

# Internal Rules

## Camping de l'Ourthe La Roche-en-Ardenne

Rue des Echavées

6980 La Roche-en-Ardenne

Campsite: 084/41.14.59

Office: 056/41.23.23

[info@campingdelourthe.be](mailto:info@campingdelourthe.be)

For seasonal clients: [season@campingdelourthe.be](mailto:season@campingdelourthe.be)

## 1. GENERAL

1. Everyone staying on the premises of Camping de l'Ourthe must adhere to the legislation regarding camping in the Walloon Region, as well as the internal rules outlined below.
2. Campers must observe morality, public peace, and decency. Kindness and empathy towards fellow campers and staff are highly appreciated. Negative individuals are not welcome at Camping de l'Ourthe.
3. Registering as a residence or second home in the municipality of La Roche-en-Ardenne, where Camping de l'Ourthe is located, is prohibited.
4. The maximum number of permitted nights per year is 120 nights.
5. Everyone on the premises of Camping de l'Ourthe is obligated to respect the buildings, sanitary facilities, common areas, as well as facilities and plantations. Children under the age of 6 must be accompanied by a responsible person when moving around the campsite, especially to access and use the sanitary facilities.
6. Any damage or accidents must be reported immediately to the campground manager.
7. It is prohibited to water or discharge waste anywhere other than the designated areas.
8. You can empty your chemical toilet at the designated location in the first sanitary block at Holiday. Rinsing and emptying your toilet are only allowed at the indicated location.
9. Camping de l'Ourthe is not responsible for accidents, theft, loss, or damage of any kind during or as a result of a visit/stay at the campsite.
10. Each camper is personally responsible for any damage or accidents they may cause. They are also responsible for the actions of those camping with them or visitors to their caravan. It is mandatory to make them aware of the rules and provisions of these internal regulations.
11. Household waste left near your caravan/tent should be concealed as much as possible behind your caravan or tent in garbage bags/containers.
12. It is forbidden to deposit, discard, or leave paper, waste, garbage, or any objects anywhere other than in the designated waste containers in front of the reception.
13. Boxes, crates, paper, cardboard, chairs, cabinets, electrical appliances, large household waste, etc., are not allowed at the waste containers. This type of waste must be taken to the landfill by the camper.
14. Your residual waste and PMD can only be deposited in the designated containers at the front of the campsite. Failure to sort waste will result in a substantial fine imposed by Camping de l'Ourthe, which must be paid immediately.
15. Clotheslines or cables attached to trees and shrubs are prohibited! Laundry must always be hung to dry as discreetly as possible.
16. Washing, drying, and ironing can be done in the laundry and ironing area in the sanitary facilities. The machines operate with coins. The most cost-effective way to dry your laundry is not to overload the drum so that air can circulate freely. If too much laundry is stuffed into the drum at once, it will never dry!

17. Electronic devices, such as radios, mobile phones, tablets, etc., should only be played at a volume that does not disturb the neighbors.

18. The electrical installation of the campsite has received a favorable inspection report from a recognized inspection body. No defects or responsibility of the power distributor can be invoked in this regard. The consumer can, in no case, hold Camping de l'Ourthe liable in the event of interruption or overvoltage of the electrical network. Camping de l'Ourthe is not responsible for accidents involving the electrical installation.

19. The use of the internet is possible at Camping de l'Ourthe for a small fee. Internet users can purchase a login code at the reception. Each user is responsible for their communication behavior. The management is not responsible for crimes committed by users. The user cannot hold Camping de l'Ourthe liable for the temporary unavailability of the internet, damage to computer equipment and accessories of the user, or for damage or loss of data due to viruses, misuse, or the unavailability of the internet at the campsite.

20. Camping de l'Ourthe is not responsible for the failure or closure of facilities on the campsite.

21. The management has the right to remove and place outside the campsite any unoccupied abandoned caravans, cars, trailers, and all accessories without prior notice.

22. The management has the right to remove and place outside the campsite caravans and tents whose site has not been fully paid on the due date without prior notice.

23. Owners of goods that do not comply with the stipulated rules, moved, or removed by the staff are not entitled to any compensation for possible damage to their camping equipment during these activities.

24. Owners of a caravan or tent may be required to take another location on the premises.

25. It is prohibited to create barricades in the river.

26. Electric cars can only be charged at the designated places at the front of the reception.

27. We are not responsible for burglary, theft of your property, or any damage to your caravan.

28. Camping de l'Ourthe is not responsible for accidents at all locations within Camping de l'Ourthe, such as the playground, terrace, sanitary facilities, roads, pitches, etc.

29. Your day visitors are welcome for free but must register at the reception. Their car must be parked either on your site or outside the campsite.

30. Advertising is prohibited unless express permission is obtained from the management.

31. Campers must keep the camping site clean and orderly. Upon departure, the site must be left impeccably clean. If the staff determines that this is not the case, the cleanup costs will be charged to the owner at the applicable hourly rates of the staff and the processing costs of the waste.

32. In case of violation of these rules, the campsite operators can take necessary measures, including the immediate expulsion of the camper and the individuals under their responsibility, all without prejudice to possible legal proceedings.

33. Serious reasons that may lead to expulsion include:

- Willful damage to installations, appliances, furniture, plants, trees, grass, etc.
- Late payment of the rent for your pitch and/or fees.
- Insufficient maintenance of the rented site and/or caravan.
- Failure to report guest registration and subletting.
- Non-compliance with safety standards.
- Storage of goods on your site or caravan that may increase the risk of fire.
- Non-compliance with waste sorting rules.
- Non-compliance with animal regulations (see below).
- Behavior that disrupts communal living.
- Failure to maintain your caravan/tent.
- Failure to maintain your pitch.
- Damage or tampering with electricity and water meters.
- Charging your electric vehicle in places not designated for it.
- Drawing electricity from a meter other than the one intended for you.
- Any violation of the location and safety chapters of this regulation.
- Non-compliance with this regulation in general.

Refunded accommodation costs will never be reimbursed.

34. All customers must check in at the reception before access to the campsite is granted. The management has the right to deny someone access without having to explain its decision.

35. Each camper receives a document indicating where this regulation can be consulted. Even if the camper does not sign for receipt, staying at Camping de l'Ourthe automatically implies agreement with the content of these internal rules.

36. Any dispute regarding an invoice must be submitted in writing within fifteen days of dispatch.

37. The court of La Roche-en-Ardenne has exclusive jurisdiction in case of a dispute.

## 2. ACCESS AND OPENING HOURS

1. The reception and the shop are open daily from 8:00 AM to 12:30 PM and from 2:30 PM to 7:00 PM. The campsite operators have the right to change these opening hours without prior notice.

2. Shower card deposits will not be returned outside the reception's opening hours.

3. WIFI codes cannot be obtained outside the reception's opening hours.

4. Showers are available from 7:30 AM to 10:00 PM. Shower cards can be obtained at the reception only during the opening hours of the shop/reception.

5. Between 10:00 PM and 7:30 AM, the peace and quiet at Camping de l'Ourthe must not be disturbed. Complete silence is required. The entrance gates to the campsite are closed during this period. It is prohibited to move around the premises with a vehicle during this time.

6. Cooling elements can be brought/picked up at the campsite shop between 10:00 AM and 11:00 AM and between 6:00 PM and 7:00 PM.

## 3. PETS

1. Animals are allowed to walk on the campsite only when leashed. The owner of the pet is responsible for cleaning up their waste.

2. Dogs and other animals are not allowed for hygienic reasons around and inside the sanitary facilities, as well as in the shop and reception.

3. During your stay at the campsite, a small fence made of green wire mesh can be placed for the dog, but it must be removed without fail in your absence!! \*unless you are in the SecondHome area in the green zone

4. In the event of persistent barking by your dog, you may be denied access to the campsite. This is to maintain peace on the campsite.

#### 4. SAFETY

1. The connection of the caravan to the electricity network can only be done at the designated terminal, indicated upon arrival by the campsite operators.
2. The camper takes full responsibility for any accident that may result from a defective or neglected connection of their caravan or tent.
3. The electric cable between the caravan and the electric terminal must meet the required safety standards.
4. No weapons may be brought into the campsite, even if the owner of the weapon possesses a legal license.
5. Cooking, heating, and bathroom equipment using gas, oil, electricity, or other fuels must be installed in a way that provides all safety guarantees. They should be placed in a well-ventilated space (with outdoor air supply) and on a stable, non-flammable surface, well-maintained, and connected to a professional exhaust system to the outdoors. They should never be used without supervision.
6. Campfires may only be lit with the explicit permission of the campsite operator. Only small fires in a safe fire pit are allowed. These must be positioned away from trees and elevated from the ground to avoid damaging the grass. It is advisable to have a fire blanket and/or fire extinguisher.
7. BBQ is allowed but only in a proper BBQ device. These must be positioned away from trees and elevated from the ground to avoid damaging the grass. It is advisable to have a fire blanket and/or fire extinguisher. Groups must always request permission from the managers before barbecuing.
8. After 12:00 AM, all fires must be completely extinguished.
9. Outdoor entertainment is allowed as long as it does not disturb the neighbors. It is prohibited to cycle at high speeds on the campsite. Outdoor games are available for free at the reception.
10. Parking is prohibited on all roads on the campsite. The owner's vehicle must be parked on their pitch next to the caravan.
11. A maximum speed of 5 km/h applies to the entire campsite. This means walking pace.

#### 5. FOR SEASONAL CUSTOMERS

1. A seasonal pitch begins the first weekend after March 15 and ends on October 15.
2. Each main camper fills out a registration form, providing both their personal information and the information of fellow campers. The form can be found with your invitation to pay for your seasonal pitch. The fully completed and signed form must be sent to Roger Sagaert NV, Dronckaertstraat 396, 8930 Lauwe, or emailed to [info@campingdelourthe.be](mailto:info@campingdelourthe.be), or submitted to the reception before April 1 of the seasonal year.
3. All individuals listed remain valid for the entire season and cannot be changed during that season.

4. When renewing for the following seasons, Camping de l'Ourthe assumes that the information on this form does not change. A new invoice will be issued based on this information. If there are any changes, the camper must inform Camping de l'Ourthe in writing through a new registration form.
5. Changes regarding the listed individuals and pets are allowed until the deadline for submitting the registration form, namely April 1 of each season.
6. Campers must strictly follow the indications and instructions given by the staff of Camping de l'Ourthe for placing tents, caravans, and vehicles.
7. It is forbidden to place or move a caravan, tent, or motorhome on one's own initiative.
8. A colored registration card must be clearly visible on each dashboard.
9. Tents, caravans, and cars left unattended or in the wrong place on the premises may be removed. The costs will be charged to the owner.
10. The management has the right to remove unoccupied abandoned caravans, cars, trailers, and all accessories.
11. The management has the right to remove caravans, cars, trailers, and all accessories for unpaid bills before the specified date, namely April 1 of each season.
12. In case of late payment of the seasonal fee, electricity and water consumption, repair costs, extra maintenance costs, and any other costs, the seasonal customer will be denied access to Camping de l'Ourthe. Electricity will also be disconnected.
13. After each season, the electricity and water meter readings are recorded and sent. The payment date stated on it must be respected.
14. For seasonal customers who have not settled their electricity bill from the previous season, the electricity will be disconnected and only reconnected after settling the outstanding debt.
15. Camping de l'Ourthe is not liable for damages due to the disconnection of electricity.
16. By camping at Camping de l'Ourthe, the camper accepts that the provided pitch is not the subject of a lease agreement or a pitch permit.
17. The management has the right to terminate the allocation of a camping pitch for any reason via registered mail.
18. Owners of a caravan or a tent may be required to take another place on the premises every two years.
19. Permanent structures on your camping pitch are prohibited.
20. An awning and/or canopy must consist of original camping equipment. A structure consisting of various tarps, sheets, plastic, etc., used to build an awning and/or canopy and/or fence is prohibited.
21. If the caravan has an awning, a wooden floor can be placed within the space of the awning. However, this wooden floor must not take on the appearance of a fixed permanent structure, as it must be removed during the campsite's closing period.
22. Placement of a satellite dish is only allowed if it is attached to the caravan.

23. Seasonal customers must keep their camping pitch clean and orderly. Upon departure, the place must be left impeccably clean. If the staff determines that this is not the case, the cleanup costs will be charged to the owner at the applicable hourly rates of the staff and the processing costs of the waste.
24. Seasonal customers receive a badge for entering the campsite. They can pick up their card on their first visit of the season. The card is only issued if all bills are paid.
25. If seasonal customers from Holiday wish to enter the campsite with their vehicle, they must provide the license plate to the reception for the opening of the barriers.
26. The car must always be parked next to your caravan. Camping de l'Ourthe has the right to have improperly parked cars towed away. The costs and any resulting damage are the responsibility of the car owner.
27. Seasonal pitch prices are calculated based on the size of the pitch. Prices can be reviewed.
28. Included in the price of one seasonal pitch: 1 caravan, 1 car, the owners of the caravan with family in the first degree (children, parents), and day visitors.
29. Not included in the price: electricity and water consumption (according to the meter at a price/kWh rent and fixed meter fee included), additional tent, pets, additional vehicle, overnight visitors, tourist tax, waste processing.
30. Electricity meters and water meters may be checked at any time. The campsite operator will show them to you at a time convenient for him. During busy times, this may not be possible.
31. In the event of vandalism or breaking into the electricity cabinets, the costs will be forwarded to all customers connected to this cabinet. The amount is divided by the number of connections unless the person who caused the damage confesses honestly. In that case, only he pays the costs.
32. Damage to the water meters is paid by the tenant of the seasonal pitch.
33. Winter storage: if you return the following season, it's free; if you do not return the following season, it's 200 euros (excluding VAT). (also § 1. 9)
34. During extended weekends and the months of July and August, trailers and small trucks are not allowed on the campsite.
35. Hedges are trimmed before the season by us, and then your pitch is further maintained by you (weed removal, mowing grass, etc.). Trees may not be pruned without the permission of the campsite operator. Ditches must never be dug. If you do not maintain your lawn, we will appoint someone to do it for you, and you will be charged 40 euros per session.
36. Your caravan must always look well-maintained from the outside. Poorly maintained caravans will not be allowed. Clutter around your caravan is not allowed.
37. On your pitch (around the caravan), apart from a closed garbage bag (placed behind your caravan, out of sight), no waste should be deposited (such as wood, iron, containers, empty bottles, torn garbage bags, plastic, etc.).
38. Gas cylinders must be placed in a way that they are not visible.
39. Gas cylinders can be purchased from the company Dewalque in La Roche.



40. Pitches must be free of plants, stones, decorations, and the like. If you want to place or plant something, it must first be discussed with the campsite operator. If they agree, written permission must be requested via [season@campingdelourthe.be](mailto:season@campingdelourthe.be).

41. A special grass-permeable mesh may be pushed into the grass for parking the car.













42. Pebbles may not be used. Everything must remain grass.

43. At SecondHome, stepping stones may be placed towards the door of the caravan. This is only allowed if they are neatly and horizontally placed, similar to the example. The choice of stone must be approved in writing by the management.



44. Around the bottom of each caravan, a green skirt must be stretched. It should not hang loosely and must be tightly fastened.

45. Camping de l'Ourthe is located along a river, hence there is a risk of flooding. The flood risk is divided into 3 levels (red, orange, and green). The rules to be followed depend on the red, orange, or green zone where your seasonal pitch is located. Holiday is entirely in the red zone. At SecondHome, there are pitches in the orange zone and pitches in the green (or yellow) zone. You can inquire at the reception to find out the zone in which your caravan is located.

Zone →		Rouge / rood	Orange / oranje	Vert / groen Jaune / geel
	Autorisé pendant l'été (15/3-15/10) Toegelaten gedurende de zomermaanden	Oui Ja	Oui Ja	Oui Ja
	Autorisé pendant toute l'année Toegelaten gedurende het hele jaar	Non nee	Oui ja	Oui ja
	Autorisé pendant l'été (15/3-15/10) Toegelaten gedurende de zomermaanden	Oui Ja	Oui Ja	Oui Ja
	Autorisé pendant toute l'année Toegelaten gedurende het hele jaar	Non nee	Oui Ja	Oui ja
	Autorisé pendant l'été (15/3-15/10) Toegelaten gedurende de zomermaanden	Oui Ja	Oui Ja	Oui Ja
	Autorisé pendant toute l'année Toegelaten gedurende het hele jaar	Non Nee	Oui Ja	Oui Ja
	Terras en planché, plat sur le sol, autorisé toute l'année Seulement en planché, pas de palettes Terras in planché, plat op de grond, toegelaten het hele jaar door Enkel planché, geen paletten.	Oui Ja	Oui Ja	Oui Ja
	clôture basse autour de l'emplacement uniquement en grillages Bekaert vertes Een lage omheining rond de plaats enkel in groene Bekaertplaten.	Non Nee	Non Nee	Oui Ja
	terrasse non attaché à la caravane terras en trap los van caravan	Non Nee	Oui Ja	Oui Ja
	Abris de rangement, uniquement le modèle de la direction Berging, enkel model goedgekeurd door directie	Non Nee	Oui, un seul Ja, één enkele	Oui, un seul Ja, één enkele

**Pour toutes les zones :**

**Voor alle zones :**

Seul 1/3 de l'emplacement peut être occupé par des caravanes, des terrasses, des auvents,	Enkel 1/3 van de plaats mag ingenomen zijn door caravan.
Les emplacements conservent un aspect herbeux	Standplaatsen behouden een grasachtig uiterlijk
Le dessous de chaque caravane reste libre de tout rangement, <del>sauf pendant le séjour effectif des campeurs.</del>	Er mag niets geplaatst worden onder de caravan, behalve tijdens het effectief verblijf van de kampeerder.
Le timon et les roues doivent toujours rester attachés à la caravane.	De dissel en wielen moeten altijd aan de caravan Bevestigd blijven.
Les essieux peuvent être montés sur des blocs de 30 cm maximum	De assen mogen rusten op stenen blokken van max 30 cm
L'ancrage de la caravane au sol est interdit.	Het is verboden de caravan aan de grond te verankeren.
La distance minimale entre les caravanes est d'au moins 4 mètres	De afstand tussen de caravans is minimum 4 meter

46. Signs saying 'for rent' or 'for sale' are not allowed to be displayed on the caravan. If you want to rent or sell your caravan, you can inform us at [info@campingdelourthe.be](mailto:info@campingdelourthe.be). We will place the caravan for free on [www.campingdelourthe.be](http://www.campingdelourthe.be) (link for rent/sale) and redirect interested parties to the website.

47. Static caravans offered for sale and remaining on Camping de l'Ourthe after the sale must meet the following conditions:

- The caravan must be in very good condition, approved by the camping management.
- All debts for the current season must be settled.
- The potential buyers must be accepted by the management.
- Proof of the buyers' solvency must be sent to [season@campingdelourthe.be](mailto:season@campingdelourthe.be).

Only after meeting these conditions can the caravan remain on the site.

48. New customers arriving with a static caravan must also present proof of solvency.

49. Static caravans older than 15 years are not allowed on Camping de l'Ourthe.

50. Every camper wishing to place a caravan must inform the camping manager in advance to provide an accurate description with photos of the caravan.

51. Rules for those renting out their caravan:

- We do not hand over keys.
- We do not accept rent not intended for us.
- We do not require proof from tenants. If they have a key to your caravan, this is sufficient proof for us.
- Your tenants must check in at the reception to settle persons and taxes. If they do not, all charges will be billed to the owner of the caravan.
- We have the right to refuse your tenants for any reason.
- You are responsible for all damage caused by your tenants.
- Your tenants must also adhere to these rules.

52. If either party, the tenant of the pitch, or the management of Camping de l'Ourthe wishes to terminate the pitch rental, this must be done in writing with an eight-day notice period. No justification is required.

53. The notice period does not apply if Camping de l'Ourthe needs to vacate the pitch due to force majeure or imposed by authorities, or if the camper is denied access to the campsite for not complying with a rule mentioned in this regulation.

54. The written notice of a static caravan for the following season must be given before October 1st. The removal of static caravans on SecondHome must be done before the closure of the campsite, namely October 10th. Otherwise, the next season's fees will still have to be paid by the owner of the caravan.

55. Anyone who has or wants a seasonal pitch must pay a deposit of €500 before November 1 + the balance before April 1.

For Holiday customers: Late payments will be charged a monthly price that must be paid before the month starts. If that date is also exceeded, the price per night will be charged.

For SecondHome customers: For late payments, a file fee of €50 will be charged + 4% interest per late week.

56. Anyone who leaves their mobile home behind after being instructed to remove it from the campsite will pay a fee of €50 per night until the caravan has been completely removed from the campsite.

## 6. SHORT-STAY CAMPERS

1. Upon arrival at Camping de l'Ourthe, each camper is required to complete the registration form in full. This can also be done in advance by printing the document included in the reservation confirmation. Along with the ID, this must be presented at the reception.

2. Upon arrival, a shower card is handed out, providing access to the showers. A deposit is required for this and will be refunded on the last day of the holiday when leaving the campsite. Note: the deposit can only be refunded during the reception's opening hours.

3. During the months of July and August, the pitch is only available after noon, unless the previous camper left earlier. On the day of departure, the pitch must be left tidy before 12:00. Otherwise, an extra night will be charged. This does not apply to extended weekends (Ascension Day, Pentecost, May 1st). In that case, the camper can stay until 18:30.

4. For each accommodation rental, a separate agreement is made. If payment conditions are not met, the accommodation cannot be provided.

5. Cancellation conditions:

- If the camper cancels the reservation before the start, only the deposit is retained.
- If the camper has not arrived by 18:00 on the arrival day without notice, Camping de l'Ourthe may rent out the designated pitch.
- The customer cannot hold Camping de l'Ourthe responsible if there are no available pitches.

- If the customer cancels the reservation before the start due to death, illness, or accident, the deposit is retained until a later date, up to a maximum of 1 year. Proof must be provided.

6. Paid stays are under no circumstances refundable.

7. Campers must follow the indications and directions given by the staff of Camping de l'Ourthe for placing tents, caravans, and vehicles.

8. Tents, caravans, and cars left unattended or in the wrong place on the premises may be removed. The costs will be charged to the owner.

9. The management has the option to remove unoccupied abandoned caravans, cars, trailers, and all accessories.

10. Placement of a satellite dish is only allowed if it is attached to the caravan.

11. The rental amount for a camping pitch is determined based on the request price at the camper's arrival. This price is displayed at the reception, available on request, and is also shown on the website: [www.campingdelourthe.be](http://www.campingdelourthe.be).

12. Upon arrival, the reserved period is charged.

Despite all efforts by the managers at Camping de l'Ourthe, you may have a valid complaint. The on-site managers try to find a solution for you. If the offered solution or response is not satisfactory, a request can be emailed to [info@campingdelourthe.be](mailto:info@campingdelourthe.be) addressed to the management of Camping de l'Ourthe.

The campsite management reserves the right to decide on all cases not covered in this regulation. In case of dispute, the peace judge of Vielsalm, Houffalize, La Roche-en-Ardenne, La Roche-en-Ardenne branch, is competent.

These regulations, dated 1/11/2023, replace all previous regulations.