, force majeure.

CLAIMS AND FORCE MAJEURE

Any complaint must be submitted in writing within 30 days of the stay.

The campsite cannot be held responsible for non-performance of the contract in the event of force majeure: natural disaster, fire, pandemic, administrative decision, etc.

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DESCRIPTION OF SERVICES

The descriptions and photos of the accommodations are provided for informational purposes only. Minor variations in layout or furnishings may occur from one unit to another and cannot be grounds for a complaint.

THE RIGHT OF WITHDRAWAL

In accordance with Article L.221-28 of the Consumer Code, accommodation, transport, catering and leisure services provided on a specific date are not subject to the 14-day right of withdrawal.

TOURIST TAX

The tourist tax, set by the municipality, is in addition to the rental price. It is collected by the campsite on behalf of the local authority and must be paid no later than the day of arrival.

DATA PROTECTION AND FREEDOM OF INFORMATION TECHNOLOGY

As part of our quality monitoring process, the Client agrees to receive a satisfaction survey by email following their stay. The data collected is for the internal use of the campsite and will not be shared with third parties.

THE MEDIATION CLAUSE

In case of dispute, you can send a written complaint by registered letter with acknowledgment of receipt to the reception of the establishment.

If you are not satisfied with the response provided or if there is no response, you have the option of contacting a Consumer Mediator within one year of the date of the complaint electronically: <https://cm2c.net/> or by post: CM2C – Centre de médiation de la consommation de conciliateurs de justice – 14, Rue Saint Jean, 75017 Paris.

RIGHT TO ONE'S IMAGE / GDPR

During his stay, the Client may be photographed or filmed for the purposes of communication and promotion of the Provider (websites, social networks, presentation materials, tourist guides, etc.).

The Client is informed that it is his responsibility to notify reception in writing, upon arrival, of any objection to this use of his image.

The campsite collects and processes the Client's personal data only for the purpose of managing reservations and customer relations.

In accordance with the General Data Protection Regulation (GDPR), the Client has a right to access, rectify and delete their data, which they can exercise by contacting the campsite at the following address: contact@hpd.fr. The data is kept for the duration necessary for the management of the stay and, where applicable, for legal and tax obligations.

ACCEPTANCE OF TERMS AND CONDITIONS / APPLICABLE LAW

Booking constitutes full and complete acceptance of these General Terms and Conditions.

These terms and conditions are governed by French law. In the event of a dispute, and after failure to reach an amicable solution, the competent courts will be those designated by the Code of Civil Procedure.

IDENTIFICATION:

Company Name: Holiday Village
SIRET Number: 84923132900012
Legal Structure: SAS (Simplified Joint-Stock Company)
Telephone: +33 3 21 95 28 19
Email: reservation@hpd.fr
VAT Number: FR57849231329