

Dear guests,

Soon, you will be arriving at Center Parcs Villages Nature Paris. 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 Les Délices de la Ferme Restaurant). 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: +33 (0)689713544. To use the vouchers at the park, please go to the Reception or Info Desk to book the desired activities.

### Guarantee -

For any booking on Premium cottages and VIP cottages in Center Parcs Villages Nature Paris, a preauthorized transaction on your bank card will be requested as a guarantee. This preauthorization will not debit your bank account but will temporarily hold an amount approved by your bank for a deferred transaction. In certain cases, depending on conditions set by your bank that remain outside our control, the preauthorization may appear as an amount being debited to your bank account. This amount may not exceed €1 and will not be withdrawn. This guarantee will be requested by telephone before your stay or upon your arrival at the resort.

It will enable Center Parcs to charge you for compensation for any damage caused during your stay (i.e. any damage and/or disturbance of any kind in the accommodation provided (theft, damage to furniture and/or accommodation, cleaning not carried out)), you will be charged according to the amount of the damage(s), up to a maximum of €2.000 and in accordance with the price list accessible by scanning the QR code available in the accommodation.

For any further information, we invite you to consult our General Terms and Conditions of Sale available on the [centerparcs.eu](http://centerparcs.eu) website and/or to contact the Reception, Info Desk.

### 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. All packages are per person and for the entire stay with the exception of Kitchen package, for this you receive one package per cottage/apartment.

	Comfort cottage	Premium cottage/apartment	VIP cottage/apartment
Towel package	Included	Included	Included
Kitchen package	Included	Included	Included
Sheet package	Included	Included	Included

Of course it is possible to rent extra packages. You can prebook the packages you need through Graiver before arrival or you can collect this, for additional costs, from the Reception at the park.

### Car parking

Villages Nature Paris is a car free park. Only on the day of arrival and departure it is allowed to park the car close to the accommodation to drop of your luggage. After this, the car must be returned to the dedicated parking. Only if you have an appropriate permit, you may park your car close to the accommodation/

### 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 (a square box). By pressing the + and - you can regulate the temperature in the room. 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. All the accommodations are equipped with a fan (on in each bedroom). Possibility of renting a portable air-conditioner at the Reception.

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: Restaurant Cépages, Les Délices de la Ferme, Miam Miam Burger (fast food), and more. To avoid disappointments, please make a reservation through the WhatsApp service (+33 0)689713544. Good to know: there is a supermarket available on the park (Franprix). 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 Emergency & First Aid. From your accommodation, please dial \*9, or +33 (0)1 61 10 77 88 from your mobile.

### 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, or from your accommodation, please dial \*4 or +33(0)161107784 from your mobile. 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: +33 (0)6 89713544. 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. 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

You can do the laundry yourself at the laundromat on the Lakeside Promenade (washing machine = €6,00 / dryer = €3,00)

### Departure

At the end of your stay you are requested to leave your accommodation before 10am. A late check-out is possible only if available and in accordance with Reception/Info Desk. 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 bag labelled "Elis" 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 Villages Nature Paris? You can reach the park at the following phone numbers:

- WhatsApp service: +33 (0)689713544.
- General phone number: +33 (0)161107777
- Table reservations: +33 (0)161107777

For more ways to reach the park, please see the map of the park on [www.centerparcs.eu](http://www.centerparcs.eu).

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