

Dear guests,

Soon, you will be arriving at Center Parcs Les Trois Forêts. 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 4 pm. 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 Bar Le colibri or go with your children to the Baluba next to the Farm). Do you have bikes reserved? You can pick them up at the Cycle Center (make sure to check their opening times beforehand).

Please note that the booked accommodation can not be changed upon arrival at the park.

Bracelets and activities

At the check-in you'll receive a bracelet, which is the key for your accommodation and also works on the lockers of the Aqua Mundo. 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: +33 (0) 6 72 95 95 15. 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	Exclusive cottage
Towel package	Not included	Not included	Included	Included
Kitchen package	Not included	Included	Included	Included
Sheet package	Included	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 except the sheet package (you can buy it to the supermarket on the park). You can collect this, for additional costs, from the Reception at the park.

Car parking

Les Trois Forêts 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 closed to your cottage. 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, you must be put your car to the parking lot closed to your cottage.

Weather

The weather in France 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. By pressing the + and – you can regulate the temperature in the room. Thereby, it is recommended to get up the heaters 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: Bar le colibri, Cocoon Bistrot, Quick (fast food), and more... 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. The outdoor shoes are forbidden. Your bracelet can 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 our security team at the number + 33 3 54 46 00 18.

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: + 33 (0) 6 72 95 95 15. Please message the reception in English and include your accommodation number.

Please note: in France 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 (excepted in the comfort cottage). 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. You can either do the laundry yourself at the laundromat in the parking C (payment only by credit card).

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 dedicated 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 Les Trois Forêts? You can reach the park at the following phone numbers:

- WhatsApp service: +33 (0)6 72 95 95 15
- General phone number: +33 (0) 3 54 46 00 00

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.