

Dear guests,

Soon, you will be arriving at Center Parcs De Kempervennen. 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 per person, 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 82 58 98 85. To use the vouchers at the park, please go to the Reception at the front of the park or the Reception in the Market Dome 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

De Kempervennen 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 off your luggage at your accommodation. After this, the car must be returned to one of the parking lots A, B or C. 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 daytrip 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 in 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 82 58 98 85) or go to the Reception. Good to know: there is a supermarket available in 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 in 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 sent to the WhatsApp number: +31 (0)6 82 58 98 85. 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 there is your own responsibility. In the 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

The launderette can be found at the front of the park, next to the reception. Tokens for the self-service are available, during opening hours, at the reception at the front of the park. On certain days, we also offer a laundry service. You bring your laundry; we will wash and dry it for you, and you can pick it up the same day or the day after. You can find the days and times in the app and My Center Parcs.

Package delivery

If you have parcels delivered, make sure they clearly show your name, booking number and cottage number. Parcels are delivered to the reception at the front of the park.

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 in the park (including the Aqua Mundo). Make sure that the car with your luggage is parked in 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 De Kempervennen? You can reach the park at the following phone numbers:

- WhatsApp service: +31 (0)6 82 58 98 85.
- General phone number: +31 (0)40 208 33 33
- Table reservations: +31 (0)40 208 33 33

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

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