Camping de l'Ourthe

Rules of internal order

Camping de l'Ourthe
Rue des Echavées
6980 La Roche-en-Ardenne
campsite: 084/41.14.59
office: 056/41.23.23
info@campingdelourthe.be
for seasonal customers: season@campingdelourthe.be

1. GENERAL

1. All guests must respect the legislation on camping in the Walloon Region and these regulations.
2. Decency, public peace and kindness are essential. Negative attitudes will not be tolerated.
3. Registering the campsite as a residence or second home is prohibited.
4. The maximum number of overnight stays per year is 120 nights.
5. Respect all facilities and plantations. Children under 6 years old must be accompanied.
6. Any damage, any accident must be reported immediately to the campsite manager.
7. It is forbidden to water or relieve oneself elsewhere than in the places provided for this purpose.
8. You can empty your chemical toilet in the designated area in the first sanitary block on Holiday. You may only flush and empty your toilet in the designated area.
9. Camping de l'Ourthe is not responsible for accidents, theft, loss or damage of any kind during or as a result a visit/stay at the campsite.
10. Each camper is personally responsible for any damage or accidents that he may be the cause of. He is also responsible for the actions of those who camp with him or visitors to his caravan. It is obligatory to make known to them the rules and provisions of these internal regulations.
11. The rubbish remaining at your caravan/tent will be disposed of hidden behind your caravan or tent in rubbish bags/bins as much as possible.
12. It is forbidden to deposit, dispose of or leave paper, waste, rubbish or any objects other than in the designated containers at the front of the reception
13. Boxes, crates, paper, cardboard, chairs, cupboards, electrical appliances, large household waste ... are not allowed at the waste containers. This type of rubbish must be brought to the container park by the camper themselves, or taken back to their home.
14. Please dispose of your waste and PMD in the containers provided at the front of the campsite. Anyone not sorting will be fined a hefty €25 by Camping de l'Ourthe, which must be paid immediately.
15. Wax or other wires or cables attached to trees and bushes are prohibited! Laundry should always be hung to dry hidden as much as possible.
16. Washing, drying and ironing can be done in the laundry and ironing area in the sanitary facilities. The machines work with cash machines. The cheapest way to dry your laundry is not to put too much laundry in the drum, allowing it to spin airily. If too much laundry is put in the drum at once, it will never get dry!!!
17. Sound equipment should be used in such a way that neighbours not inconvenienced
18. The campsite's electrical installation is the subject of a favourable inspection report from a recognised inspection body. No fault or responsibility on the part of the power distributor may be invoked in this respect. Under no circumstances may the consumer seek recourse against the camping de l'Ourthe in the event of an interruption or overvoltage of the electrical networkThe camping de l'Ourthe cannot be held responsible for accidents involving the electrical installation.
19. The use of the internet is possible for a small fee at camping de l'Ourthe. Internet users can buy a login code at reception. Each user is responsible for his communication behaviour. The management is not responsible for offences committed by users. The user may in no way hold camping de l'Ourthe liable for the temporary unavailability of the Internet, for damage to the user's computer equipment and accessories, nor for damage or loss of data, due to viruses or misuse or unavailability of the Internet on the campsite.
20. Camping de l'Ourthe is not responsible for the breakdown or closure of facilities on the campsite
21. The management has the power to remove unoccupied abandoned caravans, cars, trailers, and all accessories, and place them outside the campsite, without prior notice.
22. Management has the right to remove caravans and tents whose pitch has not been paid for in full by the due date and place them outside the campsite without prior notice.

23. Owners of goods that do not comply with the preset rules, that are moved or removed by the staff are not entitled to any compensation for possible damage that would be caused to his camping equipment during this work.
24. Owners of a caravan or tent may be required to occupy another pitch on the site.
25. It is forbidden to make barricades in the river.
26. Electric cars can only be recharged in the spaces provided at the front of the reception. They may not be charged on your camping pitch. Anyone who does so will be charged 100€. To be paid immediately.
27. We are not responsible for burglary, theft of your goods or any damage to your caravan.
28. Camping de l'Ourthe is not responsible for accidents at all its sites. Such as playground, terrace, sanitary facilities, roads, pitch, ...
29. Your day visitors are welcome free of charge, but must come and register at reception. Their car must be parked outside the campsite.
30. Publicity is prohibited unless express permission has been obtained from the management.
31. Campers must keep the pitch clean and orderly. On departure, the pitch shall be left impeccably clean. If it is determined by the staff that this is not the case, the cost of cleaning up will be recovered from the owner at the prevailing hourly rates of the staff deployed and the prevailing waste disposal costs.
32. In case of violation of these rules, campsite managers may take the necessary measures, including the immediate expulsion of the camper and persons under his responsibility, all without prejudice to possible legal proceedings.
33. The serious reasons that can lead to deportation are:
    . Voluntarily causing damage to installations, appliances, furniture, plants, trees, grass, ...
    . Late payment of your pitch rental fee and/or charges.
    . Inadequate maintenance of the rented pitch and/or caravan
    . Failure to report guest registration and subtenant
    . Failure to comply with safety standards.
    . Storing goods in your place or caravan, which can increase fire risk
    . Failure to comply with rules on waste sorting
    . Failure to comply with animal regulations (see below)
    . Behaviour that disrupts life together.
    . Failure to maintain your caravan/tent
    . Failure to maintain your pitch
    . Damage or reversal of meters electricity and water
    . Charging your electric vehicle in places not intended for this purpose
    . Taking your electricity from a meter other than the one intended for you
    . Any violation of chapter location and chapter safety of these regulations.
    . Failure to comply with these regulations in general.
    Accommodation fees paid will never be refunded.
34. All customers must report to reception before access to the campsite can be granted. The management has the right to deny anyone access without having to explain its decision.

35. Each camper will receive a letter indicating where these rules may be consulted. Even if the camper does not sign for receipt, by staying at the Camping de l'Ourthe, the camper automatically agrees to the contents of these Internal Rules of Procedure.
36. Any dispute relating to an invoice must be submitted in writing within 15 days of dispatch
37. The court of La Roche-en-Ardenne has exclusive jurisdiction in the event of a dispute.

2. ACCESS AND OPENING HOURS

1. The reception and shop are open daily from 8am to 12.30pm and from 2.30pm to 7pm in low season and from 8am to 1pm and from 1.30pm to 7pm in high season. The campsite managers have the right to change these opening hours without prior notice.
2. Security of shower cards will not be returned outside reception opening hours.
3. WIFI code cannot be obtained outside reception opening hours.

4. Showers are available from 7.30 a.m. to 10 p.m. in the Holiday sanitary building and 24/24 in the SecondHome sanitary building. Shower cards for these are available at reception, only during shop/reception opening hours.
5. Between 22:00 and 8:00, the peace and quiet of camping de l'Ourthe must not be disturbed. Complete silence is demanded. The barriers at the campsite entrance are therefore closed during this time. In the intervening time It is forbidden to use any vehicle on the site during this time.
6. Cooling elements can be brought/picked up at the campsite shop during shop opening hours.

3. PETS

1. Animals may only walk on the campsite on a leash. The pet owner is responsible for cleaning up their faeces.
2. Dogs and other animals are not allowed around and in the sanitary facilities, as well as in the shop and reception, for hygiene reasons.
3. Temporary fences for dogs are allowed but must be removed in your absence *unless you are in the green zone on SecondHome
4. If your dog barks persistently, you may be denied access to the campsite. This is to maintain peace and quiet on the campsite.

4. SAFETY

1. The connection of the caravan to the electricity grid can only be carried out at the designated terminal, indicated on arrival by the campsite managers.
2. The camper assumes full responsibility for any accident that may result from a faulty or neglected connection of his caravan or tent.
3. The electric cable between the caravan and the electric terminal must comply with the required safety standards.
4. No weapons may be brought inside the campsite, even if the owner of the weapon holds a legal licence.
5. Cooking, heating and bathroom equipment using gas, oil, electricity or other fuels must be installed in such a way as to provide all safety guarantees. They should be placed in a well-ventilated area (outdoor air supply) and on a stable, non-combustible surface, properly maintained and connected to a professional exhaust system to the outside air. They should never be used unsupervised.
6. Campfires may only be lit with the express permission of the campsite manager. Only small fires in a safe fire basket are allowed. These must be set up in such a way, away from trees, and away from the ground, so as not to damage the grass. It is advisable to use a fire blanket and/or fire extinguisher.
7. BBQ is allowed, but only in a proper bbq device. These should be set up in such a way, away from trees, and away from the ground, so as not to damage the grass. It is advisable to have a fire blanket and/or fire extinguisher. Groups should always request barbecue in advance from the gerants.
8. After 24:00, all fires must be completely extinguished.
9. Outdoor entertainment is allowed, provided they do not disturb the neighbours. High-speed cycling is prohibited on the campsite. Outdoor games can be borrowed free of charge at reception.
10. Camping de l'Ourthe loves animals. Well-behaved animals. Animals that cause a nuisance because of their barking or behaviour, or because their owners do not clean up their faeces, will be denied access to the campsite.
11. Parking is prohibited on all roads in the campsite. The owner's vehicle must be parked on his pitch next to the caravan
12. A maximum speed of 5km/h applies throughout the campsite. This means at walking pace

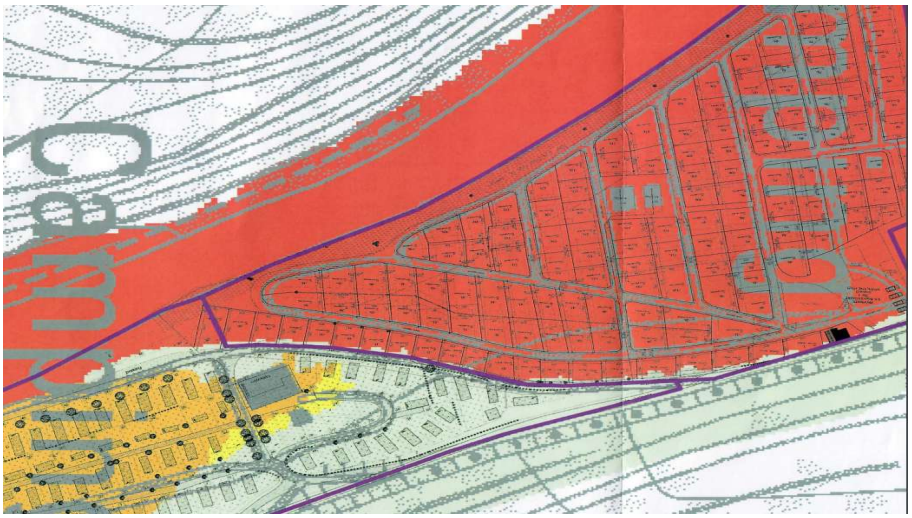
5. FOR SEASONAL CUSTOMERS

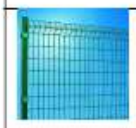
1. A seasonal pitch starts the first weekend after 15 March and ends on the weekend before 15 October.
2. Seasonal pitches may be occupied from 1st weekend after 15 March. Campers have until 15 April to fully furnish and maintain their pitch according to the following requirements:
   - Cleaning obligation: The caravan, awning, canopy, and bache under caravan and awning must be completely cleaned with soap and water.
   - Repairs: All defects and damage must be repaired, such as loose pieces on the caravan, loose steps, fencing, gates, or paintwork that needs updating.
   - Tensioning: The awning and/or the bache under the caravan should be tightened.
   - Dirt removal: All dirt on the pitch must be removed.
3. Each main camper in a registration form on which he must enter both his own personal details and those of his fellow campers. The form can be found with your invitation to pay for your season pitch or be requested at the campsite de l'Ourthe reception. The completed and signed form must be sent by e-mail to info@campingdelourthe.be or handed in at reception before 1 April of the season.
4. All persons entered remain valid for the whole season and cannot be changed during that season.
5. When renewing for subsequent seasons, camping de l'Ourthe assumes that the details on this form do not change. A new invoice will be issued based on this information. If changes do occur, the camper must inform the Camping de l'Ourthe in writing by means of a new registration form.
6. Changes concerning the persons and animals entered are possible until no later than the day on which the entry form must be submitted, i.e. 1 April of each season.
7. To pitch tents, caravans and vehicles, campers must strictly follow the instructions given by the camping de l'Ourthe staff.
8. It is forbidden to place or move a caravan or tent or mobile home on your own initiative.
9. On one window of the caravans, the coloured registration card must be placed clearly visible from the track.
10. Tents, caravans, cars left unattended or in a wrong place on the premises may be removed. The cost of this will be recovered from the owner
11. The management has the power to take away unoccupied abandoned caravans, cars, trailers, and all accessories
12. The management has the power to take away the caravans, cars, trailers, and all accessories, in case of unpaid bills before the predetermined date, i.e. April 1 of each seasonal year.
13. Late payment of the season fee, electricity and water consumption costs, repair costs, extra maintenance costs, and any other costs, will result in the season customer being denied access to camping de l'Ourthe. Electricity will also be cut off
14. After each season, electricity and water meter readings are recorded and sent. This is at a rate/kWH and a rate/m³ according to the rate valid at that time + rental and fixed-rate counter included. With a minimum of 15€ electricity and 15€ water, excluding VAT. The payment date stated on it must be respected.
15. For seasonal customers who have not settled their electricity bills from the previous season, electricity will be disconnected, and reconnected only after settlement of overdue debt.
16. Camping de l'Ourthe is not liable for damages resulting from the disconnection of electricity.
17. By camping at Camping de l'Ourthe, the camper accepts that the plot made available is not the subject of a rental agreement, nor of a pitch licence
18. The management has the right to terminate the allocation of a pitch for any reason whatsoever, by registered letter
19. Owners of caravans or tents may be required to change sites on the site every other year.
20. Fixed structures on your pitch are prohibited.
21. An awning and/or canopy must consist of original camping equipment. A construction consisting of various tarpaulins, bachen, plastic, ... with which one wants to build an awning and/or canopy and/or enclosure and/or anything else is prohibited.

22. If the caravan has an awning, a plank floor may be placed within the space of the awning. However, this plank floor must not take on the aspect of a fixed permanent structure, as it must be removed during the campsite closure period.
23. Installation of a satellite dish is only permitted if it is attached to the caravan.
24. Seasonal customers must keep their pitches clean and orderly. On departure, the pitch shall be left impeccably clean. If it is staff determine that this is not the case, the cost of cleaning up will be recovered from the owner at the applicable hourly rates of the personnel deployed and the applicable waste disposal costs.
25. Seasonal customers receive a badge for entering the campsite. They can come and collect their card on their first visit of the season. The card is issued only when all bills have been paid.
26. If Holiday seasonal customers wish to enter the campsite with their vehicle, they must provide the number plate to reception before opening the barriers.
27. The car must always be parked by your caravan. Camping de l'Ourthe has the right to tow away the car that is not parked correctly. The costs and any resulting damage will be borne by the owner of the vehicle.
28. Seasonal pitch prices are calculated according to the size of the pitch. Prices can be checked at reception.
29. Are included in the price of one season pitch : 1 caravan, 1 car, the owners of the caravan with first-degree relatives (children, parents) and the day visit
30. Are not included in the price: consumption of electricity and water (according to counter at a price/kWh rental and fixed fee counter included), additional tent, pets, additional vehicle, visitors staying overnight, tourist tax, rubbish disposal.
    If the campsite manager cannot check the electricity or water meter, a fixed price of 200€ electricity or 200€ water (incl VAT) will be charged. It cannot be adjusted afterwards.
31. Electricity meters and water meters may be checked at any time. The campsite manager will show you these, at a time convenient to him. At busy times, this is obviously not possible.
32. In case of destruction or breakage of electricity boxes, the charges will be forwarded to all customers connected to this box. Amount to be divided by the number of those connected. Unless the person who inflicted the vandalism confesses honestly. Then only he will pay the cost.
33. Damage to the water meters will be paid by the tenant of the seasonal pitch.
34. Winterisation : if you come back the following season : free, if you do not come back the following season : 200 euros (excl VAT).
35. During extended weekends and the months of July and August, trailers and small trucks are not allowed in the campsite.
36. Hedges are clipped for the season by us, after which your plot will be maintained by you (weeding, grass removal, etc.) Trees may not be trimmed without the permission of the campsite manager. Trenches may 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 turn.
37. Your caravan should always look cared for along the outside. Poorly maintained caravans will no longer be allowed. Clutter around your caravan is also not allowed.
38. On your plot (around the caravan), apart from a closed rubbish bag (placed behind your caravan, out of sight), nothing of waste may be deposited. (such as wood, iron, bins, empty bottles, torn rubbish bags, plastic, etc)
39. Gas cylinders should be placed in a way that they are not seen.
40. Gas cylinders can be bought from Dewalque in La Roche.
41. Pitches must be free of plantings, stones, decorations and the like. If you really want to place or plant something, this must first be discussed with the campsite manager. If he agrees, written permission must be requested via .season@campingdelourthe.be
42. A special grass-permeable mesh may be pushed into the grass, for parking.

43. Pebbles should not be used. Everything must remain grass
44. On SecondHome, stepping stones may be placed towards the caravan door. This only if they are placed horizontally and straight, as shown in the example. The choice of stone must first be approved in writing by the management.

45. A green 'toile' must be stretched around the underside of each caravan. This must not hang loose and must be tightly stretched.
46. Be prepared: campers allowed to install a fence on their seasonal pitch should adhere to the following guidelines:
    - Material allowed : only a fence and gate in green Bekaert wire is allowed. An example is at the reception desk. Everything can be bought from Lengler.
    - Other materials : No other types of wire are allowed. Fences made of other materials will be removed immediately without warning.
    - Exception : Very nice fences in wood structure. Provided they meet the aesthetic and quality level as assessed by the manager.
47. Camping de l'Ourthe is located along a river, so there is a risk of flooding. The flood risk is divided into 3 levels (red/orange and green). Below are the rules that must be respected according to the red, orange or green zone your seasonal pitch is in. Holiday is entirely in the red zone. On SecondHome, there are pitches in orange and pitches in green (or yellow) zone. On the plan below, you can see which zone your caravan is in.



Zone ➔		Rouge / rood	Orange / oranje	Vert / groen Jaune / geel
	Autorisé pendant l'éte (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'éte (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'éte (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 car 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, ~~sauf pendant le séjour effectif des campeurs~~.	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

48. 'For rent' or 'for sale' signs may not be affixed to caravans. Anyone posting their caravan for sale can report it oninfo@campingdelourthe.be . We will post the caravan for free on www.campingdelourthe.be (link for rent/for sale) and direct interested parties to the website.
49. Mobile homes that are put up for sale, and remain on Camping de l'Ourthe after being sold, must comply with the following points:
    - caravan must be in very good condition, approved by campsite management.

- all debts for the current season must be settled
- the buyers of a caravan from a seller with outstanding invoices, must vouch for paying the overdue invoices, if the seller has not settled everything.
- the prospective buyers must be accepted by the management. Anyone buying a caravan without accepted must leave the campsite.
- proof of solvency of the buyers should be sent toseason@campingdelourthe.be . Only then can the caravan stay.

50. New customers coming with a static caravan must present proof of solvalbility.
51. Caravans older than 15 years may no longer be brought to the campsite de l'Ourthe.
52. Any camper wishing to place a caravan should inform the campsite manager in advance, to provide an accurate description, with a photo of the caravan.
53. Anyone renting out their caravan must comply with the rules below:
    . we do not hand over keys
    . we do not accept rent money not intended for us
    . we do not ask for proof from the tenants. If they have a key to your caravan, this is sufficient proof for us.
    . your tenants must report to reception to settle the persons and taxes. If they do not, everything will be charged to the caravan owner.
    . we have the right to refuse your tenants, for whatever reason
    . you are responsible for all damages caused by your tenants.
    . your tenants must also comply with these regulations.
    . to tenants of a caravan or tent belonging to a customer of Camping de l'Ourthe, we are not responsible for the condition, safety, cleanliness and hygiene of the
54. If either party, the tenant of the seasonal pitch or the management of Camping de l'Ourthe wishes to terminate the pitch rental, this must be done in writing with eight days' notice. This does not require justification. The season fee will not be returned, even partially.
55. The notice period does not apply if camping de l'Ourthe has to release due to a case of force majeure or imposed by authorities, or if the camper is denied camping due to non-compliance with a rule mentioned in these regulations.
56. The written cancellation of a mobile home for the following season, must be done before October 1
    Removing static caravans on SecondHome must be done before the campsite closes, i.e. October 10. If not, the season fee for the following season will still have to be paid by the owner of the caravan, even if it is removed before 1 April.

6. CAMPERS SHORT STAYS

1. On arrival at Camping de l'Ourthe, each camper will be asked to complete the registration form in full. This can also be done by the camper in advance, by printing out the document attached to the booking confirmation. Together with the identity document, this must be presented at reception.
2. A shower pass will be handed over on arrival, giving access to the showers. A deposit will be required for this, and returned on the last holiday when you leave the campsite. Please note: the deposit can only be returned during reception opening hours.
3. During high season, check-in is possible only from 1:30 p.m. onwards, unless the previous camper left the pitch earlier. On the day of your departure, the must be left tidy by 12:00. Otherwise, you will be charged for an extra night. This does not apply to extended weekends (Ascension, Whitsun, 1 May). Then, campers can stay until 18:30.
4. A separate agreement is made for each accommodation rental. If the terms of payment are not met, the accommodation cannot be made available.
5. Cancellation policy:
    . If the camper cancels the reservation before the start, only the deposit will be kept
    . If the camper has not arrived by 18:00 on the day of arrival without notice, the camping de l'Ourthe may continue to rent the planned pitch
    . The customer cannot hold Camping de l'Ourthe responsible if there are no more camping pitches available

. If the customer cancels the reservation before the start due to death, illness or accident, the deposit will be retained until a later date up to a maximum of 1 year onwards. A proof must be presented.

6. Paid stays will not be refunded under any circumstances.
7. For pitching tents, caravans and vehicles, campers must follow the indications and pitch instructions given by the camping de l'Ourthe staff.
8. Tents, caravans, cars left unattended or in a wrong place on the premises may be removed. The cost of this will be recovered from the owner
9. The management has the power to take away unoccupied abandoned caravans, cars, trailers, and all accessories
10. Installation of a satellite dish is only permitted if it is attached to the caravan.
11. The amount of the rental price for a camping pitch is determined on the basis of the application price at the time of the camper's arrival. This price is displayed at reception, and is available on request and displayed on the website : www.campingdelourthe.be .
12. On arrival, the reserved period will be charged.

7. RENT OR LET A CARAVAN

1. Camping de l'Ourthe is not responsible for any caravans that are rented out.
2. When a caravan is placed for the purpose of renting only, the pitch, municipal and provincial taxes and rubbish for 2 people will be charged to the owner of the caravan.
3. The tenant pays on arrival: per night in low season 6€/pers - 4€/child (5to11years) - 4€/pet; per night in high season 7€/pers - 4€/child (5to11years) - 5€/pet
4. Tenants must abide by the rules of these regulations.

*Despite all the efforts of the operators at camping de l'Ourthe, it may happen that you have a legitimate complaint. The managers will try to find a solution on the spot. If the solution or answer offered is not satisfactory, a request can be sent via e-mail*info@campingdelourthe.be *to the management of*
Camping de l'Ourthe.

The campsite management has the right to decide all cases not provided for in these regulations. In the event of a dispute, the Justice of the Peace of Vielsalm, Houffalize, La Roche-en-Ardenne, La Roche-en-Ardenne division has jurisdiction.

These regulations, dated 1/2/2026, supersede all previous regulations.