

## FAQs from A - Z

### **Emergency no.: 112**

### **Activities**

Our varied events and activities programme can be found on the notice boards at the sanitary facilities.

### **Disabled baths**

There is a disabled bath in sanitary building 1 and in the holiday home. You can receive a key from reception if you present appropriate ID and pay a deposit.

### **Café**

You are invited to join us everyday for breakfast, coffee, cakes, cocktails, ice cream, small snacks and large range of beverages right behind reception.

### **Shopping**

The shop behind reception offers fresh bread daily, regional products and a wide range of foods and everyday goods.

### **Gas for sale**

You can obtain bottles of liquid gas in various sizes from reception.

### **Pets**

Pets are welcome at Heidehof but they must be registered and there is a charge to pay. Dogs must be kept on leads throughout the campsite (also on the pitches). Dogs are prohibited from the sanitary buildings, swimming pool and playgrounds.

### **Information**

Information on Heidehof and the surrounding area can be found on the display board next to reception and in the brochure also at reception.

### **Children's World play area**

There is a play area for children up to 6 years of age inside sanitary building 2. A key can be obtained from reception upon paying a deposit.

### **Kiosk**

The kiosk next to the outdoor pool serves ice cream, cold drinks, sweets and small snacks.

### **Mini golf**

Clubs, balls and results pads for our mini golf facility can be obtained from reception.

### **Rubbish**

Please sort your rubbish and bring it to the recycling centre during opening hours.

**Open fires**

Open fires are generally prohibited. The official fire area to the south-east of the meadow is not included in this prohibition.

**Smoking**

This is a non-smoking campsite. There is a smoking ban across the whole site. Guests' pitches, the meadow and signposted smoking areas are not included in this prohibition.

**Restaurant**

We highly recommend our restaurant which features German and Italian cuisine. Opening times: 11-14 and 17-23 Closed on Tuesdays.

**Reception**

In the peak season (June-September), we can be reached daily from 08:00-20:00 (or 22:00 in some cases) and in the off-season, from 09:00-13:00 and 14:30-17:00. We can be reached on the following phone number: +49-7333-6408.

**Quiet periods**

The nighttime quiet period is between 22:00 and 07:00, the lunchtime quiet period is from 13:00 to 14:30. The access barriers will remain closed during these periods.

**Sanitation buildings**

All sanitation buildings at Heidehof can be used free of charge and are equipped with WCs, showers, sinks, sculleries and washrooms. Smoking is strictly prohibited in the sanitation buildings.

**Swimming pool**

Use of the outdoor pool is free of charge. The pool rules on display are to be complied with. The pool is open daily from 08:00 - 20:00. On Mondays, the pool does not open until 14:00 due to cleaning.

**Events building**

Our games building offers a varied programme of events and can also be hired for private occasions. Please contact us if you have questions.

**Playgrounds**

There are two modern children's playgrounds available. Please comply with the playground rules on display.

**Sport**

Our meadow features goalposts, two volleyball fields as well as a few ping pong tables. You can hire badminton and table tennis rackets/balls from reception.

**Laundry**

Credits for washing machines and dryers in our sanitation buildings can be obtained from reception.