

Address

Rue du Bois du Four 7A

6441 Erpion

Tel. +32 (0)71 65 58 65

Getting in touch with the reception

During our opening hours, you can contact the reception via the number mentioned above, by sending us an email to leaudheure@landal.be or by sending a text message through Whatsapp to +32 (0)492 39 51 53. In an emergency, you can phone +32 (0)2 507 21 91 or +32 (0)474 34 09 07. If you need an ambulance, wish to get in touch with the police or the fire department, please contact first 112.

Landal GreenParks app

You can find a lot of information on the application of Landal GreenParks which you can download for free. Here are opening hours, menus of restaurants, the animation programme and more information on attractions of the area.

Technical problems

If you have a technical problem, you can get in touch with the reception through the different means mentioned earlier. We will do all we can to resolve it as quickly as possible.

Access to the village and your bungalow

You can open the barrier with the key to your bungalow. Upon arrival, we have given you two identical keys to the bungalow (3 if you have a house for 8 or 10). These keys will also open the barrier.

In order to lock the door, you have to lift the handle first of all and then you can turn the key.

The barriers open automatically to let you exit.

Please don't park your car on the grass.

Departure

May we ask you to leave your bungalow before 10.30am, please ?

Before you leave, please :

- Put bedlinen and towels in a slope in the hallway
- Put your rubbish into the containers
- Put the clean and dry dishes into the cupboards
- Leave the open fire clean

- Don't switch off the fridge
- Don't switch off the radiators
- Take your keys back to the reception (if the reception is closed, you can pop them into the round opening in the facade, next to the bench)

If you have a bungalow label « luxe » or have paid for the check out « de luxe », you don't have to do any of the above, just take back the keys !

Rubbish

On our parc, there are several places where you can get rid of rubbish. These are next to the bungalows 1, 69, 94, 143, 231 et 316. Here, you can leave your separated rubbish : PMC, paper/cardboard, glass and household rubbish. If you need an extra PMC bag, you can get one at the reception or in our shop.

Fire alarm

The red button in the hallway and the smoke detectors are not linked to the fire department. If the alarm sets off or you have pushed the button by accident, just let us know via the numbers mentioned above.

Barbecues

You may use a BBQ on the terrace. Please don't put your device on the table or the chairs because they will melt. Be carefull, the tables in the luxury bungalows are not heat resistant.

Heating and hot water

Heating and hot water are managed at a distance. Your bungalow is heated to 19°C before your arrival, and the water heater starts working before your arrival. The water heater will not stop working during your stay. The radiators (except for the heater in the bathroom) are steered by the thermostat in the lounge. The thermostat is fixed to the wall (near the fireplace or next to the sofa). With the +/- buttons you can change the temperature. The thermlostat is equipped with a movement sensor. If there is no movement during 2 hours, the temperature will drop to 19°C, after 12 hours without movement to 10°C.

In order to make sure that our next guests will enter a properly heated bungalow, may we ask you not to switch off the radiators nor to turn them down? If one of the radiators doesn't work, please make sure it is not switched off. Sometimes you have to turn the dial up.

Some of our bungalows have a heat-pump and therefore no radiators in the lounge.

In most bungalows, there's a circuit breaker next to the water heater. Please don't touch it because you may turn the heater off.

ATM

There is no ATM on the parc. The closest machines are in the villages Boussu-lez-Walcourt and Cerfontaine, each one next to the post office. You can also ask at our till if you can have some cash-back.

Inventory

There is no inventory list in the bungalow. If you miss something, please come and see us at the reception.

Non-smoking bungalows

All our bungalows are non-smoking and we ask you kindly to respect the rules.

Laundry room

You can find the laundry room at the rear of the tennis hall. For a wash, you need 2 x €2.00 coins, the dryers use €0.50 per 15 minutes. Washing powder is not included in the price, you need to bring your own. The laundry room is always accessible.

Charging your electrical car

It is not allowed to charge your car from the bungalow, our low tension installations are not adapted to this. Next to the laundry facility, you can find two charging stations. If you don't have a card yourself, you can borrow one at the reception.

Fireplace

Every bungalow has a fireplace. Please don't forget to open the airflow before lighting the fire, the handle is just on top of the fireplace.

Bungalows 314 – 320 have a different model ; here the handle is underneath the door.

You can buy wood in our shop; this is wood from the forests around the Lakes and are certified PEFC.