

# FAQ

## ARRIVAL AND DEPARTURE TIMES

### What time can I arrive?

**For pitches, arrivals take place during reception opening hours in the afternoon.**

**For chalets and pitches with private sanitary facilities, arrivals are from 3pm.**

**For unusual accommodation (cabins, caravans), arrivals are by appointment from 3pm.**

### What should I do if I arrive late?

**Reception is open until 5.30pm in low season and 7pm in high season. If you expect to arrive outside these times, don't worry. Just let us know and we'll prepare an envelope with your name on it, containing all the information you need to reach your accommodation or pitch, which we'll leave in the key box. The code will be given to you in due course.**

**A visit to reception the next day will allow you to finalise your arrival, collect your wristbands and start your holiday in complete peace of mind!**

**For everyone's well-being, we ask you to arrive before 9pm.**

# FAQ

**What should I do if my inventory is missing or there is a technical problem?**



**If by any chance you notice a technical problem or a lack of inventory, please do not hesitate to inform reception. Our team will be happy to intervene to solve any problem or bring the missing inventory and make sure your stay goes smoothly. You can use the Cool'N camp application to report any problems.**

**Can I leave my vehicle near my pitch?**



**your vehicle must be parked on your pitch for the duration of your stay. You are limited to 1 vehicle for our pitches and chalets, except for chalets for 6 people or more, which may have 2 vehicles parked on their pitch. If you are staying in a tree house, your vehicle must be parked in the campsite car park. If you are staying in a caravan, there is a dedicated car park not far from your accommodation.**

**What time do I have to leave?**



**Pitches must be vacated by 12 noon. Rented accommodation must be vacated by 10am and unusual accommodation (cabins, caravans) by 11am.**

# FAQ

## What should I do when I leave?



**If you are renting, before you leave, you can make an appointment for an inventory of fixtures. Alternatively, you can come to reception to return the keys to your rental property or to let us know that you are vacating your accommodation. This is also an opportunity to have a quick chat to find out how your stay went and to say a warm goodbye before setting off on new adventures!**

**If you're staying in a pitch, there's a little box next to the exit barrier so you can leave whenever you like (subject to the departure times), just by leaving your badge inside.**

## What should I do if I leave at night?



**Our gates open at 6 a.m. If you wish to leave earlier, you can use the campsite car park. Remember to park your vehicle before midnight the night before.**

# FAQ

## RESERVATION

**Can we put an option on a reservation?**

**It is not possible to place an option on a booking.**

**How can I make a reservation?**

**You can make your reservation directly on our website. / !  
 \ Please note that we do not take bookings by telephone.**

**How can I get a quote?**

**We can give you a quote by telephone or e-mail. Please note that this does not guarantee an option or reservation, it is for information purposes only.**

**I'd like to choose my pitch.  
 How do I go about it?**

**When you make your reservation, there is a 'comments' section. Leave us a short comment with the pitch you would like and we will do our best to allocate it to you (subject to availability).**

# FAQ

**Is it possible to book 2 pitches side by side?**

**If you would like to reserve two pitches side by side, please let us know when you make your reservation. You can specify this in the 'remarks' section. Subject to availability, our team will do its best to accommodate your request.**

**Can I change my booking?**

**Of course! If you have any changes to make to your holiday, please send us an e-mail to the following address:  
[contact@chateaudestilleuls.com](mailto:contact@chateaudestilleuls.com)**

**We'll take your request into account and apply the general terms and conditions of sale.**

**We're here to help you.**

**How can I include options in my booking?**

**LOCATIF**

**If you realise that you have forgotten certain options when you made your booking, it is always possible to add them. You have two options: the first is to send us an email with your request and the second is to go directly to the Cool'N Camp application or to your customer area.**

# FAQ

**Do we need to provide a deposit?**

**A deposit of €200 + €80 for cleaning is required for our rental accommodation and €50 for private sanitary pitches. For unusual accommodation (cabins, caravans) a deposit of 200€ is required.**

**Does your accommodation have air conditioning?**

**If you're looking for a bit of fresh air during your holiday, our Premium and Prestige accommodation is equipped with air conditioning.**

**Can I put a tent next to my rental property?**

**You can't put a tent next to your rental property.**

**Are babies included in the capacity of my accommodation/site?**

**Of course, your little ones are considered people in their own right, so don't forget to add them to your booking.**

# FAQ

## PITCH

**What options can I add to my booking?**

In option you can reserve various services, on the pitches of passage a refrigerator can be rented, as well as an electric adapter. Pets are allowed. Please indicate this when booking.

**What is the maximum capacity of a pitch?**

On our camping pitches, we allow a maximum of 6 people (including your children and babies).

**Are pets allowed?**

## PETS

We have the 'DogFriendly' label, so of course our 4-legged friends are welcome in all our accommodation except trailers, cabins, bivouacs, cocosweet and tithome.

**Where can they go for a walk?**

They can walk on a lead with their master anywhere on the site. They'll also have a special area just for them at the campsite, which is due to open soon!

For ideas for walks in the area, come and see us at reception! You can also check out our Cool N'Camp app, which lists all the best addresses for your outings.

# FAQ

**What are the rules?**

**On the campsite, your dog must be kept on a lead! A tolerance is allowed on your pitch as long as it is calm, well behaved, and its owner is next to it.**

**💡 Essential tip: Don't forget your dog's vaccination record and poop bags.**

**Is the pool heated?**

## SWIMMING POOL

**Our swimming pool is heated to 27°. It is an outdoor pool.**

**When is the pool open?**

**The swimming pool is open from 1 June to 1 September.**

**Are swimming shorts allowed?**

**Swimming shorts are not allowed, so you'll need a swimming costume (something that will stick to your skin).**

# FAQ

**Can I access the swimming pool without being on the campsite?**

**Only guests staying at Château des Tilleuls can use the swimming pool.**



**Which is the nearest beach?**

## SURROUNDINGS

**The campsite is 10 minutes' drive from the beaches of Saint Valéry and Le Crotoy.**



**How can I get to the beach from the campsite?**

**The Saint Valéry beach can be reached by bicycle via the Vélo-route, but it takes 10 km to get there. The other two beaches are 10 and 15 minutes away from the campsite by car.**



**Do you offer children's activities in May, June and September?**

## SERVICES

**Entertainment is only available in July and August. An egg hunt is organised during the Easter weekend.**



# FAQ

**Are your services open in May, June and September?**

**Restaurant, tennis, mini-golf, pétanque, bread service, shop, gym.**

**The swimming pool and sauna open from June.**

**Please check our opening times on the Cool N'Camp application.**

**Can I hire bikes on site?**

**The campsite offers adult and children's bicycles for hire, including helmets, locks and puncture kits. Go directly to reception.**

**Is there a kids' club?**

**We've got everything you need to make sure your children have fun-filled days out. Our little campers can access the Kid's Club from the age of 4, provided they are self-sufficient (July/August only).**

# FAQ

## PAYMENT

**Do I have to pay a deposit when I book?**

For your booking to be taken into account, we will ask you to make a payment by paying a deposit of 30% of the total amount of your stay. Once you've made your payment, you're ready to go on holiday!

**Do you accept VACAF vouchers?**

The Château des Tilleuls is VACAF approved. For any request concerning VACAF, please contact us by e-mail, giving details of your request and your information.

**Do you accept holiday vouchers?**

**Absolutely! We accept ANCV vouchers and even the Connect dematerialised version.**

**Is it possible to pay in instalments?**

You can pay the balance of your stay in instalments free of charge, provided that the total amount is paid in full 4 weeks before your arrival. Choose the payment frequency and amount that suits you best.

# FAQ

**When and how can I pay the balance of my stay?**

**To pay the balance of your stay, you have several options:  
By credit card directly on our website by accessing the 'My account' area.**

**By cheque or ANCV cheques (to be sent by post to the following address: Château des tilleuls Route de la Baie Port le grand 80132).**

**By bank transfer.**

**Whatever your method of payment, make sure that everything is settled 4 weeks before the big day of your arrival!**

**Can I pay for my stay on site?**

**To guarantee your stay, full payment must be made 4 weeks before your arrival date, otherwise no payment can be made on site.**

**Is there wifi at the campsite?**

**OTHER BUSINESS**

**We do have WiFi on site, with two codes provided on arrival for 2 devices. Be careful, it's a holiday wifi and it's often temperamental!**

# FAQ

**Are visitors allowed?**

**Visitors are welcome, but no diving in the water park for them. They must be declared at reception before they are allowed on the campsite.**

**What type of barbecue can I use during my stay?**

**We accept all types of barbecues, unless there is a territorial contraindication (heatwave, etc...).**

**How do I subscribe to the cancellation option?**

## CANCELLATION

**Directly when you book, when you choose your options. If you forgot to subscribe when you booked, don't worry, you can send us an email within 24 hours of booking to add it. After these 24 hours, it will no longer be possible.**

# FAQ

**How do I cancel my holiday?**



**To cancel your holiday, we need an e-mail from you telling us that you wish to cancel your holiday so that we can put you in touch with the insurance company. You can read our general conditions in the documents available on our website.**

**Puis-je obtenir un remboursement si je n'ai pas souscrit à l'option d'annulation ?**

- 
- **More than 30 days before the arrival date, the cancellation or postponement fees will be retained as compensation for breach of contract.**
  - **Between 30 and 15 days before the arrival date, 50% of the stay will be retained as compensation for breach of contract.**

**15 days or less before the date of arrival, no refund will be granted and the sums paid will be retained as compensation.**