

We are delighted to welcome you and are here to help with any information you may need!  
**For your**

**comfort and safety, here is some important information:**

**The campsite** app: Download the Flower Campings app and create an account using your booking email address.

**Gates:** 7am-11pm

- You will be given a code for the barrier to use when you check in and check out at reception.
- Do not follow another car.
- After 11 p.m., please park in the car park.

**Le Bar Restaurant** 8 a.m.-11 p.m.

- A la carte dishes, pizza, snacks, ice cream, breakfast... Themed meals.
- Breakfast: available upon reservation, to be ordered and picked up at the bar the day before.

**The swimming pools:** 10 a.m.-7 p.m.

- Unsupervised, under the responsibility of the parents.
- Please leave your shoes outside and follow the posted rules.
- Swimming shorts that go up to mid-thigh will be tolerated.
- Slides: The usage instructions are posted. For your safety, we ask that you follow them.

Small slides 10:00-19:00, Large slides: 13:00-19:00.

**Overnight stay on the campsite**

Please respect the quiet between 11 p.m. and 7 a.m. The owners are entitled to take the necessary decisions in case of non-compliance. Parents are responsible for their minor and adult children.

**Your dog:** He must be kept on a lead. Please clear up after him (bags are available at reception).

**Safety:** The safety instructions can be found on the sign next to the entrance barrier or at the sanitary facilities.

- The assembly point is the terrace of the bar-restaurant

- . Any fire is strictly forbidden on the campsite and on the riverside.

Barbecues: two collective fixed barbecues are at your disposal (only for charcoal).

- It is **strictly** forbidden to plug in and charge electric vehicles inside a rental or on a pitch. Two charging stations are at your disposal next to the bar-restaurant terrace.

#### **Environment :**

- Disposable towels, nappies, sanitary towels and tampons must **never** be thrown into the toilets in the rental accommodation or in the toilet blocks, as they severely block the drains, which you will suffer from!
- Please be mindful of your electricity and water consumption.
- Beavers live here. If you want to build a dam in the river, please dismantle it again in the evening to respect their natural habitat!

#### **Waste containers/waste separation:**

- The sorting containers are located at the entrance to the campsite (glass, paper/packaging, household waste).
- It is forbidden to place bulky items on the ground.
- A composter is available, the biotope pot and instructions are available at reception.

**The washing machines** are located in sanitary block B, tokens are available at reception during opening hours.

#### **For your holiday rental :**

Your holiday rental has been prepared with the greatest care by our teams.

#### **On your arrival :**

Please contact us within three hours of your arrival if you have any technical problems or find your rental property unclean.

You can of course also use our app or visit us at reception,

Inventory: This can be found in the APP and at reception (one inventory per rental property).

An exact count is not necessary, if you are missing something, please contact the reception.

Technical problems or malfunctions: We will intervene after your approval in your presence or absence.

Cleaning: The teams have carefully prepared your rental accommodation. If the cleanliness does not meet your expectations, please come to reception as soon as possible so that we

can assess the problem with you. If necessary, the team will intervene as quickly as possible.

**Beds:** The mattresses and pillows are fitted with mattress protectors to ensure your hygiene. Please do not use them without sheets as this can lead to stains or damage. Sheets for sale (viscose) or for hire (cotton) are available at reception.

#### During your stay

The rental accommodation is non-smoking

It is strictly forbidden to plug in your electric car in the rental property, as this can lead to a power cut and, above all, to a fire for which you will be held responsible.

It is not allowed to use your electrical appliances such as portable air conditioners, toasters or electric BBQ for safety reasons.

Test the gas during the day: Bottles are changed between 8am and 8pm.

Chairs and tables may not be used outside, except on a covered terrace (we lend them at reception).

#### On your departure :

The rental accommodation must be vacated between 9am and 11am (for a departure between 7am and 9am, please contact reception).

You can add the cleaning option up to 48 hours before your departure and subject to availability.

If you have used cotton bed linen and/or towels from the campsite, these must be returned to reception on your departure.

**!! DO NOT REMOVE PLASTIFIED mattress and pillow protectors (will be charged in case of absence).**

#### **You have booked the option with cleaning :**

- Empty the rubbish bins and take them to the rubbish sorting centre.
- Wash, dry and put away the crockery where you found it (on the table in July/August).
- Clean the sorting bags, which are reusable.
- Set the refrigerator to '1'
- Please switch off the heating/air conditioning

-Put the things on the terrace back in their place (deckchairs, tables, chairs, clothes horse).

**You have not booked the cleaning option:**

The rental property must be returned clean, as you found it.

-Clean the toilet, bathroom (including hair in the shower drain), kitchen (hobs, fridge, sink, cupboards), bedrooms, living room, floors

-Empty the rubbish bins and take them to the rubbish sorting centre.

-Wash, dry and put away the crockery where you found it (on the table in July/August).

-Clean the sorting bags, which are reusable.

-Set the refrigerator to '1'

-Please switch off the heating/air conditioning

-Put the things on the terrace back in their place (deckchairs, tables, chairs, clothes horse) and leave the mop outside on the clothes horse.

For the control of the tenant and the return of the deposit, choose between :

- No-stress option: you hand in the keys at reception and we check the rental property within 3 days of your departure; the deposit is cancelled after the check.
- With appointment: You make an appointment at least 2 days before your departure so that we can make an inventory together and finalise the deposit.

The Flower Camping La Pinède team wishes you a pleasant stay!