

Heidestrand
RECREATIEPARK



WELCOME

We are pleased to welcome you as a customer at our recreation park.
We hope you enjoy your stay with us.

Spring season runs from April 3 to July 2, high season from July 3 to August 30, and autumn season from August 31 to September 27.



RECEPTION

Opening hours: Every day: 09:30 - 12:30, 13:30 - 18:00

After 18:00, someone is always nearby to welcome you and assist with late check-in.



OVERNIGHT STAY ON CAMPSITES OR FOR CAMPERS

Arrival from 14:00.

You may only access your pitch or accommodation from 14:00 on the day of arrival, unless explicitly permitted by reception staff. Camping fees must be paid in full at the start of the rental period.

Departure by 12:00

You must vacate your pitch by 12:00 on the day of departure, unless explicitly permitted by reception staff.



CAMPSITES

The operator will assign you a pitch. If you wish to reserve a specific pitch or adjacent pitches, this is possible. A preference fee of €5.55 per pitch will be charged for the rental period.

Please strictly respect the boundaries of your pitch. All vehicles must remain within your pitch at all times to respect your neighbors' space.

Campfires are prohibited as they cause permanent burn marks. Barbecuing is allowed, but please ensure no burn marks are left on the lawn.



RENTAL UNITS

Arrival from 16:00

Rental units are available from 16:00 unless explicitly permitted earlier by staff and if the unit is vacant. Rental fees and deposit must be paid in full at the start of the rental period.

Departure by 12:00

You must vacate the unit by 12:00 on the day of departure, unless explicitly permitted later by staff and if the unit is not immediately re-rented.

Please leave the unit on time to allow the cleaning team sufficient time before the next guest arrives. The unit must be left tidy and dishes must be washed. If the unit is left excessively messy or dishes are not done, part of the deposit will be withheld. The deposit will be

refunded a few days after departure via bank transfer only.

CANCELLATION POLICY

- If cancelled 2 weeks or more before the rental period starts: full refund minus €10 administration fee.
- If cancelled between 2 weeks and 3 days before the rental period starts: 50% of the rental fee will be withheld (minimum €10).
- If cancelled 3 days or less before the rental period starts: full rental fee will be withheld.

CAFETERIA & SNACKS

Spring & Autumn - Opening hours:

Cafeteria: Friday: 18:00 - 23:00
Saturday: 12:00 - 23:00
Sunday: 12:00 - 20:00

Kitchen & Chip Shop : Friday: 18:00 - 20:00
Saturday: 12:00 - 14:00, 18:00 - 20:00
Sunday: 12:00 - 14:00

High Season - Opening hours:

Cafeteria: Every day: 10:00 - 01:00 (closing time may be earlier depending on crowd size)

Kitchen & Chip Shop : Every day: 12:00 - 20:30

We offer a variety of drinks, snacks, and fresh ice cream.

CAMPING SHOP

Our camping shop offers a wide range of fresh bread rolls, fruits and vegetables, cold cuts, sweets, etc. You can also place orders for the next day.

Spring Season: Open from Thursday, May 14, 2026

Saturday & Sunday: 09:00 - 12:00, 14:00 - 17:00

From April 04 to May 13, 2026, a limited bread service is available on Saturday and Sunday mornings. You can order and pay in advance at reception or via SMS/WhatsApp at 0473/94.99.36. Pick-up is at the reception.

High Season: Open daily: 09:00 - 12:00, 14:00 - 18:00

Autumn Season: The camping shop is unfortunately closed in September.



SWIMMING POOL

The swimming pool is free for all campers. There is no fixed opening or closing date — it depends on the weather. Sometimes it opens in May, sometimes only in June. When the weather worsens in September, maintenance stops and the water turns green after a few days.

When the green flag is displayed, lifeguards are present:

- Good weather (July & August): 10:30 - 20:00
- Bad weather (July & August): 13:00 - 17:00
- Spring & Autumn season: lifeguard presence depends on weather

Rules:

- Slides and diving tower may only be used when a lifeguard is present and they are open
- For small children, floaties are strongly recommended and parental supervision is mandatory
- Entry requires a wristband, available free at reception
- Swimming after 22:00 is prohibited
- Bicycles and dogs are not allowed at the pool



TOILET BUILDINGS

There are 3 toilet buildings available free of charge.

Above the cafeteria: toilets only

Blocks 9 & 10: showers available

Block 9: dishwashing facilities

Block 10: washing machines and dryers (paid use)

Children under 8 must be accompanied.



SANISTATION

A sanistation is available opposite the reception. Instructions are located on the side of the disposal station.

Use for:

- Emptying fixed and portable cassettes and night buckets
- Wastewater disposal
- Filling your water tank

Please only empty toilets and cassettes if using a chemical toilet additive. Otherwise, emptying is strictly prohibited. Think of the guests after you — keep it clean!

PEACE & ORDER

- To ensure a pleasant stay for all guests, please respect quiet hours after 22:00
- Be considerate of your neighbors during the day as well
- Dogs are not allowed in the swimming pool or swimming pond, but may swim freely in other ponds on the park grounds
- In emergencies, press the intercom at the entrance building or call the owners in this order: +32 473 94 99 36 +32 495 04 75 48 +32 475 37 41 53 Please only use these numbers for emergencies (e.g. fire), not for inconveniences (e.g. no electricity or internet)

WIFI

Heidestrand offers free Wi-Fi. To access the network, connect your device to “Heidestrand Hotspot” in your settings.

WASTE

Waste sorting is mandatory:

- PMD (plastic, metal packaging, drink cartons)
- Glass
- Residual waste

PMD and residual waste must be placed in transparent plastic bags (max 60 liters) and deposited in the semi-underground containers at pitch 1. You need a card for this, available at reception – please return it after use. Glass waste must be deposited in the glass container located outside the campsite on the parking lot.