

Internal Regulations

LODGE RESIDENTIAL LEISURE PARK LODGES ARVERNES

Article 1: Purpose

These regulations are intended to define the rules governing life and operation of the Lodges Arverne Lodge Residential Leisure Park, with the aim of ensuring the safety, well-being and respect of all residents and visitors.

Article 2: Admission Conditions

To be admitted to stay at the Lodge Residential Leisure Park, guests must have been authorised by the manager or the reception representatives. The manager is responsible for ensuring the proper running and good order of the Lodge Residential Leisure Park and compliance with these internal regulations.

Staying at the Lodge Residential Leisure Park implies acceptance, at the time of booking, of the provisions of these regulations and a commitment to comply with them.

Article 3: Access to the Park

Access to the Park is reserved for residents, registered visitors and authorised service providers. All visitors must comply with the rules in force in the Park and respect the tranquillity of the premises.

- Police Formalities : any person staying at the Lodge Residential Leisure Park must present themselves to the manager or their representatives with their identity document and complete the formalities required by the police.

Unaccompanied minors will only be admitted with written authorisation from their parents.

Article 4: Safety

Residents must comply with the safety instructions displayed in the Lodge Residential Leisure Park, at reception, in the car parks, and in each accommodation, and available on the website www.lodges-auvergne.com

It is prohibited to handle or use safety equipment improperly; QR codes provide online access to the operating instructions for the two fire extinguishers placed in each accommodation and at reception.

A smoking area is provided near the car park; the Park is non-smoking.

In the event of an incident or emergency, residents must follow the instructions of the Park staff and report any incident.

Reporting any malfunction or problem to management is necessary both to ensure safety on the site

Article 5: Rates and Tourist Tax

Tourist taxes are paid at reception when the balance is paid. The amount of the tourist tax is determined by the Mond'arverne Community of Municipalities.

Article 6: Individual and Collective Behaviour

The establishment welcomes guests without discrimination. Any restrictions on access or stay are based exclusively on objective criteria relating to safety, accommodation capacity, compliance with these regulations, the tranquillity of the site and the behaviour of persons, and not on their personal characteristics.

Any restriction or refusal measure must be proportionate, justified by the applicable rules and implemented in compliance with the principle of non-discrimination.

The following may in particular be subject to refusal or restriction when they present an objective risk to the site or other users:

- Noisy or disruptive behaviour affecting the tranquillity of other residents or causing excessive noise nuisance.
- High-risk behaviour likely to create increased safety risks due to potentially dangerous or irresponsible behaviour.
- Non-compliance with the Park regulations concerning group size, types of activities authorised or other criteria with which certain groups might not comply.
- Incompatible with the Park environment focused on tranquillity and nature, which may not be suitable for large groups organising noisy parties or festive events.

Principle of non-discrimination: Lodges Arverne undertakes to welcome everyone without distinction of origin, sex, age, disability, religion, sexual orientation or any other personal circumstance. No refusal, restriction or difference in treatment may be based on any of these characteristics. The rules of these regulations apply to all guests and visitors in an objective, proportionate and uniform manner. Any discriminatory or harassing behaviour is not tolerated.

Respect for Neighbours, Noise and Silence

Residents must respect the tranquillity of the neighbourhood and limit noise nuisance.

It is prohibited to cause neighbourhood disturbances or to behave aggressively towards other residents.

- Complete silence must be maintained between 10:30 p.m. and 7:00 a.m.

Article 7: Pets

Pets are permitted in the Park subject to compliance with hygiene and safety rules, except in the ROSMERTA treehouse.

Pet owners are responsible for the cleanliness and behaviour of their animals. Dogs other than category 1 and 2 dogs, which are prohibited in the PRL, must be kept on a lead, vaccinated, insured and clean. Excrement must be collected by the owner. They must not be left in the accommodation in the absence of their owners, who are civilly responsible for them. Animals are not permitted on the bedding. Any damaged blanket will be charged.

Article 8: Visitors visiting PRL guests

After authorisation by the manager or their representatives, visitors may be admitted. Visitors are the responsibility of the residents receiving them.

Visitors' cars are prohibited in the Lodge Residential Leisure Park and must remain outside the site.

Visitors are not allowed to use the SPA areas; as visitors, they are only authorised to spend the day in the accommodation and the residents' area, except in the treehouse where only 2 people may be accommodated at the same time.

Article 9: Vehicle Traffic and Parking.

Vehicles must travel at a maximum speed of 10 km/h at the entrance to the car park and park exclusively in the designated parking spaces; no vehicle movement is authorised within the Residential Park.

Vehicles for the PMR CELTILLOS lodge may approach as close as possible to the dedicated accommodation.

Article 10: Reception

Reception is open every day from 8:00 a.m. to 12:00 p.m. and from 3:00 p.m. to 7:00 p.m.; outside school holidays, reception may be temporarily closed.

The annual closure period is indicated on our website.

If arriving after 6:00 p.m., please notify us in advance.

In the event of departure outside reception opening hours, we carry out the inspection after departure; the deposit is cancelled within 2 days if the accommodation is returned in good condition.

Residents intending to leave before the reception desk opens must notify us the day before.

At reception you will find all information about the services of the Lodge Residential Leisure Park, information on shopping facilities, nearby sports facilities, the tourist attractions of the surrounding area and various addresses that may be useful.

At departure, we will ask you to complete the “satisfaction questionnaire” form, or use the QR Code and give us your feedback.

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Article 11: Arrival and Installation

All admission formalities will be completed before the accommodation keys are handed over (payment of the deposit, payment of the tourist tax and payment for services not included at the time of booking). The manager or their representative will indicate the location of the allocated lodge upon your arrival and carry out the inspection with you; this also helps improve the discovery of the accommodation and recall the main recommendations and instructions.

Security deposit – PLBS bank pre-authorisation: To guarantee the stay, a security deposit may be requested by bank pre-authorisation (PLBS). This is not a payment or an immediate debit: the amount is temporarily reserved on the guest's bank card. If no damage, deterioration or expense provided for in the contract is noted at the end of the stay, no amount is debited and the pre-authorisation is released in accordance with the conditions of the banking transaction. In the event of damage or duly justified costs provided for in the contract, all or part of the amount may be debited under the contractual conditions.

Article 12: Use of Facilities and Accommodation

The Park facilities must be used in accordance with their intended purpose.

It is prohibited to damage or deteriorate the Park equipment.

Children must be supervised at all times by an adult when using the play areas or sports equipment.

Article 12 bis – Use of the EDENJEAN Seminar and Training Room

The EDENJEAN room is a seminar, training and meeting space located within the Lodges Arverne Lodge Residential Leisure Park, primarily intended for professional, educational, institutional or supervised use.

Access is strictly subject to prior booking, the express authorisation of management and compliance with the internal regulations and the specific conditions set out in ANNEX 1 EDENJEAN ROOM.

Any use that does not comply with the purpose of the premises, safety and tranquillity rules or contractual provisions may result in the immediate interruption of the event, without compensation or refund.

Group gatherings: booking several lodges allows accommodation of the persons declared in the relevant accommodations, within the capacity limit of each. It does not automatically entail making a lodge available to accommodate the entire group for meals, aperitifs or meetings. The capacity of a lodge corresponds to its accommodation capacity and does not constitute a reception or gathering capacity. When several people wish to gather, particularly for a meal or aperitif, the EDENJEAN room may be offered upon prior booking, according to the rates communicated by management. Any gathering must remain compatible with the capacity of the

accommodations, safety rules and the tranquillity of the site. Silence must be strictly respected between 11:00 p.m. and 7:00 a.m.

Article 13: Cleanliness, Environment and Sustainable Development

The Lodges Arverne Lodge Residential Leisure Park is located within a private natural park, the preservation of which is a strong commitment of management.

Each resident and visitor is required to behave respectfully towards the environment, facilities and other users.

13.1 – Travel and Pathways

Movement in the common areas must be carried out using the gravelled and compacted pathways provided for this purpose, in order to preserve the soil and natural areas.

On-demand lighting is available via a switch provided with the accommodation keys and security badge.

These devices temporarily illuminate the pathways used, with the aim of saving energy and reducing environmental impact.

13.2 – Respect for the Environment and Accommodation

The Lodges Arverne Residential Park is located in a sensitive natural environment.

Everyone is asked to ensure that the site is not polluted and that its landscape integrity is preserved.

Everyone undertakes to refrain from any action likely to harm:

- Cleanliness,
- Hygiene,
- The general appearance of the Park,
- Or its facilities.

13.3 – Waste Management

It is strictly prohibited to dispose of waste outside the areas provided for this purpose.

Household waste, paper and waste of any kind must be placed:

- In the recycling bins provided in the lodges,
- Or in the dedicated bins located at the entrance to the site, in the car park,
- As well as in the communal composter provided for this purpose.

It is strictly prohibited:

- To throw waste on the ground,
- To discharge wastewater outside the pipes provided in the accommodations.

13.4 – Water Management

- Domestic hot water in the accommodations is produced by a hot water tank.
- Cold water for the toilets is supplied by a rainwater network, separate from the drinking water network.
- Water-saving aerators are installed on each tap to limit water consumption.

Any excessive or improper use of water is prohibited.

13.5 – Heating and Air Conditioning Management

The accommodations are equipped with reversible air conditioning and convectors.

Residents undertake to comply with the following rules:

- Temperature programming may not be changed outside the defined time periods (see welcome booklet),
- Heating or air conditioning must be switched off when airing the accommodations,
- Upon departure, the heating must be set to frost protection mode,
- Heating and air conditioning systems must be switched off in the event of prolonged absence.

13.6 – Electricity Management

In the interests of saving energy, residents are invited to:

- Check every evening that the exterior lighting of the accommodation is switched off,
- Use electricity reasonably during their stay.

13.7 – Cleaning and Maintenance

The accommodations must be kept in a state of cleanliness appropriate to their normal use. Any exceptional cleaning required as a result of improper use may be charged.

13.8 – Linen Management

Bed linen and bath linen are provided.

Exceptionally, a washing machine and tumble dryer may be made available, provided management has been informed in advance.

Otherwise, external cleaning solutions are indicated in the welcome booklet.

It is strictly prohibited:

- To hang laundry on the railings,
- To use trees or outdoor facilities as clothes-drying supports.

Upon departure, a laundry bag (Laundry) is provided in each lodge for towels and bath linen.

13.9 – Food and Catering

Catering and beverage services are available by prior order at reception, at the time of booking.

- Breakfasts are handed over in the morning at reception, in a dedicated basket.
- Takeaway meals are available at reception and may, on exceptional request, be placed in the accommodation refrigerator (particularly in the event of a late arrival).

The sale of takeaway alcohol is governed by an operating licence.

In accordance with current regulations and the protection of minors, no alcoholic beverage will be served or sold to minors.

Article 14 – Use of Wellness Facilities

The Lodges Arverne Lodge Residential Leisure Park provides certain accommodations with wellness facilities (spas, hot tubs, Nordic bath), exclusively reserved for authorised residents. Access to, use of and operating conditions for these facilities are strictly regulated for reasons of safety, hygiene and responsibility.

Detailed conditions of use, hygiene rules, access restrictions (particularly concerning minors), as well as users' responsibilities are specified in ANNEX 2 below.

SPA – Wellness Facilities, provided to the guest at the time of booking and constituting contractual acceptance.

Any failure to comply with the applicable rules may result in:

- Immediate suspension of access to the facilities,
- Sanctions provided for in the internal regulations,
- Or early exclusion from the stay without refund in the event of a serious or repeated breach

Maintenance and Unavailability

The facilities may be:

- Placed under maintenance,
- Temporarily unavailable,

For technical, health or safety reasons, without compensation or price reduction.

Article 15 - Safety

- Fire: Open fires are strictly prohibited. In the event of fire, immediately notify management. The two powder and water fire extinguishers may be used in case of need in each lodge. The accommodations are equipped with a fire alarm system.
- Accidents and injuries, first aid: 1 first-aid kit is available in each accommodation, 2 emergency first-aid kits are located at reception or at the small reception next to the main car park.

- Theft: management is responsible for items deposited at reception and has a general duty to monitor the Lodge Residential Leisure Park. Any item worth more than €12,000 (twelve thousand euros) must be reported.
- Alarm: Each accommodation is equipped with an intrusion alarm system with a badge. When absent from the accommodation, guests must always first close all windows, glazed doors and doors of the accommodation. In each lodge, a smoke detector is connected to the accommodation alarm.
- Whistleblower: the guest remains responsible for their own installation and must report the presence of any suspicious person to the person in charge.

Article 16: Leisure Activities, Games, Entertainment

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No violent or disruptive game may be organised near the facilities.

Children must always be supervised by their parents, and a common area is allocated for outdoor games.

No guest, regardless of age, shall:

- Neither play with the fences or on the wooden barriers, nor move objects placed on the site (For example: flower pots, decorative elements, notice boards.
- Nor bathe; no child may use the LUERN Spa without an adult present.
- Nor crawl under the lodges.

Parents are required to supervise children in outdoor areas and throughout the Residential Park.

Please respect the green spaces and plants. There are natural and visual boundaries between each lodge.

Article 17: Signage

These internal regulations, as well as the rates, are displayed at the entrance to the Lodge Residential Leisure Park and at reception or the administrative reception desk; they are provided to the guest for acceptance by means of an acknowledgement to be signed.

To facilitate movement around the site, signs in the lodges and on the grounds indicate key points for orientation.

All orientation elements and signs are arranged to help you find your way and facilitate mobility around the site. These signs provide guidance, encourage appropriate behaviour and support sustainable development.

Article 18: Breach of the Internal Regulations

If a resident disrupts the stay of other users or fails to comply with these internal regulations, the manager may, orally or in writing if deemed necessary, formally require the resident to cease the disturbances. Possible sanctions in the event of non-compliance with the internal regulations:

Verbal or written warning

→ In the event of a minor breach (noise nuisance, failure to comply with common hours, etc.), an immediate reminder of the rules may be sufficient.

Formal notice to cease the disturbance

→ If the breach persists (repeated noise, failure to respect the facilities, inappropriate behaviour), a formal written notice may be sent requiring the immediate cessation of the disturbances.

Temporary or permanent exclusion from certain facilities

→ In the event of repeated non-compliance (e.g. intentional damage, misuse of common areas), access to certain services may be suspended.

Damage or non-compliance invoicing

→ Costs resulting from non-compliance (e.g. exceptional cleaning, damage, loss of equipment, failure to comply with sorting instructions) may be charged and deducted from the deposit.

Early exclusion from the site without refund

→ In the event of a serious disturbance of public order (violence, significant damage, blatant failure to comply with the code of conduct), you may require immediate departure, without refund of the stay.

Report to the authorities if necessary

→ For illegal behaviour (use of narcotics, violent behaviour, theft, etc.), a report may be made to the law enforcement authorities.

- **Special safety: Alarm:** you must activate your intrusion security system with your badge whenever you temporarily leave the Lodge Residential Leisure Park, and of course when leaving permanently.

7 Article 19: Disability

At reception in the EDENJEAN room, and in the CELTILLOS lodge, two accessible toilets for persons with reduced mobility (PMR) are available to all guests of the Park.

Article 20: Amendment of the Regulations

These regulations may be amended at any time by Park management, after consultation with residents.

EMERGENCY INFORMATION SHEET

If you have a problem, you can contact us:

✚ During reception opening hours, number or, if there is no answer:

Mobile: 06 76 96 91 63 \t Landline: 04 73 40 20 75

✚ If you do not have a usable telephone.

You can go to the main building at reception:

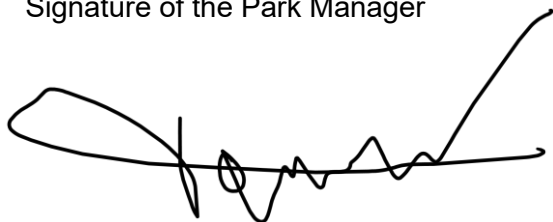
In the event of a fire starting, in each accommodation you can consult the emergency numbers on the fire extinguisher information sheet. In the event of injury, two emergency kits are available at reception and the second in the open-sided room in the car park.

Article 10: Entry into Force

These regulations enter into force upon their publication and display in the places provided for this purpose.

Done in "Longues", on 18/07/2026

Signature of the Park Manager



Mr Franck TAVERT

The acknowledgement of having read the Internal Regulations, constituting acceptance, is mandatory and must be signed at the time of booking (including the 2 annexes).

SPA ANNEX – WELLNESS FACILITIES

ANNEX 1 TO THE INTERNAL REGULATIONS

Spas, hot tubs and wellness facilities

LODGE RESIDENTIAL LEISURE PARK LODGES ARVERNE

1. Purpose of the annex

This annex is intended to define the strict rules for the use of wellness facilities (spas, hot tubs, Nordic bath) made available in certain accommodations of the Lodges Arverne Lodge Residential Leisure Park.

These facilities are intended for relaxation and wellness use, in compliance with the hygiene, safety and tranquillity rules of the site.

2. Facilities concerned and access conditions

The wellness facilities are exclusively associated with the following accommodations:

- Private spa – LUERN Lodge
- Private hot tub – BRENNUS Lodge
- Private spa – ROSMERTA treehouse

They are neither shareable nor accessible to other residents or visitors.

Access is strictly reserved for:

- Residents of the lodge concerned,
- Adults only for the ROSMERTA treehouse.

3. Hours of use

The wellness facilities may be used from 7:00 a.m. to 11:00 p.m., in absolute respect of the tranquillity of other residents.

Any excessive noise nuisance may result in the immediate closure of the facility.

4. Temperatures and settings

4.1 Recommended target temperatures

Type of use	Temperature
Adult wellness spa – on-site target	36 à 38 °C
Therapeutic use *information	38 à 40 °C

The temperature is continuously maintained between 36 and 38 °C for health reasons.

4.2 Programming

It is strictly prohibited to modify the programming of the facilities (temperature, filtration, water treatment).

Only the following elements may be adjusted by the user:

- Jet intensity,
- Lighting.

Any intentional change in temperature is prohibited.

5. Maximum capacity of Spas and Nordic Bath

- LUERN Spa and BRENNUS hot tub:
4 people recommended – 5 maximum
- ROSMERTA treehouse spa:
2 people maximum

Any overcapacity is prohibited for safety reasons.

6. Hygiene Rules

Before each use, it is mandatory to:

- Take a shower beforehand,
- Use the footbath provided.

It is strictly prohibited:

- Bring food or drinks into the spa area,
- Urinate in the facilities,
- Use un-rinsed cosmetic products.

Failure to comply with these rules may result in a charge and a charge for restoration

7. Behaviour and Discipline

Users must behave calmly and respectfully:

- No shouting,
- No excessive playing,
- No inappropriate behaviour.

Wellness facilities are not play areas.

8. Safety

It is strictly prohibited:

- Jump or dive into the spa,
- Stand on the edges,
- Consume alcohol before or during use,
- Leave children unsupervised nearby.

The displayed safety instructions must be strictly followed.

9. Maintenance and Closing

After each use:

- The safety cover must be closed without fail,
- This is for safety, hygiene and energy-saving reasons.

10. Responsibility

Each user acknowledges using the wellness facilities at their own risk.

The management of the Lodges Arverne Lodge Residential Leisure Park declines all responsibility in the event of:

- Accident,
- Injury,
- Or material damage resulting from non-compliance with the rules.

11. Access for Minors – Conditions and Safety

11.1 General principle (*)

The wellness facilities (spa, Nordic bath, hot tub) are designed primarily for adult use. Access for minors remains possible only under the strict responsibility of parents or accompanying adults, in compliance with the safety instructions below.

The ROSMERTA treehouse remains strictly reserved for adult guests.

11.2 Access conditions for minors

Use of the facilities by children is authorised under strict safety conditions:

- Permanent and active supervision by an adult is mandatory
- Limited usage time:
 - Children: 5 to 10 minutes maximum
 - Adults: 15 to 20 minutes maximum
- Mandatory break out of the water between two immersions
- Hydration is mandatory before and after use
- Access prohibited in case of fatigue, fever or after physical exertion

11.3 Important information – Risks related to heat

The average temperature of a spa or Nordic bath (approximately 37°C) corresponds to that of the human body, but its effect is increased by prolonged immersion.

Particular vigilance is required because:

- Children's bodies regulate heat less effectively
- The risk of dehydration is greater
- Prolonged exposure may cause fatigue, headaches or dizziness
- Young children do not always express their discomfort

Parents and accompanying adults undertake to adapt use accordingly.

Pregnant women:

Use of spas, Nordic baths and hot tubs is not recommended without prior medical advice, due to the effects of heat on circulation and body temperature.

11.4 Responsibility and Information

Children remain entirely under the responsibility of their parents or accompanying adults.

Any behaviour that does not comply with the safety rules may result in:

- Closure of the facility,
- A restriction of access,
- Or early exclusion from the stay without refund.

Further information is available at reception.

12. Suggested Alternative

For families wishing to enjoy a suitable and safe aquatic facility:

👉 Centre Aqualudique du Val d'Allier (≈ 5 minutes by car)

13. Maintenance and Unavailability

The facilities may be:

- Placed under maintenance,
- Temporarily unavailable,

For technical, health or safety reasons, this service is, in these situations, without compensation or price reduction.

14. Acceptance

This annex forms an integral part of the stay contract.

Its acceptance is mandatory at the time of booking.

🌈 ***“Recommendations on the use of Spas and Nordic Bath are established on the basis of the recommendations of Santé Publique France, WHO and professional organisations in the wellness sector.”***

◆ EDENJEAN ROOM ANNEX – CONDITIONS OF USE

ANNEX 2 TO THE INTERNAL REGULATIONS EDENJEAN Seminar and Training Room

LODGE RESIDENTIAL LEISURE PARK LODGES ARVERNE

1. Purpose of the annex

This annex is intended to define the access, use, safety and responsibility conditions applicable to the EDENJEAN room, a space dedicated to seminars, training and meetings within the Lodges Arverne Lodge Residential Leisure Park.

2. Purpose and intended use of the room

The EDENJEAN room is intended exclusively for:

- Professional seminars,
- Training sessions, educational workshops or conferences,
- Association, institutional or company meetings,
- Activities compatible with the tranquillity, safety and philosophy of the Park.

Any festive, noisy, undeclared private use or use contrary to the purpose of the premises is strictly prohibited.

3. Access and Booking Conditions

Access to the EDENJEAN room is subject to:

- Mandatory prior booking,
- Express authorisation from management,
- Compliance with the internal regulations and this annex.

The room may be booked:

- With accommodation,
- Or without accommodation,

according to the arrangements defined by management.

4. Capacity, ERP Regulations and Safety

The EDENJEAN room is classified as an Establishment Receiving the Public (ERP). Its maximum capacity is strictly limited in accordance with the regulations in force and may under no circumstances be exceeded.

Users undertake to:

- Comply with the displayed safety instructions,
- Keep emergency exits clear at all times,
- Not obstruct access, circulation areas or safety equipment.

5. Layout and Equipment

It is strictly prohibited:

- Change the layout of the room without authorisation,
- Move or dismantle fixed furniture,
- Touch technical installations (heating, lighting, audiovisual equipment, Wi-Fi, electrical panels).

Any external material or equipment must be approved in advance by management.

6. Behaviour, Respect for the Site and Tranquillity

Users undertake to behave respectfully towards:

- Other residents of the Park,
- The neighbourhood,
- Natural areas,
- Facilities and equipment.

Any noise nuisance, activity overflow or inappropriate behaviour may result in:

- Immediate interruption of the event,

- Early closure of the room,
- Without refund or compensation.

7. Catering, Drinks and Prohibitions

Any catering or beverage service must be:

- Declared,
- Approved by management,
- Compliant with the health regulations in force.

Alcohol consumption is strictly regulated and prohibited for minors, in accordance with the regulations.

It is strictly prohibited:

- Smoke or vape in the EDENJEAN room,
- Bring illegal substances into the room,
- Bring unauthorised or dangerous equipment.

8. Users' Responsibility

Users are entirely responsible for:

- The persons present in the room,
- Compliance with the safety rules,
- The equipment made available.

They are liable for any damage, loss or improper use.

9. Damage, Cleaning and Invoicing

Any damage, exceptional cleaning or technical intervention made necessary by the use of the room may be subject to:

- An additional charge,
- A deduction from the deposit, where applicable.

10. Management Powers

Management of the Lodges Arverne Lodge Residential Leisure Park reserves the right to:

- Refuse any booking that does not comply with the purpose of the site,
- Immediately interrupt any use that does not comply with the regulations,
- Adapt or modify the conditions of use for reasons of safety, regulations or proper operation.

11. Acceptance

This annex forms an integral part of the internal regulations and the booking contract. Its acceptance is mandatory and constitutes a firm commitment to comply with the rules set out herein.