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# Campsite : Frequently Asked Questions

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## *Can I arrive at any time of the day or night?*

No, vehicles are not allowed on the campsite after 10.30pm.

Arrivals are possible between 3pm and 7.30pm.

For arrivals between 1930h and 22h30, we have a "late arrival" system that allows you to access your accommodation independently.

So if you think you'll be arriving outside these times, just give us a call on 09.73.23.19.56 and we'll get things organised for you. And if you really have forgotten to let us know, we'll take care of it for you!

In all cases, there is an emergency number (for emergencies only): 06.25.29.37.89

## *Can we arrive on the day we want?*

You can arrive on the day of your choice.

## *What time do we have to vacate our rental?*

Accommodation must be vacated before 10.30 am. For a stress-free departure, there will be no departure inventory. We will do this later. Keys are to be left at reception. The deposit will be automatically refunded by Sweekly.

If your accommodation is not re-let, you can take out a supplement and stay in your accommodation until 6pm. Please ask at reception.

## *What time do we have to vacate our bare site?*

Pitches must be vacated by 12 noon. If your pitch is not relet, you can take out a supplement and stay in your accommodation until 6pm. Please ask at reception.

## *Why a deposit?*

A deposit of 300€ is required for all accommodation bookings. Our service provider Sweekly will send you an email to enable you to pay this deposit. The amount will not be debited from your bank account.

The full amount of this deposit will be returned to you 20 days after the end of your stay if the accommodation is left clean, less any compensation deducted for any damage caused, unpaid services, loss of keys, etc.

## *How does entry/exit work in the car?*

The estate is enclosed by gates, which you can open using the key given to you on arrival, together with the key to your accommodation. Value of keys in the event of loss: €20

After 10pm, we ask you to respect the peace and quiet when you return late, without slamming your doors.

## *Does the campsite have a swimming pool?*

Yes, the campsite has its own swimming pool. It is open from 1<sup>er</sup> May to 30 September. It is open every day from 9.30am to 7.30pm.

It is not supervised. We remind you that your children are always under your responsibility. Children under 12 or who cannot swim must be accompanied by an adult.

A soapy shower is compulsory before entering the pool.

Portable speakers are not permitted.

### *Are swimming shorts allowed in our pools?*

Bath shots are allowed

However, **Bermuda shorts not specifically designed for swimming, wetsuits and full-body garments are strictly forbidden.**

### *Can I use the swimming pool without staying at the campsite?*

No, the swimming pool is exclusively reserved for guests staying at the campsite. Day visitors do not have access to the pool.

### *Is there a restaurant?*

No, there are several restaurants in the centre of the village within a 5-minute walk (pizzeria, snack bar, brasserie, etc.).

### *Can I buy fresh bread at the campsite in the morning?*

Yes, and lots more besides. Reservations must be made at reception. The bread comes from the bakery next door. It is available from 8.30am every day.

### *Do you welcome groups?*

Yes and no, we do not welcome groups of more than 6 people, groups of minors or festive groups. Our campsite remains calm and family-friendly.

We welcome organised groups with no festive purpose: hikers, cyclists, etc. We offer accommodation + meal packages, picnic baskets, etc.

### *What activities do you offer?*

We do not offer any entertainment at the campsite.

We chose a quiet estate with no special entertainment.

However, from time to time, our partners will be able to offer activities for adults or children. During these workshops, the children remain your responsibility; you cannot be absent from the site during the activities.

### *What will the weather be like during my stay?*

We have no idea ☺

Consult météo blue.

### *Is shower time limited?*

No, the showers are freely accessible, but let's be reasonable. Water supplies must be preserved ☺

### *How many stars for the Lodges de Blois Chambord?*

Since 2021, we have been awarded a third star.

### *Where is the campsite located in relation to shops?*

We are located a few hundred metres from the village of Mont-Prés-Chambord. You'll find a supermarket, two bakeries, a butcher's, a chemist's, and several restaurants and takeaways.

### *Is there a grocery shop on the campsite?*

In the reception area, we have a small grocery shop where you can buy the basics: coffee, sugar, jam, nutella, pasta, salt, pepper and hygiene products .... But also local products

### ***How do I get there by public transport?***

To come by train, you can choose Blois station (15 km). Once you arrive at the station, we recommend that you take bus line 3. Transport to and from Blois is provided by the Remi 41 company.

### ***Can children play freely on the campsite?***

The campsite is above all a family campsite. It is small in size. Your children are free to cycle for miles without getting lost on the way to the swimming pool and playground. The speed limit on the campsite is 10 km/h.

### ***Is the campsite quiet?***

Yes, and that's what we stand for! The campsite is above all a family campsite. We do not accept party groups.

We ask our customers to guarantee peace and quiet from 10.30pm onwards, and we keep a watchful eye on your dreams!

### ***Is there WIFI at the campsite?***

Yes, there's wifi throughout the campsite, accessible from any pitch. We offer it to you.

### ***Can I choose my pitch number/accommodation?***

Yes, we will do our utmost to meet your requirements (shade, peace and quiet, types of trees, etc.). The "chosen pitch" option guarantees you your preferred pitch on arrival!

However, we can't always offer you the pitch you want because it's already taken. Our policy is simple: to avoid any conflict, the first person to make a reservation has priority ... Don't hesitate to offer us 3 pitch numbers to best meet your requirements 😊

If you would like to be next to friends, please don't hesitate to ask us.

### ***What is the maximum capacity of my accommodation?***

For rentals, the maximum capacity can be found on the description of each rental sheet.

The maximum capacity for motorhome pitches is 6 people.

### ***Are babies and children counted in the number of people for accommodation?***

Families are welcome! The maximum capacity shown for our rental accommodation includes all those taking part in the holiday, including children and babies. The same applies to motorhome pitches.

### ***I've got one more person to sleep...***

For reasons of comfort and insurance, rentals have a maximum capacity, depending on the model.

If you are planning to have an extra person staying with you, make sure you rent accommodation that can accommodate this person. You will also need to declare the new occupant to the campsite reception, pay the tourist tax and check the various terms and conditions.

If the maximum capacity of the accommodation is reached, this person cannot be accommodated.

### ***Are sheets provided in the accommodation?***

No, sheets are never provided in our rentals as we know you prefer your own to feel at home. With some exceptions, beds are 140cm. Single beds are 80 cm. Please check the description of your accommodation or give us a call.

If you want to take some of the weight off the car, you can hire cloth sheets or buy disposable woven paper sheets. They are very soft.

### ***Are pillows provided in the accommodation?***

Yes, pillows are provided. They are available in your accommodation. They are disinfected between each stay. This does not prevent you from taking your own if you wish to have all your usual home comforts.

### ***Are duvets provided in the accommodation?***

Yes, duvets are provided in the accommodation.

### ***Are towels provided in the accommodation?***

No, please bring your own towels and beach towels. There is a launderette on site should you wish to wash and dry them during your stay.

We also offer towels and kitchen linen for hire.

### ***Is the accommodation air-conditioned?***

Some accommodation has air conditioning, but very little. Check the accommodation description.

### ***Is there a TV in the accommodation?***

Some accommodation is equipped with a TV. Please check the accommodation description.

### ***Should we bring our kitchen utensils?***

No, the residences are fully equipped with everything you need for cooking. We advise you to take with you only specific utensils that are essential for your comfort.

### ***Can we park a vehicle on our plot? What if we have a second car or a trailer?***

Yes, each stay includes parking for one vehicle.

It is possible to bring a second car (subject to availability). It is compulsory to declare it as soon as possible so that we can make the necessary arrangements. This will be invoiced. Rates vary according to the type of rental and the period.

Vehicles are parked in the designated car parks. These are not next to your accommodation.

### ***Are barbecues permitted?***

Yes, charcoal barbecues are permitted. Most accommodation has its own charcoal barbecue. For the others, barbecues can be hired from reception.

Charcoal and firelighters are on sale at reception.

Lights on the ground are prohibited.

### ***Who cleans up at the end of your stay?***

You are responsible for cleaning at the end of your stay.

You must return your accommodation to us in the condition in which you found it.

However, if you want to make the most of your holiday and not have to worry about it, you can take out a cleaning package. Our team will take care of it for you. You will, however, have to empty your bins and fridge, wash, dry and put away your crockery, and wash the barbecue grill.

If you are in charge of cleaning at the end of your stay, a reminder is available in each accommodation to help you make sure you don't forget anything.

### ***Is it possible to pitch a tent next to our accommodation?***

No, for fire safety reasons in our department, it is strictly forbidden to add a tent to the pitch of a rented mobile home, even if you do not exceed the number of people authorised on the pitch.

### ***Are pets allowed?***

Yes, dogs are allowed on the campsite. We ask you to keep them on a lead and to take them outside the campsite to relieve themselves. It is forbidden to leave an animal alone on a pitch, tied up or locked in a car or in accommodation. Vaccination certificates must be presented on arrival.

Dogs are not allowed in the toilets or in the swimming pool.

Category 1 and 2 dogs are prohibited.

### ***What exactly can I install when I book a pitch?***

Our pitches range in size from 100 to 150 m<sup>2</sup>. These pitches can accommodate :

- 1 caravan and a vehicle
- 1 motorhome or van
- A second vehicle or tent (extra charge)
- 1 trailer (free up to less than 1.50m; chargeable as an additional vehicle over 1.50m)

We are not authorised to accept tents

### ***When do I pay my deposit?***

A deposit of 30% is required at the time of booking, payable immediately to confirm the reservation. We can also put an option on your booking for a few days, giving you time to think before making your final decision.

If you book an accommodation less than one month before your stay, the total amount of your stay is due at the time of booking.

You can pay by credit card, holiday vouchers, connect holiday vouchers, cheque or bank transfer.

### ***When do I have to pay the balance of my stay?***

As stated on your booking confirmation (the document that guarantees your reservation following payment of the deposit), the balance is payable 30 days before your arrival for accommodation.

You can pay by credit card, holiday vouchers, connect holiday vouchers or cheque. We also offer the option of paying in several instalments free of charge. Contact us on 09.73.23.19.56 so that we can work together to find a solution to your situation.

### ***Can I pay with holiday vouchers?***

Yes, you can pay your deposit and/or balance in holiday vouchers for up to 50% of the total cost of your stay. All you have to do is send them, filled in with your name, to the campsite's postal address.

### ***Can I pay with connect holiday vouchers?***

Yes, you can use holiday vouchers to pay your deposit or balance directly when you book online only.

### *Can I change my holiday once it has been booked?*

All requests for changes must be made in writing. Changes to your booking can be made free of charge, subject to availability and at least 15 days before the start of your stay.

### *I won't arrive until the next day/I'll leave a day earlier...*

No refunds will be made in these cases.

If you are leaving early, please let us know. It is important for us to know exactly who is staying at the campsite.

If you have taken out cancellation insurance, we advise you to contact the insurance company directly for any refund arrangements.

### *What happens in the event of cancellation?*

#### **Cancellation by Lodges de Blois Chambord**

In the event of cancellation by Lodges de Blois Chambord, except in cases of force majeure, the stay will be refunded in full. However, this cancellation cannot give rise to the payment of damages.

#### **Cancellation by the camper**

Cancellations must be made in writing to the campsite management.

1st case: if the cancellation is made at least 30 days before the arrival date :

The amount of the deposit paid, the booking fees paid and, if applicable, the sums paid for cancellation insurance remain the property of the campsite.

2nd case: if the cancellation is made less than 30 days before the arrival date :

All sums paid will be retained by the campsite.

To obtain any compensation, we advise you to take out cancellation or interruption of stay insurance when you book. Our partner "Meetch" undertakes to refund all or part of your holiday. This insurance is offered at the time of booking (also online) and can be taken out up to 72 hours after booking.

### *What does cancellation insurance cover?*

For more details, click here:

<https://www.lodges-chambord.com/wp-content/uploads/2024/06/Assurance-annulation-%E2%80%93-Garantie-Covid.pdf>

### *How do I contact cancellation insurance?*

In the event of cancellation, notify the campsite of your withdrawal by post or e-mail as soon as an event occurs that prevents your departure, and notify the "Meetch" insurer within 48 hours (open the online file, provide all the necessary information and supporting documents).

You have received an email confirming your subscription. If you cannot find it, please contact the campsite and we will send it to you.