



De Panne, 2022

Welcome,

On behalf of the entire team, we would like to welcome you to your holiday destination.

On the following pages you will find a number of guidelines and regulations to make your stay at Plopsa Village a happy one.

Plopsa Village is a warm, friendly family campsite located a stone's throw from De Panne, the seaside resort with the widest sandy beach on the entire Flemish coast.

Even better, it is located next to Plopsaland De Panne theme park and Plopsaqua De Panne water park. Tickets for both parks are available at the campsite at an attractive price. Plopsa Village is also the ideal base for active holidaymakers, as there are many kilometres of cycle paths through "De Moeren" and beautiful hiking trails in the dunes. Northern France is just a few hundred metres away, waiting to be rediscovered.

The campsite is on private land. The following rules have been drawn up to ensure that all our guests have a wonderful, carefree holiday.

These rules are based on courtesy, safety and respect for both other people and the environment. Everyone staying at the campsite is expected to know and unconditionally agree to these regulations and must abide by them. The regulations are available at the campsite reception and on the website.

If you have any comments or complaints, please let us know in time, following the procedure described below, so that we can make improvements or changes.

We wish you a pleasant stay and lots of fun at Plopsa Village!

Plopsa Village
Duinhoekstraat 101
8660 Adinkerke

Tél. : 058/41.23.76



GENERAL

The amount to be paid only covers the rental price of a pitch. The campsite manager is not responsible for guarding vehicles, caravans or tents. Always close your vehicle, caravan or tent securely and do not leave valuables lying around where they can be seen. The campsite manager cannot be held responsible for any accidents, theft or damage to vehicles, caravans and/or fixtures on the campsite, extreme weather conditions or any other form of force majeure.

Guests are liable for any damage caused by their own actions or omissions and those of their family members, visitors or third parties. Parents of underage children are responsible for any damage their children may cause, whether or not this damage occurred in their presence. In the event of damage, compensation equivalent to the cost of repair and/or replacement will be charged. Any damage caused must be reported to the campsite manager. Failure to do so will lead to the guest being charged for this damage when they check out of the campsite. Deliberate damage will lead to expulsion from the campsite (see below for the expulsion procedure).

RECEPTION

Our employees at the reception desk will be happy to answer any questions you may have. Guests are welcome to visit the reception desk during opening hours, which are posted on the reception door.

ARRIVAL AND DEPARTURE

On arrival, guests must first go to reception to fill in an arrival form. All persons entering the campsite must show an identity card. Persons unable to present a valid identity card will be refused access to the campsite. Persons under 18 years of age who are not accompanied by their parents or an adult responsible for them, must also present dated and signed authorisation from their parents or an adult responsible for them.

Each guest will receive a camping pass upon reservation or registration, which allows them to freely enter and leave the campsite. This pass must be placed in the top right-hand corner of the car windscreen. The camping pass must be returned when the guest leaves the campsite at the end of their visit.

Pitches are assigned by the campsite manager, who takes guests' wishes into account in so far as possible.

The pitch must be vacated by 11 a.m. on the day of departure. An additional fee may be charged for late departures, whereby guests must vacate their pitch no later than 6pm. If a pitch is not vacated by 6 p.m., guests must pay for an overnight stay. Pitches must be returned to their original state before departure and all damage will be charged for.

CANCELLING YOUR RESERVATION

When making a reservation, you can choose the cancellation option, which costs €3.50 per person.

This option means that you can always cancel your reservation free of charge, except for the aforementioned charge of € 3.50 per person, provided that you have a valid and substantiated reason for doing so.

I chose the Plopsa Village cancellation option and wish to cancel my reservation.

1. If you have chosen this option, reservations can be cancelled free of charge provided that you can submit an official document stating your reason within 14 days following the cancellation. The following events are valid reasons for cancellation:



- *Death, illness or accident of the insured party, their partner or a family member up to the 2nd degree;*
- *Serious, unexpected complications during a pregnancy;*
- *Dismissal or withdrawal of leave;*
- *Re-sit examination on the day of stay;*
- *Divorce or de facto separation;*
- *Occupational call-up (military, police, care personnel, etc.);*
- *Serious material damage (fire, storm damage, flooding, etc.) to immovable property;*
- *Home or carjacking;*
- *Notice for the adoption of a child;*
- *Call-up for an organ transplant of the insured party, their partner or a family member up to the 2nd degree;*

If a holiday is interrupted due to one of the above-mentioned substantiated reasons, the sum paid shall be reimbursed in proportion to the number of nights not used, counting from the day of the premature return.

If a holiday is cancelled beforehand or interrupted during the stay at Plopsa Village, the guest must notify Plopsa Village in writing (by letter or e-mail at info@plopsavillage.be) within 14 days of the cancellation or holiday interruption, stating the reason for the cancellation or holiday interruption. The guest shall state the reservation number and his/her name and also attach an official document to the letter to corroborate one of the aforementioned reasons.

In the event of a no-show, failure to notify Plopsa in good time, or failure to provide proof of a justifiable reason as referred to above, 100% of the amount owed will be charged as a cancellation fee in spite of the cancellation option. No-shows are never covered by the cancellation option.

2. I did not choose the Plopsa Village cancellation option and wish to cancel my reservation.

The costs charged depend on when the stay is cancelled:

- *More than 14 days before the stay: 15% of the amount owed*
- *More than 7 days before the stay: 35% of the amount owed*
- *More than 3 days before the stay: 60% of the amount owed*
- *More than 24 hours before the stay: 85% of the amount owed*
- *Less than 24 hours before the stay/no-show: 100% of the amount owed*

VISITORS

Guests staying at the campsite may receive visitors. A fee will be charged for visitors. When entering the campsite, visitors must state which guests they have come to visit. Guests are responsible for their visitors' actions. Visitors staying the night must report to the campsite manager, so that they can be included in the night-time register and pay the overnight rate. Visitors' cars must remain outside the campsite in the parking spaces provided for this purpose.

BARRIERS AND TRAFFIC

It is only possible to enter and leave the campsite via the clearly marked entrance and exit. The speed limits indicated on the campsite must be strictly observed. Driving speed must be adapted to accommodate children playing on the campsite at all times. If the campsite manager sees that a guest is failing to observe the speed limit or is driving around the campsite at an inappropriate speed, their barrier card will be blocked.

It is forbidden to drive a motor vehicle on the campsite between 10 p.m. and 8 a.m.. Guests who wish to leave the campsite after 10 p.m. or before 8 a.m. must park their car outside the campsite.



It is forbidden to park a vehicle on access and internal roads. Parking is only permitted on your own pitch (on the paved parking space provided for this purpose).

One car per plot/pitch may enter the campsite. Guests must park their cars in the designated paved area. Access to the campsite will only be granted for the vehicle that was registered when making your reservation or registration. The camping pass must be placed in a visible position behind this vehicle's windscreen. Upon arrival and registration at the campsite, guests must inform the campsite manager of their vehicle's number plate. Guests may not make any mutual agreements in this regard. If the campsite manager requests the removal of a vehicle, guests must immediately comply. If they fail to comply with this request, the campsite manager will be entitled to have the vehicle towed away at the sole expense of the vehicle's owner.

One barrier card per plot/pitch can be obtained upon payment of a €25 deposit. At the end of their stay, guests must return the barrier card, after which their deposit will be refunded. The barriers work with a card system with a number plate reader. The barrier card can therefore only be used by guests who are driving their registered vehicle. Guests will be charged €75 for losing the barrier card. It is strictly forbidden to loan or pass on this card. Anyone who lends or passes on a barrier card will be held responsible for any abuses that may be committed through the use of this card. It is forbidden for several vehicles to drive under the barrier at the same time.

PETS

If bringing a pet with you on holiday (with the exception of guide dogs and assistance dogs with an official dog coat) you must notify us of this beforehand. Pets may only stay with the explicit approval of the campsite manager. The campsite manager has the sole power to decide whether or not a pet may stay on the campsite. Any pets found on the campsite without the express consent of the camp manager will be removed.

There are specific additional rules for dogs: the charge for bringing a dog to the campsite is stated in the price list. Dogs must be kept on a lead at all times. They must not, under any circumstances, pose a danger to other guests and/or other dogs present at the campsite. If there is any doubt, the campsite manager can order the dog to wear a muzzle. Failure to apply the muzzle at the request of the campsite manager will result in expulsion from the campsite (see below for the expulsion procedure). Owners/caretakers of dogs must ensure that they do not soil or damage the campsite. Owners/caretakers of dogs must pick up the dog's waste and leave the place where the dog has gone to the toilet clean. Poop bags can be purchased at the reception during opening hours. Deliberate damage will lead to expulsion from the campsite (see below for the expulsion procedure). Other pets are only allowed on the campsite if they are caged or on a leash and their stay has been explicitly authorised by the campsite manager. The campsite manager may require pet owners to submit a health certificate for their pet.

WASTE

The accommodation, pitch, campsite and the shared facilities must be kept clean at all times.

Household waste must be put in closed bags and deposited either in a closed container/dumpster or inside the accommodation. Under no circumstances may waste bags be visible on the pitch, as this will be regarded as illegal dumping. Under no circumstances will dumping be tolerated. Depositing waste in the wrong containers is also considered illegal dumping.

Guests must to pay a fine of €25 for each established infringement. Infringements may be established by any campsite manager. All infringements will be communicated to the guest immediately.

Waste bags can be purchased at the reception during opening hours. The tied up rubbish bags must be disposed of in the designated waste container. There are separate containers for glass, cardboard, PMD and residual waste. Grass must be deposited in the grass containers without any other waste.

In principle, large household waste must be taken away by the guest or can be disposed of at the public container park in De Panne for a fee. It is strictly forbidden to dispose of food waste in the waste bins on the campsite.



It is forbidden to leave rubbish bags or any other rubbish behind on the pitch when checking out of the campsite. The pitch must be left clean and tidy. Guests who leave any rubbish behind them will be charged for the actual cleaning costs, plus an administrative fee of €250.

Wastewater must be collected and must not drain away freely under the accommodation or be poured between the plants.

Night bins or chemical toilets may only be emptied at the designated places by persons over 18 years of age.

PITCHES

The pitches/plots are numbered and marked out. It is forbidden to place a caravan or set up a tent or party tent outside the designated plots or pitches. It is also forbidden to extend your pitch so that it changes the set boundary.

Plants and flowers must be treated with respect. Guests are not allowed to cut trees or branches or plant anything themselves. If this is necessary, please submit a request to the campsite manager.

It is forbidden to dig trenches or churn up soil. It is also forbidden to drive objects into the ground as this could damage pipes or cables.

It is forbidden to place tents or party tents between caravans. These may only be placed on the tent lawn provided for this purpose. 1 awning per pitch is allowed, but only if it is in good condition and well-maintained. The campsite manager has the sole power to decide on this.

It is forbidden to place several caravans on one pitch and to store materials such as sand, stones, wood, coal, etc. It is also forbidden to park mobile homes.

It is forbidden to put up a washing line. At the very most, you may place a drying rack close to the caravan and out of the sight of other guests. Drying racks and laundry must be removed each day around 1 pm.

Dish and radio antennas are generally prohibited in order to keep the campsite looking attractive.

SECURITY

1. It is not permitted to behave in a way that could endanger yourself or anyone else on the campsite.
2. Guests must keep any objects that could pose a danger to third parties under their personal supervision and are responsible for keeping such objects out of the reach of third parties. It is forbidden for anyone entering the campsite to carry or be in possession of weapons.
3. In the event of a serious accident or injury, both the external emergency services and campsite manager must be notified immediately.
4. It is forbidden to stack goods on a pitch that would increase the risk of fire or the severity of a fire.
5. It is forbidden to light campfires on the campsite. Barbecuing is allowed under the following strict conditions:
 - *A charcoal barbecue must be used; the barbecue must be kept under permanent surveillance and all necessary precautions must be taken to prevent a fire. The barbecue appliance must be positioned at least 3 m from any fixed construction.*
 - *Under no circumstances may hot charcoal be spread on the pitch or campsite afterwards.*
 - *Barbecue must be placed so that the smoke does not cause a nuisance for other guests.*
 - *In the event of extreme weather conditions (such as a heat wave or prolonged drought), the campsite manager may announce a temporary ban on barbecuing. The campsite manager is solely authorised to make this decision, which will be announced at the reception.*
6. If a fire starts, the guest must immediately attempt to limit the damage and inform both the local fire brigade and the



campsite manager. The campsite manager provides fire extinguishers in designated areas throughout the campsite. In the event of a spreading fire, both the external emergency services and campsite manager must be notified immediately. In the event of a fire, instructions issued by the campsite manager or the security services must be followed strictly and without discussion.

7. In the event of evacuation of all or part of the campsite, it is not permitted to re-enter the campsite or the evacuated part of the campsite without the consent of the campsite manager or security guards.

8. All accommodation, with the exception of tents, must be equipped with a fire extinguisher of at least 3 kg. Fire insurance is compulsory.

9. Gas, petroleum, electric and other cooking and heating appliances must be positioned to guarantee every aspect of safety.

10. Sports and games are allowed in the designated areas. The basic principle at the campsite is that other guests' privacy must be guaranteed as much as possible.

11. Children and/or pets must always be accompanied by an adult and may not be left alone in the accommodation or the car. In the event of an infringement, the competent services will be notified to free the children and/or the pets. The accompanying costs shall be borne by the person responsible for violating this rule.

12. It is strictly forbidden to use fireworks and/or other explosive devices on the campsite.

13. It is strictly forbidden to sell, use or ask others for drugs in any way whatsoever on the campsite. The camp manager has the right to deny a guest access to the campsite if there is any suspicion of drug use or if the guest is heavily under the influence. The campsite manager has the sole power to decide on this.

14. No trade is allowed on the campsite. The distribution of printed matter and similar notices is prohibited. No posters or printed matter may be affixed to facilities or property on the campsite.

15. It is forbidden to steal or damage objects belonging to the campsite, its staff or other guests. It is also forbidden to enter service areas, even if they happen to be unlocked.

16. Any breach of the above rules will result in immediate expulsion from the campsite (see below for the expulsion procedure) and the perpetrator will have to pay in full for any damage they have caused to objects.

UTILITIES

Please use water and energy on the campsite sparingly, so that we can work together to protect the environment.

Guests are responsible for the maintenance and sealing of the pipes under the accommodation. Guests are responsible for any damage caused to the pipes in general, as well as the damage resulting from their poor maintenance.

Repairs to the campsite's pipes can only be carried out by the campsite manager or a third party appointed by them. Guests must report any problems to the campsite manager, so that they can take appropriate action. Repairs to pipes in the accommodation must be carried out by or on the instructions of the guest.

The campsite manager has the right to cut off the supply of utilities at any time for safety reasons or to carry out urgent repairs.



It is expressly forbidden to open distribution boxes or other infrastructure and/or installations.

Leaking taps must be repaired immediately.

The use of water is strictly limited to domestic use. The use of water hoses and high-pressure cleaners is strictly prohibited. The campsite manager determines what times of the year water is available in the campsite.

All accommodation, with the exception of tents, must be equipped with an automatic high sensitivity (30Ma) differential switch.

Power cables must never be laid on hedges, only next to them. The electricity connection is 16 amps. It is strictly forbidden to plug electric heaters into the mains.

Free WIFI is available on the entire campsite. You will receive the password, printed on your camping pass, on arrival. The password is also available from reception. WIFI is intended for reading the news, checking your mail and looking for nice trips. It is forbidden to use WIFI for downloading films and music, as this would consume too much bandwidth and deprive other guests of WIFI.

ORDER, PEACE AND QUIET

All guests and their visitors must observe the rules of decency, and maintain public order and propriety. No one should expose themselves to criticism through their behaviour, attitude or statements.

Owners and caretakers of pets must ensure that their pets do not disturb others staying at the campsite. As already mentioned, guests will be expelled from the campsite if any nuisance is reported by other guests.

Radios, televisions, other appliances and toys must not cause a nuisance for other guests staying at the campsite. Sound installations may only be used inside the accommodation and must not disturb the neighbours. After 10 p.m., general silence comes into effect. If any form of noise nuisance is repeatedly confirmed, this may lead to the expulsion of the guest(s) responsible for the nuisance from the campsite (see below for the expulsion procedure).

It is also forbidden to harass other guests and/or prevent campsite staff from doing their job or to express aggression towards other guests and/or campsite staff.

It is not permitted to hold meetings and/or make speeches, conduct propaganda, collect membership fees, collect money or to beg items for free, or to exchange or sell items on the campsite without the prior written consent of the camp manager.

Although smoking is permitted on the campsite (except in areas where smoking is prohibited, such as the sanitary facilities) other guests and the environment must be respected at all times.

Everyone is expected to respect the tranquillity and greenery of the campsite.

It is not permitted to take off or land drones on the campsite unless specific permission to do so has been given.



SANITARY INSTALLATIONS

It is forbidden to smoke in the sanitary facilities. This ban includes electronic cigarettes.

Children under 12 must always be accompanied by an adult when using the shared sanitary facilities.

The sanitary facilities may not be used as a playground. They are only for using the WC, shower, washbasin, washing machines and dryers. Tokens for the washing machine and dryer can only be purchased at the reception during opening hours.

The outer doors of the sanitary facilities must always be closed.

The campsite manager is solely authorised to determine the opening hours of the sanitary facilities.

The sanitary facilities must be left clean after use. Wash basins must be cleaned after use. Hair and razor blades should be disposed of in the dustbins. It is forbidden to put any objects other than toilet paper down the toilet. Sanitary towels or tampons, as well as nappies and towels, must be disposed of in the dustbins provided.

There are several water taps in the sanitary facilities and around the campsite. Please turn off taps properly after each use.

Any damage to the sanitary facilities will be recovered from the guest who caused the damage.

NON-COMPLIANCE WITH THE CAMPSITE'S REGULATIONS

Everyone staying on the campsite is obliged to abide by the provisions set out in these campsite regulations. The campsite manager may remove anyone breaking these rules from the campsite in the event of repeated offences upon request. If this should happen, the guest(s) in question will be obliged to leave the campsite immediately without any refund or compensation. Without prejudice to the campsite manager's right to claim a higher compensation, the costs of an expulsion/clearance will be born solely by the guest.

PERSONAL DATA

All information regarding the processing of personal data is contained in the privacy statement on the website <https://www.plopsa.be/nl/privacy-statement>.

There is also a surveillance system. As mentioned above (e.g. under 'Arrival and departure'), guests' data is recorded. This is done in order to protect the property of guests and visitors and of the campsite. Naturally, we comply with all applicable legislation. More information on this is available in the online privacy statement.

COMPLAINTS

Guests must report any complaints before the start of their stay to the campsite as soon as possible by e-mail or letter.

Guests must report any complaints during their stay to the campsite reception as soon as possible in an appropriate and substantiated manner.

If a complaint is not satisfactorily resolved on the spot, the guest must report the complaint by e-mail or letter to the campsite manager no later than three months after the end of the stay.



Tourism Flanders has certified Plopsa Village as an accommodation site. Do you want more information on the regulations concerning tourist accommodation? Or did Plopsa Village fail to respond adequately to your complaint? Contact Tourism Flanders, Grasmarkt 61, 1000 Brussels (logies@toerismevlaanderen.be). More information is available at www.toerismevlaanderen.be/logiesdecreet.

The applicable price list (see appendix) is an integral part of the campsite regulations.

Drawn up on 01/01/2022 in De Panne.

On behalf of the campsite, represented by:

Its Managing Director Comm.
V. Steve Van den Kerkhof

Represented here by its Managing Director,
Mr Steve Van den Kerkhof

