

Dear guests,

Soon, you will be arriving at Center Parcs Het Heijderbos. 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, which is the key for your accommodation and also works on the entrance of the Aqua Mundo and the lockers over there. The bracelet is linked to your booking number, so any vouchers, activities and arrangements can be found on here digitally. Would you like to use any vouchers you have been given or do you have any questions about this? Then you may contact the reception. They can be reached via WhatsApp at the following phone number: +31 (0)6 50631730. To use the vouchers at the park, please go to the Reception, Cycle Center or Factory 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.

	Comfort cottage	Premium cottage	VIP cottage/apartment
Towel package	Not included	Not included	Included
Kitchen package	Not included	Included	Included
Sheet package	Not included	Included	Included

You can book the packages you need through Graiver before arrival. All packages are per person and for the entire stay. Of course it is possible to rent extra packages. You can collect this, for additional costs, from the Reception at the park.

### Car parking

Het Heijderbos is a car free park. Only on the day of arrival and departure 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 at the beginning of the park. Only if you have an appropriate permit, you may park your car close to the accommodation (a Veteran Card is not accepted). Please note: also when returning from a day-trip or shopping, it is **not** allowed to enter the park by car. Sleeping children or bringing groceries to the cottage will not be permissible reasons for entering the park by car.

### Weather

The weather in the Netherlands is variable every day, please make sure to check the weather forecast to prepare yourself.

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 works on a motion sensor and will automatically turn off after 2 hours of no movement. 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.

Due to the location of the park and changing weather, there may be mosquitoes at the park. Prepare well by bringing anti-mosquito spray.

### 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 50631730 or call the following number for table reservations: +31 (0)6 21573882. 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**

It is highly recommended to bring a towel when visiting the Aqua Mundo. 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. 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. Medical injuries will be handled by a first aid provider, who is always available at the Aqua Mundo or Guest Service. For urgent care, you may call an ambulance yourself via your mobile phone. The number of the Netherlands emergency services is: 112.

### **Reports about the accommodation**

If there are any technical-, cleaning-, or maintenance problems in your accommodation that require treatment, please contact the reception as soon as possible to report the problem. In case the accommodation you booked is not suitable due to technical problems, it may be replaced by another accommodation type or number. Please accept this with understanding.

All notifications may be send to the WhatsApp number: +31 (0)6 50631730. Please message the reception in English and include your accommodation number.

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.

### **Safe**

A safe is available in each accommodation to store your valuables. Leaving your valuables in here is at your own responsibility. In event of loss, theft, damage or burglary, the park cannot be held responsible. If the safe was already closed upon arrival or if you can no longer open/close the safe, please contact reception.

### **Laundry service**

We have a laundry service at the park. You can buy a laundry bag for this purpose at the reception before 12.00 in the morning for € 12,50. This laundry bag is for approximately 3-4 kg. If you have more laundry, you have to buy the number of bags you need. The laundry will be collected from your cottage and returned on the same day. Please place the laundry bag in the hall. You do not have to stay in your cottage for this.

Laundry service is only possible on Tuesday, Wednesday and Thursday.

### **Departure**

At the end of your stay you are requested to leave your accommodation before 10am. A late check-out is not possible. 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.

### **Phone numbers**

Any questions about your stay at Het Heijderbos? You can reach the park at the following phone numbers:

- WhatsApp service: +31 (0)6 50631730.
- General phone number: +31 (0)485 496700
- Table reservations: +31 (0)6 21573882

For more ways to reach the park, please see the map of the park you'll receive at arrival.

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