

# FREQUENTLY ASKED QUESTIONS

General :	Answers :
Is the campsite VACAF approved?	No we are not VACAF approved
I haven't received a booking confirmation or admission voucher. What should I do?	Check your spam folder or contact us by email so that we can resend it to you.
Is it possible to arrive outside reception opening hours?	Yes, just let us know and we'll e-mail you the late arrival procedure.
Are pets allowed in all areas of the campsite?	No. They are not allowed in the water park or children's play areas.
Is the campsite secure at night?	No, it's not secure at night, but we're located in a cul-de-sac with very few comers and goers. The campsite is in a very quiet residential area.
Can vacation vouchers be used to pay for bookings and activities?	Yes, but they must be sent by registered mail at least one month before your arrival.
What are the refund conditions in the event of cancellation?	If you took out cancellation insurance when you booked, you'll need to contact the insurance company.
Can I change my reservation?	Yes, within a certain limit of time, period and accommodation availability.
Do I need a deposit?	Yes, the deposit is 500€: 300€ for accommodation and 200€ for cleaning.
What documents do I need to provide on arrival?	None at all. We have all the information in our management software. Just bring your good mood!!!

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Can you charge an electric car?

No. We are not currently equipped with a charging station (project underway). It is strictly forbidden to plug the car into the cottages' sockets, as there is a risk of short-circuit.

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**Accommodation :**

**Réponses :**

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Are sheets and towels included?

No, but we do offer them for rent. Only our accommodation "LA CABANE" is a hotel room with bed linen included.

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Is wifi free and available throughout the estate?

Yes, wifi is free throughout the campsite.

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Is it possible to choose your location?

Yes, by activating the "PREFERENTIAL LOCATION" option when booking.

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Can I add a tent next to a cottage?

No, gardens are not suitable for wooden decking.

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Are all cottages air-conditioned?

No, only our accommodations "LA CABANE" and our "APPARTEMENT GRAND CONFORT" are equipped with air conditioning.

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Are the cottages equipped with a parasol?

All cottages with an open terrace are equipped with a parasol.

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Can I park my car or van on a parking space?

Only a few cottage ranges have a dedicated parking space. Our campsite is 75% pedestrian.

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Are the cottages equipped with dishwashers?

Yes, on certain rental properties such as Premiums 30/35m<sup>2</sup>, chalets and T3 apartments.

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Do you have accommodation adapted for people with reduced mobility?

Yes, we have 1: TOURNESOL.

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Is it possible to know the exact location of my site in advance?

Yes if you have taken the "PREFERENTIAL LOCATION" option

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Is there a TV in the cottages?

Yes in all rentals

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**Aquatic areas :****Answers :**

Is the aquatic area open in low season?

The large indoor heated swimming pool is open from April (Easter vacations) to the end of October (All Saints' Day vacations), and the paddling pool from mid-June to mid-September.

Are food and drink allowed in the aquatic area?

No, they're strictly forbidden for reasons of water space cleanliness.

Are swim caps and bikini briefs compulsory at the pool?

No

Are qualified lifeguards present around the pools?

No. Swimming is unsupervised. Parents are responsible for supervising their children while they are swimming. Children are strictly forbidden to enter the aquatic area alone without a parent.

What are the opening hours of the aquatic centre?

The aquatic area opens at 10:00 am. Closing times vary according to the time of year.

Is the pool heated?

The swimming pool is heated to 28°C from April to October. The paddling pool is open and heated from mid-June to mid-September.

Is the swimming pool accessible to visitors to the campsite?

No, access is forbidden.

Is sunbathing free?

Yes, they are freely available

Are pets allowed in the pool area?

No, access is forbidden.

**Animations :****Answers :**

Are there any animations?

No. We prefer a quiet campsite for the well-being of our customers.

**Surroundings :****Answers :**

How far is the campsite from the beach?

about 1km from the Bassin beaches and 12km from the ocean beaches

Is the beach supervised?

Yes, but only in high season

Is the campsite close to the town center?

We are 1.5km from the town center

Is there any entertainment on the beach?

No

Where are the cycle paths?

200m from the campsite

Where's the nearest tourist office?

The Arès tourist office is 1.8km from the campsite.

Can you walk to a supermarket?

Yes, 1.5km away. It is located in downtown Arès

Is the campsite served by public transport?

Yes, two bus lines stop at the "LES ECUREUILS" bus stop 200m from the campsite: line 412 from Lège Cap Ferret to Bordeaux and line 1 from Lège Cap Ferret to Biganos.

**Services :****Answers :**

Are bicycles available for hire on the campsite?

Yes, we offer mountain bikes and children's bikes/baby seats/carts. We also have a partnership with an external service provider for electric bikes.

Can I rent a cot or high chair?

Yes, we offer a cot, high chair and bathtub for hire.

Is there a nurse on the campsite with first-aid equipment and facilities?

No, but we are equipped with a first-aid kit. A defibrillator is available about 800m from the campsite. Hospital with emergency service 1 km from the campsite.

Is there a nursery for young children?	No
Is it possible to rent a car from reception?	No
Are barbecues available for hire?	No. The campsite is equipped with a communal barbecue with 2 fireplaces running solely on charcoal.
Does the campsite have a shuttle service to the train station?	No, you have bus line 412, which links Lège Cap Ferret to Bordeaux station via the commune of Arès.
Does the catering service operate without interruption?	No. Timetables vary according to the period.
Is there a hotline to deal with accommodation problems?	Outside campsite opening hours, there is an emergency number
Do I have to make an appointment for the inventory of fixtures when I leave?	No
Is there a mini-market on the campsite?	No
Is there a bread depot?	Yes from mid-June to mid-September

### Cleanliness :

### Answers :

Is work in progress or planned?	No
Is there a cleaning service for the cottages?	Yes, you need to take out the housekeeping package or the comfort pack when you book your stay.
Does the campsite have a laundry service?	Yes, a laundry

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Can I use my own detergent in the laundry?

Yes

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