

House Rules



Le Lac d'Ailette

The purpose of these rules is to define the conditions of access, operation, circulation and safety applicable within the perimeter of the CENTER PARCS Domaine du Lac de l'Ailette. They apply to all Center Parcs users, who are thus placed in the same position with regard to the public service concession.

Article 1 – Access to the Domain CENTER PARCS du Lac d'Ailette - Aisne

The Domaine CENTER PARCS is open to the public all year round, both to users occupying accommodation within the perimeter of the Domaine du Lac de l'Ailette, hereinafter referred to as "resident users", and to "non-resident users".

Access for all users is subject to prior reservation.

Access to the Domaine is subject to payment of a fee in accordance with article 7, and to compliance with CENTER PARCS internal regulations. Site personnel are entitled to refuse access to the site for any legitimate reason likely to cause disruption to its proper operation, and in particular :

- For reasons of safety, hygiene or health standards.
- At the request of the civil protection services and/or the Gendarmerie.
- Persons in a state of inebriation, or notoriously aggressive or violent behavior.
- Children under 18 unaccompanied by an adult.

In the interest of safety, the Management reserves the right to modify the opening hours of its facilities, and to temporarily prohibit access in whole or in part. The adoption of such measures shall not justify any price revision.

Without prejudice to the powers and responsibilities of the competent administrative and judicial police authorities, all users are required to comply with the safety instructions applicable to the Domaine and to each of the areas or facilities they use. Where applicable, they must comply with the instructions of Domaine staff.

The operator is responsible for the security of the entire estate, in particular by means of a control post located at the entrance to the site.

In the event of an incident and an evacuation request from the operator, all users are required to evacuate the premises, calmly make their way to the emergency exits and proceed to the assembly points.

All "non-resident" users and "resident" users must leave the park by the end of the day.

Picnicking is strictly prohibited in all indoor areas.

Article 2 - CENTER PARCS Facilities

Center Parcs facilities and equipment must be used in accordance with their intended purpose. Resident users and accompanying persons, whether resident or non-resident, as well as non-resident users are held responsible for any damage, loss or destruction caused by them to the premises and equipment belonging to Center Parcs.

Center Parcs shall not be held liable, beyond its legal responsibility, in the event of :

Theft, loss or damage of any kind.

Article 3 - Aqua Mundo

Aqua Mundo opening times (available on our website www.centerparcs.fr) depending on the season, and the pools are evacuated 20 minutes before closing time.

3.1 Access to the pools in this building is subject to :

- Passage through the changing rooms.
- Passage through the showers.
- Passage through a foot bath.

Access is forbidden for:

- Children under 13 entering the pool without the supervision of a responsible adult.
- Person not wearing swimming attire that complies with the present rules and regulations for access to the aquatic facilities. (Please refer to the Aqua Mundo rules and regulations).
- When the maximum instantaneous attendance is reached, this being displayed at the Aqua Mundo entrance.

Extract from Aqua Mundo's internal regulations.

To ensure the hygiene and safety of all our customers, the following dress code applies at Aqua Mundo.

- Only dedicated swimwear that is

- 1: fitted and
- 2: made of suitable material (lycra or equivalent) are permitted.

- Swim shorts are permitted above the knee.

- The wearing of headgear is forbidden, with the exception of tight-fitting swim caps.

3.2 Users are responsible for the use of lockers located in the Aqua Mundo. No valuables may be deposited in them.

The Operator cannot be held responsible for thefts or other disappearances.

3.3 Safety rules applicable to Aqua Mundo

In accordance with current regulations, the operator is responsible for supervising the Aqua Mundo. The following rules apply to all users.

-Smoking and vaping (electronic cigarettes) are prohibited.

-Please shower before entering the Aqua Mundo.

-For safety reasons, soap is not permitted outside showers.

-Wearing (outdoor) shoes is forbidden for reasons of hygiene.

-Diving is not permitted due to the shallow depth of the pools.

-The waterslides and wild river are accessible only when the water is flowing.

-For safety reasons, it is absolutely forbidden to stand, jump, climb or carry objects and/or people on the waterslides and wild river.

The use of selfie poles and hand-held cameras (action cameras) is not permitted in the slides, wild river and other attractions.

The use of flippers or mono-flippers is not permitted in the slides, wild river and other attractions.

The use of snorkeling masks (e.g. full snorkeling masks) is permitted in certain pools only, such as the wave pool and outdoor pools, provided you are at least 10 years old.

The use of these masks is not permitted in the slides, wild river, Jacuzzis and other attractions.

In the event of thunderstorms, Aquamundo visitors must leave the outdoor pools.

Frequent use of the wild river and waterslides can lead to premature wear of swimwear.

Running is forbidden for safety reasons and to avoid disturbing other visitors.

Article 4 – Beach and Lake

-Users are required to consult and comply with the specific regulations governing the use of the lake, beach and bathing area. (Regulations posted at the lifeguard's station)

-Swimming is prohibited outside the supervised area, which is marked by water lines.

-Opening dates and times are posted.

-Snorkeling is prohibited.

- Children under 13 must be supervised by a responsible adult.

-The lake is reserved for the practice of water sports in accordance with the specific regulations governing the use of the lake. No personal watercraft, motorized or otherwise, is allowed on the lake.

Article 5 - Neighbourhood

Residents and non-residents are required to respect the peace, safety and comfort of other residents, day and night, and in particular through the use of any sound equipment.

Serious and repeated nuisance caused by a resident or non-resident may result in termination of the contract and possible eviction under the conditions previously mentioned in article 1.

Article 6 - Pets

They are admitted at an additional cost, provided that they are declared when entering the Domaine, that they do not disturb the peace and safety of users and that they respect the basic rules of hygiene and the integrity of the facilities. Dogs must be kept on a lead. Category 1 and category 2 dogs as defined by the law of 6 January 1999 are prohibited. - Pets are not allowed in the aquatics, sports, leisure and catering facilities or on the beach when it is open for bathing. All pets are strictly forbidden from swimming in the lake. Guide dogs and assistance dogs are allowed access to establishments open to the public (ERP) in accordance with the establishment's instructions.

Article 7 – Day rates

Day rates apply to non-resident users. They can be consulted on our website www.centerparcs.fr and at the entrance to the estate.

Paid parking (non-Axonais residents) for any length of time. Rates per vehicle can be consulted on our website www.centerparcs.fr and at the entrance to the estate.

The daily rate includes: access to the estate, Aqua Mundo, Baluba and all the children's play areas on the estate.

The prices published by Center Parcs Domaine de l'Ailette are not contractually binding and may be changed without notice. The contractual price is that fixed at the time of booking. These prices are revised every year.

Article 8 – Child supervision

Children must remain in the care of their parents or guardians at all times.

Article 9 – Lost & Found

Users are asked to check that no personal belongings have been left on the Domaine. Any lost/forgotten items must be claimed by the owner following departure, by e-mail to: objetstrouves.la@groupepepvcpc.com

The Operator shall be under no obligation whatsoever in respect of any lost/forgotten items. Claimed lost and found will be dispatched subject to prior payment of dispatch costs by the owner.

Article 10 - Complaints

All complaints concerning the conditions under which a stay or day at the Domaine was carried out must be made to Reception on the spot, to enable them to find an immediate solution.

Failing this, the stay or day will be considered to have taken place under satisfactory conditions.

Center Parcs may not be held liable in any way for any breach of the provisions of these rules or of any obligation brought to the attention of all users, whether residents or non-residents.

Article 11 - Cars & Traffic

The speed limit on the entire estate is 15 km/hour. All motorized vehicles must be parked in the designated parking area.

Center Parcs shall not be held liable for any damage caused or suffered by residents' vehicles parked or driving on the grounds of the Domaine, even if they have been exceptionally authorized to enter the Domaine by the Management.

Legal information

No use of the Center Parcs image or reproduction of its visual identity (logo, photos, brochure, etc.) may be made without the express authorisation of Center Parcs.

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