

Dear guests,

Soon, you will be arriving at Center Parcs De Eemhof. In order for your vacation to be pleasant, we would like to inform you about some practical issues.

Check-in

Your cottage will be ready after 16pm. If you arrive before this time, you can use all of the facilities in the meantime (shopping at the Shop&Smile, swimming in the Aqua Mundo or take a seat at the Grand Café). Do you have bikes reserved? You can pick them up at the Cycle Center (make sure to check their opening times beforehand).

Bracelets and activities

At the check-in you'll receive a bracelet. The bracelet is linked to your booking number/accommodation, so any vouchers, activities and arrangements can be found on there digitally. For more information you can WhatsApp us at the following phone number: +31 (0)6 82592698 or go to the Reception or Adventure Desk to book the desired activities.

Towel-, kitchen-, and sheet packages

Please check before your arrival if your accommodation has everything you need. Below you'll find an overview of what is included by accommodation type. If you like a package or service, please order this before arrival through BD Graiver. Of course it is possible to rent extra packages. You can collect this, for additional costs, at the Reception.

| | Comfort cottage | Premium cottage | VIP cottage/apartment |
|-------------------------------|-----------------|----------------------|-----------------------|
| Towel package per person/stay | Not included | Not included | Included |
| Kitchen package | Not included | Included | Included |
| Sheet package per person/stay | Not included | Included/bed service | Included/bed service |

Car parking

De Eemhof is a car free park. Only on the day of check-in and check-out it is allowed to enter the park with your car to drop of your luggage at your accommodation. After this, the car must be returned to the parking lot, during the whole stay, at the beginning of the park. Only on presentation of a valid disability card can you apply to the Guest Service for an exemption.

Restaurants

At the park there are several restaurants, for example: Nonna's (Italian), Fuego (grill), Evergreenz (buffet), Frites Affairs (fast food), and more. To avoid disappointments, please make a reservation through the WhatsApp service (+31 (0)6 82592698) or call the following number for table reservations: +31 (0)6 15870290. Good to know: there is a supermarket available on the park. For opening hours, please refer to the Center Parcs app (login is not required to view opening hours).

Aqua Mundo – swimming pool

You can bring the rented towels to the Aqua Mundo or buy towels at the Shop & Smile, Information desk or in the swimmingpool. Thereby, you can only enter on flip-flops, barefoot, or with plastic galoshes. Your bracelet gives you access to the Aqua Mundo entrance and can also be used for the lockers. The use of the Aqua Mundo is at your own risk. Parents are responsible for their children till age 12. When in doubt about the swimming skills of children, the lifeguard may decide whether or not a life jacket must be worn.

First aid/doctor

There is no doctor available on the park. If you need a doctor you can ask for more information at reception. Our colleagues can help you to make an appointment. Medical injuries can be handled by a first aid provider, who is always available at Guest Service. When you need medical help in the Aqua Mundo you can go to the EHBO post. For urgent care, you may call an ambulance yourself via your mobile phone. The number of the Dutch emergency services is: 112.

Reports about the accommodation

If there are any technical- or cleaning problems in your accommodation that require treatment, please contact the whatsapp service + 31 (0)6 82592698 as soon as possible to report the problem. So we can help you solve the problem.

B.D Graiver

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Center Parcs

www.graiver.co.il • www.graivertravel.co.il

רח' היזמה 3 טירת הכרמל, טל. 04-8138000

גרייבר סנטר פארקס | גרייבר סקי | גרייבר שייט | גרייבר משפחות | קרוואנים | קלאב מד

Graiver CenterParcs | Graiver Ski | Graiver Romania | Graiver Sailing | Graiver Families | Graiver Cultural Experience

Please note: in the Netherlands there are no garbage disposals in the sinks. To prevent blockage, please empty cooking pans and plates in the garbage can.

Due to the location of the park and changing weather, there may be mosquitoes at the park. Prepare well by bringing anti-mosquito spray. Please note that you will not find insect screens in our cottages. Optionally, you can buy a mosquito net/products at the Shop & Smile.

Heating system

To turn on the central heating system, you can use the thermostat on the wall of the kitchen/living room (a square box). By pressing the + and – you can regulate the temperature in the room. The heaters work on a motion sensor and will automatically turn off after 2 hours of no movement. The temperature will stay at 17 degrees. Thereby, the heaters get up to a maximum of 22 degrees. Please note that there is no air conditioning available in the accommodations on the park. You can rent a fan at the reception, subject to availability.

Safe

A safe is available in each accommodation to store your valuables. Leaving your valuables in here is at your own responsibility. If the safe was already closed upon arrival or if you can no longer open/close the safe, please contact the whatsapp service + 31 (0)6 82592698.

Laundry service

There is a laundry service available on the park. You can either do the laundry yourself at the laundromat in de Marina (coins can be bought at the Reception or Adventure Desk), or it can be done for you by park staff. The latter needs to be reserved and paid for at the reception. You can either buy a laundry bag of 4kg. Laundry bags bought after 11am will be cleaned the following day (except on Sunday, there is no laundry service on Sundays). Laundry bags bought before 11am will be cleaned the same day (again, except Sundays) and will be returned to you before 17pm. Further instructions will be given to you when purchasing a laundry bag at the reception.

Departure

At the end of your stay you are requested to leave your accommodation before 10am. After checking out, you may still use the facilities on the park (including the Aqua Mundo). Make sure that the car with your luggage is parked on the parking lot after 10am.

Please throw away the garbage bags in the appropriate bins at one of the recycling centers. Put the bed linen and towels in the green bag and leave it in the hall of the accommodation. When leaving the park, you can deposit the bracelets in the appropriate boxes at the exit of the park.

We hope you have a pleasant stay with us at the park and look forward to welcoming you soon.