

Dear guests,

Soon, you will be arriving at Center Parcs De Vossemeren. To ensure a smooth and enjoyable stay, we would like to share some important practical information with you.

Check-in

Your cottage will be ready after 15pm. 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 Central). 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: +32 (0)476 86 95 37. To use the vouchers at the park, please go to the Reception 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
Beds made upon arrival	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 Check-in at the park.

Car parking

De Vossemeren 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 Belgium 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 work on a motion sensor and will automatically turn off after 2 hours of no movement. 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 these are several restaurants, for example: Da Nonna (Italian), Fonkeling (a dining adventure), Family Kitchen (buffet), Frites Affairs (fast food), and more.

To avoid disappointments, please make a reservation for one of the restaurants on the Center Parcs App.

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 Belgium 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: +32 (0)476 86 95 37. Please message the reception in English and include your accommodation number.

Please note: in Belgium there are no garbage disposals in the sinks. To prevent blockage, please empty cooking pans and plates in the garbage can. Center Parcs separates waste for environmental reasons. This is facilitated in the cottages and waste streets.

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

There is a laundry service available on the park. There is a fixed price per kilogram to wash and dry your laundry by the staff of Center Parcs. The laundry service can be find behind the Cycle Center at the entrance of the park. Opening times are communicated via the CP app.

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 De Vossemeren? You can reach the park at the following phone numbers:

- WhatsApp service: +32 (0)476 86 95 37
- General phone number: +32 (0)11 54 82 00
- Table reservations: +32 (0)490 44 18 71

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.