



## General house rules – Family park Goolderheide

Welcome at Family park Goolderheide, we hope that you will enjoy a pleasant stay on our holiday park. The Recron conditions are applied on your booking and stay. These additional park regulations have been drawn up to guarantee that our guest have a safe, clean and pleasant stay. Please read carefully the information and if you have any question that are not covered by these regulations, please contact the reception.

*Unfortunately the claim of "not having read "cannot be accepted as an excuse!*

### Liability

The management is not liable for theft or any kind of damage that may occur to the recreationists or visitors on the grounds or in the buildings of the recreation park.

### General

- Every guest must at all times behave in such a way that this behavior does not cause any nuisance to fellow guests, visitors or staff.
- Instructions from staff must always be followed with respect.
- Familiepark Goolderheide uses camera surveillance at central locations. By visiting us you agree with recordings. In case of an emergency, these recordings can be shown to third parties as supporting material.
- Public drunkenness is not permitted and alcohol consumption must be limited to the catering establishments and around your (rented) camping pitch/accommodation.
- Glassware is only permitted in the catering establishments and around your camping pitch/accommodation. Please do not bring glassware (or bottles) to the beach pool, the playground or the sunbathing areas and to sanitary facilities!
- The use or possession of both hard and soft drugs is prohibited. Violation of this rule will result in removal from the park.
- For heating and/or cooking, it is strictly forbidden to use gases other than butane or propane gas, stored in approved tanks and/or gas cylinders. A maximum of 2 bottles are allowed per pitch.
- Offering merchandise, any form of propaganda or advertising are not allowed.
- It is not permitted to enter another guest's pitch or green areas of the park.
- Noise is not allowed at any time of the day.
- Rest hours are from 23:00 - 07:00 h where car traffic is prohibited.
- Every park visitor must identify themselves if requested by a staff member.
- Serious offences (e.g. theft, vandalism, assault) will be reported to the police and the park management is authorized to immediately remove from the camping site without prior warning.
- There is a general tow-away scheme which will be used in case of violation.



## Visitors

- Your visitors are welcome and should enter the park through the entrance of the day recreation, and pay the applicable fees. Visitors can only stay in the park if they are registered at the reception.
- Visitors are welcome during the opening hours of the day recreation (9 am to 22 pm) and must leave the park through the same exit. Of course, they can use all facilities during their stay.
- Illegal visits are not permitted and if detected you may be denied access to the park.
- You are responsible for the behavior of your guest(s) and ensure that they behave according to the applicable house rules.

## Vehicles

- Drive only at walking pace (10 km/h). Temporary access can be denied by driving too fast. Goolderheide staff may drive faster in case of emergencies.
- The use of cars within the park should be kept to a minimum.
- Cars (of visitors) must be parked in the designated parking spaces.
- One car per pitch is allowed as standard (with the exception of hiker's huts and family pitches).
- Only drive quietly in the indicated direction of travel so that children can play safely everywhere.
- In case of violation, access by car may be denied for a certain period of time.
- Large vehicles and/or trucks cannot enter the park without management permission.
- Quads are not allowed in the park.
- Electric bikes, steps and fatbikes must also adhere to 10km/h.
- Scooters and motor bikes also adhere to 10km/h.

## Lake with sandy beach

- Swimming is only permitted in the lake until sunset and is entirely at your own risk.
- Fishing is only permitted in designated fishing areas.
- The use of Stand-Up-Paddling (SUP) boards and your own inflatable boats is permitted in the swimming lake, with respect for fellow holidaymakers.

## Gate

- Entry through the gate is possible until 23:00h pm and from 07:30 h in the morning.
- Driving out can take place at any time, but only in case of an emergency.
- So if you return after 23:00 and the gate is not working and the reception is closed, park your car outside the park and continue on foot to your location. The emergency button on the barrier should not be used in these cases.



- Also, if the gate is not working between 07:00h - 23:00 h and the reception is closed, you should park your car outside the park and continue on foot. You can return to sort this out when the reception is open.
- During rest hours from 23:00 - 07:00 h, use of the emergency button is prohibited. Access to the park is then exclusively for fire brigade, police and ambulance!

## **Exterior and garden**

- The owner/user must keep his/her pitch/accommodation clean of (litter)waste at all times.
- Storage of materials and belongings around the pitch/accommodation is not allowed.
- A maximum of 1 additional tent of 3m<sup>2</sup> may be placed during the season.

## **Pitches rental**

- A camping pitch is 120 m<sup>2</sup> on average, depending on the chosen spot.
- You can enter your pitch from 12:00 noon (High comfort pitches from 13:00 h).
- You only enter your own pitch.
- One camping unit, an awning, a maximum of 1 additional 3 m<sup>2</sup> tent and a canopy are allowed on the pitch.
- To preserve the grass, no sails or grow-through cloths may be placed outside the awning and/or canopy. Only the use of grow-through cloths is permitted under the awning.
- You should always park your car to the left or right of your camping unit, so as not to block the view of other campers.
- As a seasonal guest, you are personally responsible for your electricity and the connection, so please check this regularly for the final bill.
- Be aware of limited electricity capacity! The ordinary pitches are equipped with 6 amps or 1380 watts. If the power fails unnecessarily several times due to an excessive load, you may be charged for this. Other pitches have a capacity of 10 amps.
- Upon departure, please leave your pitch completely cleaned up and any waste and/or rubbish properly disposed of.
- Please leave private sanitary facilities tidy and hand in the key at the reception.

## **Accommodation rental**

- Your accommodation will not be available until 15:00. However, you can use the facilities before 15:00 (hiker's hut from 13:00).
- Do not go to your accommodation before 15:00 h and let our staff do their work.
- Any damage occurring during your stay must be reported immediately. If you are in doubt whether the previous occupants have left things well behind, please report this on arrival.
- Is something not to your satisfaction in your accommodation? Do not wait and inform our reception as soon as possible so that we can do something about it. We cannot deal with complaints afterwards.



- Family park Goolderheide reserves the right to rebook a (preferred) pitch at any time if this is necessary. Any preference costs paid will be refunded to you.

### **Upon departure from your accommodation**

On the day of departure, you must leave the accommodation by 10:00h at the latest and observe the following:

- Leave the accommodation (broom) clean.
- Do not leave food and rubbish behind, even with the best intentions.
- The bed linen is removed and you collect the bed linen in the living room.
- Leave protective covers on the mattresses and pillows.
- The dishes are clean and dried and then put in the cupboard.
- The fridge is empty and clean (don't forget the freezer compartment).
- Your waste is disposed of in the container park opposite the reception, where there are also glass bins and a paper container.
- The outside area is clean and tidy.
- The keys have been handed in at reception.

### **Emergencies**

- Make sure that roads and access routes are always clear in case of emergencies.
- Emergency services have permission to ignore prohibition signs.
- Always ensure that you do not endanger yourself or others at all times.
- If help is needed, call 112 and then contact the reception.
- If emergencies, illegal acts or other urgent matters are suspected, the park management may carry out an inspection.

### **Smoking**

- Smoking is prohibited in all accommodation and indoor areas.
- Due to the risk of fire and nuisance, it is necessary to monitor this strictly.

### **Fire and barbecue**

- Due to the risk of fire, fire (fire basket, fire bowl, campfire, etc.) is not allowed anywhere.
- Barbecuing is allowed with due regard for safety. Keep a fire extinguisher, water or sand nearby.
- Allow coals to cool completely and dispose of them in a rubbish bag.
- Do not leave barbecues behind.
- If you leave your camping pitch (for a longer period), remember that appliances and gas are safely switched off.



## Pets

- Pets exclusively include dogs. All other animals are not allowed.
- On (seasonal) camping pitches a maximum of 2 dogs per pitch is allowed.
- Dogs are not allowed in rental accommodation (except safari tents).
- Dogs are allowed on a leash on the terraces of the catering establishment.
- Fees apply for dogs and they must be registered at reception at all times. If not, your dog is not welcome in the park.
- Dogs must always be kept on a short leash.
- You must also always carry at least 1 bag to pick up and remove excrement immediately. There are several dog garbage bins available.
- Several walks through the woods start opposite the reception.

## Noise and rest

- Night's rest on the campsite starts between 23:00 - 07:00 h, where car traffic on the park is prohibited.
- Even outside the night rest hours, the production of noise outside your own pitch is not allowed. Please allow your fellow holidaymakers their peace and a pleasant stay.
- Nuisance can be reported on the number +32 (0)89 46 96 40
- Guests causing nuisance can leave the next morning and will be (temporarily) denied access to the park..
- After 23:00 h, hanging around in the park is not allowed.

## Waste and rubbish

- Leaving (household) rubbish and waste on the park and around objects is not allowed. If a staff member asks you to remove your waste, you must do so within a short time. If you fail to do so, we will dispose of it for you and charge you for its removal.
- In the container park there is the possibility to separate waste.
- Batteries can be handed in at the reception.
- You must dispose of old iron and bulky waste yourself.
- There is camera surveillance at the container park: misuse may result in a fine.
- Refrigerators and freezers are not accepted.

## Toilet buildings

- Every holidaymaker is obliged to cooperate in making the use of the toilet buildings as hygienic as possible.
- Give the cleaning staff space and time to clean the buildings properly.
- Always leave facilities tidy after use.
- If you have your own sanitary facilities, please use them. Keep your visits to the toilet blocks to a minimum.
- Water is a precious product and we ask you to use it sparingly.



- Toilet buildings are not hangouts or playgrounds for children.
- The use of noise-carrying or noise-making devices is not permitted here.
- From 23:00 h, quiet hours also apply here and there must be silence around these facilities.
- Children under the age of 6 may only use the toilet blocks when accompanied by an adult.
- There is a disabled space in toilet building 1. You can collect the key at the reception against a deposit. You must maintain this yourself if you wish to use it.
- Please dispose of food leftovers in your rubbish bag and do not throw them into drains or pits of our facilities. This also applies to grease, which clogs drains.
- Leave dishwashing areas tidy and hygienic.
- Deliberate soiling, misuse of facilities and obstruction of cleaning may lead to removal from the park.

### **Activities and opening hours**

During all periods, facilities may have limited opening hours. This also applies to activities. In the early and late season, maintenance work may be carried out. We advise you to check opening hours and activity programs in advance to avoid disappointment.

### **Complaints, malfunction, damage**

- Despite all good care on our behalf, it may happen that you have a complaint, a technical malfunction or damage. Please contact our reception for this.
- For urgent malfunctions or questions that need to be solved immediately, please call +32 (0)89 46 96 40.
- We will deal with your report and do our utmost best to solve it as soon as possible. We ask for your understanding and patience in this matter.
- If you feel that your report has not been satisfactorily resolved, please report it to the reception or by email: [info@goolderheide.be](mailto:info@goolderheide.be).

As we are continuously working to improve, we ask that you report complaints to us first and do not communicate them in any other way after departure.

### **Media policy & privacy**

- Making recordings on and near our park is only allowed for personal use.
- Our park is private property to which a general access prohibition applies.
- Staff, management, guests and visitors must be respected by the media at all times, in word, image and gesture.
- Prior to publication, whether or not to third parties, the privacy interests of management, staff, guests and visitors will always be taken into account, whether or not by making them as unrecognizable as possible.
- Flying drones are not permitted from the point of view of privacy legislation.



## **Annual guests**

Additional regulations are available for our annual guests because the nature and duration of their stay is different from that of temporary visitors.

Familiepark Goolderheide reserves the right to change or supplement these regulations at any time.