

WILLOW



CAMP

camping nature

Thank you for choosing our campsite for a relaxing moment and we make every effort to deserve your trust. Our establishment is a private organization, as well as a private property and initiative, and follows the rules issued by the Belgian Tourist Office. Our campsite is approved by the General Commission of Tourism. In order to welcome our campers during their stay in a serene and harmonious environment, it is imperative that you know a whole series of small practical points that everyone will have at heart to respect. We remain at your disposal for any explanation and we must be able to count on your cooperation in order to observe the following internal rules of procedure. It is accessible from January 1st to December 31st at the valves provided for this purpose.

The direction

INTERNAL ARRANGEMENTS

Article 1: Presentation of the I.A.

Anyone who remains on the site must adhere to this regulations. Any infringement of these rules may result in the immediate expulsion of the offender on the first serious mistake or third observation. This regulation is posted in a clearly visible place accessible to everyone (near the valves at the entrance of the campsite and on our website). All campers can request a paper copy.

Article 2: Registration and payment.

Upon arrival, campers are required to present themselves at the reception, register and pay the rental amount. Payments are early and non-refundable. Any unauthorized person and therefore not registered on the site is liable for the lump sum of € 150 per person plus secretarial and prosecution costs.

The reception is open from 16h to 18h30 from Monday to Friday and from 15h on Saturday. In case of absence dial the number: +32 498 43 66 33.

For the passing camper, arrivals will be from 4 p.m. from Monday to Friday, from 3 p.m. on Saturday and departures before 12 p.m.

For the seasonal camper, he is required to present himself spontaneously during his first visit and for each rental renewal, in order to sign the registration form (legal obligation), review the terms and conditions, communicate the index of meters (electricity and water) and update his payments. Direct debits are not allowed on the campground.

Article 3: Membership and participation in activities.

Each camper commits to respect the philosophy of the place and to read the charter of life displayed on the valves at the entrance of the campsite.

Reminder of our DNA: camping - nature - calm - bivouac - simplicity - eco-responsible - sharing - family.

Article 4: Installation.

After consultation between the parties, a stand will be allocated to campers. Then the mobile shelter, caravan, tent or motorhome will be installed according to the normal use of the campsite.

It is forbidden to settle on the campground after 8 p.m.

Campers agree to move their installation at the request of management. They spontaneously mandate management for important reasons as well as in other circumstances subject to prior notification and without this giving rise to any right to compensation. Labor costs will be charged to the camper.

Article 5: Stands.

Only the mobile shelter, the caravan and its awning, the tent or the motor-home are allowed on the property. No sheds, shelters, floors, tables and other accessories... Awning floors must be movable and the pieces must not be heavier than 40 kg. **Vehicles will be parked in the car park, it is strictly forbidden to park on the site.** The stands and their surroundings as well as the installations for collective use (toilets, washbasins, etc ...) must be kept orderly and in a state of collective cleanliness and therefore respectful. Excavations and channels are not allowed as well as the installation of fences and personal planting. Small damage due to stagnation and other mishaps will be repaired by the camper as soon as possible.

For the seasonal camper, a storage shelter can be installed in agreement with the management (max 3m²). It is included in the rental price and does not clutter the stands with its own equipment (bike, bbq, table, chairs, parasol, etc ...). Plantings are possible in agreement with the management. The location must be cleared when you are not on site (mowing and maintenance). The verification of your home, connections and the installation of an antifreeze cable is strongly recommended to prevent frost before the winter period.

Article 6: Departures:

For the passage, the departure happens before 12:00pm. It is agreed that nothing is left behind and that the place is clean.

For the seasonal camper, from 1 January, a building that is not evacuated from the campsite commits its owner to pay the package in accordance with the terms set the previous year. Payments will be made by January 31. Early departures will not be refunded.

Article 7: Connection and facilities.

- **Electricity:** it is strictly forbidden for campers to manipulate the facilities. Electricity is supplied exclusively during the presence of users. The management

cannot, under any circumstances, be held responsible for any cuts and the consequences that result. Mobile caravans and shelters must be assembled according to current standards. Parasitic fixtures are strictly prohibited. **It is forbidden to heat with electricity without the agreement of the management.**

- **Water:** the water connection may only be used in accordance with the principles dictated by the management. No personal editing is tolerated. Willow Camp Campground cannot be held responsible for damage and other impairment to camper's equipment. **Before leaving, everyone is required to turn off the water and take the usual precautions.** Anomalies must be reported as soon as possible.

Everyone will use the facilities with due diligence. It is strictly forbidden to wash your car, caravan, ... with drinking water. The same goes for filling swimming pools. Please contact the management to proceed appropriately for the use of wash water.

- **Internet:** it is strictly illegal to use the internet connection of the campsite for commercial, illicit or immoral purposes. No abuse will be tolerated. For the camper the internet connection is offered during the stay. The wifi code will be issued to you when you register. The wifi areas will be communicated to you at the reception. It is forbidden to make an abusive download on the internet connection of the campsite. Remember to limit its use and share the speed of connection between campers and management.

Article 8: Wastewater:

For the passing camper, they will be collected in the parking facilities provided for this purpose. Please rinse and leave clean behind!

For the seasonal camper, it is important to respect the facilities provided during the installation and connection made with the management.

Article 9: Infrastructure.

It goes without saying to adopt a respectable behavior when in common areas. Everyone adopts appropriate dress and decent behavior. He will also measure his words.

The management declines all responsibility in case of accident (beware of ponds and playground), damage or theft on the campsite and in the car park.

Dans toutes les infrastructures précitées ci-dessous il est strictement interdit de fumer !

- **Sanitary facilities:** Sanitary facilities that are maintained regularly and must be kept clean for everyone's enjoyment. If this is not the case, management will be obliged to take action regarding the lack of compliance with the R.O.I. It is forbidden to smoke in the sanitary facilities. Squeegees and tea towels are made available to the camper so that he can clean the premises after use. Access to facilities (plumbing, electricity) is strictly prohibited. In case of need or defect, call the management.

- **Playground:** It is forbidden to use the facilities on the playground in an extreme and dangerous way. Each child must be accompanied and kept in the eye of a parent or a responsible adult.

→ See also Article 11 of the R.O.I.

- **Automatic laundry:** For your laundry, a room with automatic coin-mechanism machines is at your disposal. The use of the machines must be in accordance with the regulations posted in the room. It is forbidden to abandon personal belongings (even during the program of a machine). The management cannot, under any circumstances, be held responsible for any theft or loss of personal belongings. You must be present at the end of the wash or drying cycle.

- **Development of the land and animal enclosures:** whether in gardens, enclosures, boxes, tracks, plots,... It is forbidden to walk in these spaces without permission from the management. For the well-being of the animals thank you not to disturb their calm! **For their health, it is strictly forbidden to feed animals without exception! Some actions that seem trivial and start from a good intention can have disastrous consequences and intoxicate an animal in just a few hours.** A simple carrot can kill a horse if it is banned from its diet. Willow Camp animals follow a specific diet. If you are interested, you can accompany the management for their care and feeding. Your help is welcome in the morning or evening.

- **Garbage cans:** The campsite is equipped so that you can think eco-responsible for our planet. **We require the selective sorting of waste for the entire campsite.**

That is to say:

- organic waste (compost)
- non-recyclable household waste
- PMD waste: plastic-metal-cardboard beverage
- cardboard and paper (cardboard bin)
- white glass / colored glass

Buckets are available at reception against deposit to sort and carry your waste to the entrance.

Are prohibited in the campsite:

- cartons (outside the cardboard tray)
- waste bags
- vinyl tablecloths, old awnings, old advertising umbrellas or umbrellas, old toys, plastic pots
- wood, floor, plastics
- scrap (grass, used lawn mowers, broken bicycles).
- vials and chemicals

For bulky objects to throw away, a container park is at your disposal in Beauvechain, at a place called « La Chise ».

Article 10: Maintenance:

For the passing camper, take care of the location during the rental (garbage, storage)

For the seasonal camper, the site must be kept clean and free of access at all times.

Any equipment (table, bench, relax, chair, bicycle, etc ...) installed must be stored directly after use. Nothing can stay on the pitch while you are away. Uncleaned sites will be subject to cyclical maintenance for a fee by the operator. Plantations are not allowed on the stands, they will be evacuated automatically. Your facilities should be washed at least twice a year. Unwashed mobile caravans or shelters will be notified by management. Rust will be removed and equipment held in new condition. Marginal alterations and changes to clean material are prohibited.

Article 11: Children.

Do not leave your children unattended for their safety on the field as well as at the playground. **Beware of ponds! Also make sure to make them responsible for the animals (calm and do not give any food).** Parents are responsible for the damage, inconvenience and noise caused by their children. They will also ensure the right principles of education. Beware of garbage in the campsite and swear words. Children under 12 years old or those who have been caught causing trouble, are strictly prohibited ALONE in the toilets. Also, we will all adapt the speed of our vehicle (5 km / hour) when passing through the campsite.

Article 12: Visitors.

The camper comes directly to introduce his guests who pay their entrance in advance according to the applicable rate. Their vehicle is also strictly prohibited on the campsite. Mandatory parking in the car park. The camper is responsible and responds for his visitors. They cannot spend the night on the field without being registered. Their dogs are not tolerated in the field.

Article 13: Animals.

Accepted only kept on a leash for the well-being and tranquility of wildlife. May not disturb the neighborhood by untimely behavior. During hygienic walks within the campsite, thank you for picking up excrement. Excrement bags available at the reception. Animals cannot be left alone near the tent or caravan. Access to all buildings is forbidden to animals.

Article 14: Cars.

After authorization from the management, only the camper's car is allowed to access the site during its unloading. Only one car is allowed per customer, it will be parked in the car park at the entrance of the campsite.

Article 15: Barbecues and fires.

A collective barbecue area is proposed for your cooking. It is forbidden to make fires on the ground or to use chemical firelighters. **Barbecues even high on foot are not allowed on the stands.** In windy weather, they can cause inconvenience to neighbors and damage to tents and awnings! The ashes must be cooled in the barbecue. It is strictly forbidden to scatter or abandon them on the ground. Cooled, they are evacuated into your garbage bags. No residual waste! Remember to leave the communal areas clean and tidy after your visit.

Article 16: Noise.

Between 10 p.m. and 7 a.m., TOTAL silence must reign on the site. Any intervention between these hours due to noise, intrusion with the vehicle or other, will be subject to a warning by the management who will take the measures accordingly. Sound devices are limited to the strict limit of your location. In no case can they disturb the neighbor.

Article 17: The pond.

It is forbidden to swim in the ponds of the campsite. Fishing and canoeing activities are planned and are prohibited until further notice. Canoeing is used only for management maintenance of the pond.

Article 18: Fisheries (planned).

Thank you for going to the reception, paying your due BEFORE putting your canes in the water. Any unauthorized person is liable for the lump sum of € 100.00 per person (confers article 2 of the R.O.I.). It is understood that the fishing regulations are under the application of these campsite regulations. The fisherman has the title of visitor and, in this respect, is required to pay his entrance fee. His vehicle will be parked exclusively in the car park located at the entrance of the campsite. The fisherman is asked to adapt his behavior according to the usual camping practices. He is responsible for the guests he introduces to the estate.

Article 19: How to prevent a fire.

Campers are invited to respect the instructions below:

- Do not use small appliances, such as camping-gas, unattended.
- Comply with the code of practice for liquefied petroleum gas installations.
- Use a maximum of 2 gas cylinders to feed the various devices and keep them standing in the shade.
- Do not store full or empty gas bottles.
- The length of the hose connecting the bottles to the devices to a maximum of 2 meters.
- Replace hoses before the prescription date or in case of deterioration (cracked pipes, cuts, etc.).
- Place at each end of the hose clamps.
- Do not smoke while handling bottles.
- Do not use solid or liquid fuel heaters without connection to an external exhaust duct in accordance with the rules, properly ventilate heated rooms and shower area.
- Maintain cooking appliances, heating appliances, kitchen hoods ...
- Possibly have an extinguisher blanket and / or a fire extinguisher.

Article 20: In case of fire.

Keep calm and call for help the emergency number 112.

Immediately notify the person in charge at the reception and try to extinguish the beginning of the fire.

Fire extinguishers are available at key areas of the campsite.

If possible, turn off the various power supplies and leave the campground according to the evacuation plan.

Article 21: Other.

- **Commercial actions:** all commercial acts are strictly prohibited between campers as well as actions of loans or loans. Caravan rental or pitch subletting are subject to prior authorization.

- **Weapons:** they are prohibited in the campsite without exception.
WARNING: CAUSE OF IMMEDIATE EXCLUSION!

- **The use of illicit substances and consumption of alcohol :** possession and consumption of drugs are prohibited even those that are lawful by law. Everyone is responsible for their consumption of alcohol or drugs taken outside the campsite but undertakes to adopt a decent and cordial attitude when returning. Anyone who is drunk or under the influence of drugs is prohibited from entering and staying on the campsite.

- **Pollution :** It is forbidden to pollute the ponds, campground, forest and surrounding waterways as well as its location and surroundings. Each waste must be disposed of in the garbage properly to the regulation of the bins and their selective sorting. All smokers must have a portable ashtray, no cigarette butts on the ground will be tolerated by management. Some waste takes from several weeks to several centuries to degrade in nature!

Article 22: Camper's promise to the I.A.

Upon entering the site, the camper acknowledges having read the aforementioned uses. In addition, it is committed to the proper respect of these and to develop a climate conducive to the development of a healthy relaxation.

Article 23: Litigation and expulsion of the camper.

The itinerant and his entourage may be dismissed immediately, without the right to reimbursement even of the deposit, if they do not comply with these regulations. If the homeless person and/or his companions refuse to comply with the operator's order, the operator may call the police to evict them, if necessary by force of management. All disputes, whatever they may be, are the responsibility of the courts of Nivelles.

Article 24: R.O.I. serves as a contract.

All the above uses serve as a contract.

All your comments are welcome and will be treated with the utmost attention.

We wish you an excellent and pleasant stay!

The direction.

Les numéros d'urgence en Belgique

