

**LifestyleHolidays**

Holiday Information

# 2010

Please read this guide before your Departure.

Please take this guide with you.

It is important you read this Guide before your departure as it contains procedures that you must follow together with useful advice that will help you to avoid irritations, injury or losses that could otherwise affect the enjoyment of your holiday.

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**Lifestyle  
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## Welcome !

We have produced this important guide to help you obtain the maximum benefit from your holiday and to have a better understanding of the customs of other countries and problems that may arise which could, should they be ignored, affect your holiday enjoyment. We hope that it will, in addition to pointing out most of the pitfalls, also provide you with some useful information.

Have a great holiday and we look forward to seeing you again next year!

## LUGGAGE CHECKLIST

Last minute panics prior to going on holiday threaten even the most organised of us. So to help avoid that dreadful 'What have I forgotten?' feeling on your outward journey, [why not use the checklist at the back] during packing and again just before you leave home: Remember to have the following items in your hand luggage when you leave.

### Valid Passport (see passports & visas)

**Travel Documents/accommodation voucher and departure information. This Booklet.**

**Your confirmation letter.**

**Ferry Tickets/or Reference No.**

**Flight Tickets/Internet Printouts.**

**Credit Charge/Cards, Foreign currency (enough for the journey and to last at least two days)**

**Acceptable Driving Licence - and international permit if needed**

**Basic First Aid kit for minor ailments and injuries and any prescribed medication [Inhalers, etc]**

**Camera and film and other items of value.**

Always carry essentials, including prescribed medicines and inhaler, in your hand luggage [Clear Plastic Bag] so that, in the rare event that your luggage should be delayed or misrouted, you will at least have sufficient to ensure that you're comfortable overnight until the situation is remedied. If travelling by air undeveloped films should be carried in your hand luggage. Luggage for the hold is still subject to screening which may be harmful to films.

### Essential Items for Packing....

**Towels. beach Towels. Tea towels. Dish cloth. Continental plug adapters. Sun creams/lotions/Toiletries. Mosquito and Insect repellent.**

## BAGGAGE ALLOWANCES Travelling by Air

Your baggage allowance will be shown clearly on your airline ticket or email confirmations if using a low cost airline. Hand luggage is limited to one item per person (up to 10 kg).

Ryanair are very strict on 15Kg per person for hold luggage.

Ryanair have introduced a levy for baggage placed in the aircrafts hold.

If travelling by air dangerous and hazardous articles must not be carried by you or packed in your baggage. Prohibited articles include: firearms of any type including toys; knives with more than three-inch blades; compressed gases, however packaged; corrosives including wet-cell batteries; explosives; fireworks; munitions; flammable fuels; non-safety matches or any matches in bulk or any article which is easily ignited. Aerosol sprays must be packed in suitcases.

## HOLIDAY INSURANCE

**You have been advised of the importance of taking out a fully comprehensive insurance policy and, should you have not followed our advice, we cannot therefore accept any liability in respect of matters that would otherwise have been covered.**

You are responsible for acquainting yourselves with the terms of your insurance policy and the claims procedure. No responsibility can be accepted should you fail to conform with either the terms or the procedure.

Please pay particular attention to medical cover and items of value. Also pay attention to matters of health that could materially affect a claim which includes the health of a close relative or business partner.

Cover in respect of personal belongings and valuables left unattended in campsite accommodation may be limited - check your policy.

Documents, money and items of value left unattended during a ferry crossing, a meal stop or other stops when travelling by air or car are not covered.

This will also apply to other belongings unless securely locked (out of sight) in a hold or boot. Lost baggage or personal effects will normally be covered by your holiday insurance but it is essential that you follow the procedures listed under the terms of your insurance cover.

We recommend that, upon arrival at your holiday destination, you enquire as to the use of a Safety Deposit Box for valuables. Should it be that items are lost during transit you must obtain a Property Irregularity Form from the airline. This must be obtained immediately and before leaving the airport terminal. In all other cases lost or stolen items must be reported to the Police. Should you have need to curtail your holiday and intend to claim on your insurance you must, before making the decision, contact the insurance emergency service.

## IMPORTANT :

### The European Health Insurance Card (EHIC)

This is the replacement for the E111 for persons resident within the UK. As of 1 January 2006, E111s are not valid. The EHIC can be used to cover any necessary medical treatment due to either an accident or illness within the European Economic Area (EEA). The EHIC entitles the holder to state-provided medical treatment within the country they are visiting.

**Everyone Traveling will NEED one of these**

**Apply online at .. [www.ehic.org/apply.html](http://www.ehic.org/apply.html)**

**Or by telephone the NHSBSA EHIC Application Line on 0845 606 2030.** [10 Days to Process]

**Or You can collect an application form and from the POST OFFICE** [Note 21 Days to Process Apply well before Departure]

In some countries with which the UK has reciprocal health arrangements not all medical expenses are covered.

## HOLIDAY MONEY

To avoid last minute panics and any risk of disappointment it is best to order your holiday currency two weeks before departure and to collect them a few days before you leave.

Please note that some banks, due to opening times cash withdrawal service may be difficult. Take enough foreign currency to cover the expenses of your first day or two in the resort. Remember also to keep some back for the last day or in the event of a delay. Scottish & Northern Irish Bank notes - rightly or wrongly some overseas Banks and Exchange facilities will not accept them.

### Credit Cards...

The major brands of credit and charge cards like Visa, Mastercard, Access, American Express and Diners Club are widely accepted in Europe. You'll be able to use them in shops, restaurants and hotels, for car hire and to obtain cash at banks or bank dispensers. Before any purchase you should check that your particular credit card is acceptable.

### Cash Cards...

Most cash dispensing machines will accept cards bearing the Maestro/Visa symbol. If yours does not, call your bank to change it.

Note: When making purchases by any form of card or when cashing money you may be required to produce your passport.

## CRIME and MONEY.

Unfortunately, in some countries tourists are seen as easy targets for pickpockets, muggers and handbag snatchers. If you carry a handbag, carry it on the side of you away from the road as many snatchers operate from passing bikes and scooters. In particular thieves operate in the city of Barcelona. Please take care of bags and wallets if visiting the city.

It is also advisable to keep any credit/debit cards totally separate. Keep your cash in a money belt or inside pocket rather than a hip pocket or handbag. Beware! Thieves are about, so be on your guard.

## PASSPORTS AND VISAS

**You must have a valid passport for any Lifestyle Holiday. If you are a British subject, you will need a full British Passport - valid for ten years for adults and five years for children.**

All children (including babies) must now also have their own passport. The only exception is if the children are already on the parent's passport, in which case this will be valid until they reach their 16th birthday.

**Remember that it is your responsibility to be in possession of a valid passport.**

Full details and application forms for a passport can be obtained from main Post Offices or direct from the Passport Office-Tel: 0990 210410.

Visas..

British Passport holders visiting European countries do not require visas.

If you are not a British or EU citizen it is your responsibility to ensure that you have any visas that may be required.

## YOUR DEPARTURE

### Air travel Advice and Tips

All flights and transfer coaches/minibuses/taxis are non-smoking.

Under no circumstances should you at any time make a flippant remark concerning bombs, guns or hijacking. If you do you may face refusal to board, or off-loading and prosecution. Also, if drunk or behaving badly, the airline may refuse to carry you.

### Terminal Check-in Times

Please note if you are flying to Spain you must enter your passport details into the airlines website before departure !

Details of the terminal are enclosed with your tickets or printed thereon - please check carefully. For all flights you should check-in two hours before your flight departure time which is printed on your tickets. Please Note Ryanair check closes promptly 40 minutes before departure. Other Low cost airlines close 30 minutes before Departure. These times are very strict. Be warned, under NO circumstances will you be allowed to check in after these times. All Low Cost flights are non transferable and non refundable.

If you miss your check in you need to re book the flights!

If you experience a long queue at check in and you feel you are in danger of the check in closing before you get to the front of the queue you must alert a member of the check in staff.

Low cost flights offer an in flight bar and sandwich service. Be aware it is very costly.

We recommend you purchase food and beverages in the terminal.

## SELF DRIVE. Motoring Tips and Car Hire..

**MINIMUM AGES:** The minimum ages for driving in the countries we feature or that you may be driving through are: Austria: 18 years, Belgium: 18 years, France: 18 years, Germany: 17 years, Italy: 18 years, Netherlands: 18 years, Spain: 18 years, Switzerland: 18 years.

**DRIVING LICENCE:** A Pink UK Driving Licence with photo ID is accepted in all European countries. If an old licence is held you must check with one of the motoring organisations whether any additional documentation is necessary.

**TRAFFIC REGULATIONS:** Whether on a self-drive holiday or hiring a car, you should acquaint yourself with local traffic regulations.

**REMEMBER:** That when motoring abroad, traffic coming from the right usually has undisputed priority. So be watchful in France for signs bearing the words: 'Vous n'avez pas la priorite' or 'Cedex le passage'. These signs mean you do not have priority and must give way. At roundabouts with signs bearing the above words, traffic on the roundabout has priority.

**POLICE FINES:** The infringement of minor motoring regulations can attract a police fine. Some countries impose on-the-spot fines, which can be high. We recommend that you carry extra money to cover such an eventuality.

**SEATBELTS:** The wearing of seat belts in most countries is compulsory.

If your car is fitted with seat belts - wear them!

**PASSENGERS:** As a general rule, it is recommended that children do not travel as front seat passengers. In France it is illegal for children under 18 to travel as front seat passengers.

**WARNING TRIANGLES:** The use of a warning triangle is compulsory in European countries. Although hazard-warning lights are acceptable, accident damage or electrical failure can prevent their use. Therefore, hazard-warning lights should not be used instead of the triangle, but to complement it.

### OTHER LEGAL REQUIREMENTS

The following are or may be required: Approved GB Sign. Headlight Deflectors. Spare Bulb Kit Vehicle Documents. Fire Extinguisher. Spare Glasses. First Aid Kit. Light Torch  
Also check with one of the Motoring Organisations.

**INSURANCE - IMPORTANT** - Please ensure you have adequate car and personal insurance cover. If hiring a car check that collision damage waiver and personal liability is included.

### TOLL FEES

Fees are payable on some motorways in Europe. The normal procedure is to collect a ticket on entry to the toll road and pay the toll at the next toll station or end of the motorway. In some cases you do pay the toll on entering the toll area. Major Credit cards are accepted. Calais to Costa Brava approx.80 euros. Calais to Biarritz approx.80 euros. Calais to Palmyre 50 euros. There are no toll roads in Brittany.

# While you are away ..

## **ARRIVAL IN THE RESORT**

On arrival at the campsite you must first report in to the campsite reception. The campsite will need you to produce passports for all the members of your family. The campsite will then contact your representative.

If you have your own vehicle an entrance sticker will be issued for your vehicle, which must be displayed in the windscreen. Once you have registered your representative will show you to your accommodation. You will be briefly shown the 'mechanics' of your accommodation and your representative will advise of a suitable time to visit you to introduce you to your holiday surroundings and what's on offer to fully enjoy your holiday. Please note if you have booked bed linen, the linen will be presented neatly folded in each bedroom. (Linen included for all Castell Montgri, La Masia customers)

## **NIGHT TIME ARRIVALS**

After 10pm your representative will leave an arrival envelope with the campsite security which will include a map of the location of your accommodation. Your representative will visit in the morning. You will also be issued a contact telephone number. Please be aware that the campsite gates are normally closed at either 10.30pm or 11.00pm. after which point a vehicle can only be parked in the campsite car park. In particular Castell Montgri is a large site and it can take up to 15 minutes to walk to your accommodation.

It is advisable to take an Overnight Bag with the necessary items you require for the first evening, as your Luggage can be left in view of Security and can be collected in the morning. Please be aware that occupancy is from 3pm at the earliest. If arriving in the evening please advise our office, advising your likely arrival time.

## **Late Night Arrivals at Castell Montgri:**

For arrivals after midnight an arrival pack will be left with the campsite security at the main entrance gate. A map of where your accommodation is situated and the keys to the accommodation will be in the pack. Your Representative will then visit you the following morning. If you are arriving by car or hire car you will have to park the car in the adjacent car park until the morning. If you are arriving by transfer please be aware that you will need to walk into the campsite with your luggage.

## **CAR HIRE [ Also see Page 7 ]**

The age limit may well be higher than the minimum age limit for the country due to the insurance of the car-hire company.

TAKE CARE - Hire cars are often registered in one particular area of a country and can therefore be recognised as a hired vehicle and targeted by thieves.

Highway Pirates do exist - TAKE CARE. The method they usually adopt is to try and flag you down on a motorway indicating your tyre is flat. Please be very aware to keep your vehicle locked if you decide there is a valid reason to pull off the carriageway.

When driving in any town centre or built-up area, keep the car doors locked.

It is not uncommon for bags to be snatched, particularly when stationary at traffic lights. Keep your belongings out of sight when driving and never leave valuables in the car.

## **WHILE YOU ARE AWAY**

### **Arrival in Resort..**

On arrival at your resort your Lifestyle Holidays representative will meet you.

Your accommodation is available from early afternoon on your day of arrival. If arriving early in resort, we suggest you take full advantage of your first day, please do not wait around while our staff, prepare your accommodation. We recommend that you stretch your legs, enjoy the climate and investigate the campsite, visit the pool or beach, or explore the local area. Go off, enjoy yourselves and don't wait to start your holiday experience.

If travelling on a late evening flight your accommodation is reserved from early afternoon on the published departure day from the UK.

## WHILE YOU ARE AWAY

### Accommodation Deposits **IMPORTANT \***

When you are shown into your accommodation with your Representative we ask you to inspect the accommodation. If you are unhappy with any aspects of the accommodation cleanliness or maintenance we ask you to bring it to the attention of our Representative. We will immediately try to rectify the situation.

**We will then ask you to sign an acceptance form and pay an 80 EURO deposit in Euro's in Cash Only. Unfortunately we cannot accept Sterling or Credit Card Payments at the sites as there are no facilities to Bank these Abroad**

Reciprocally, we would politely ask that the accommodation be returned to us at the end of your holiday in the same condition. Your deposit will be returned to you at the end of the holiday upon inspection of the accommodation. Cleaning products will be made available for your use. We do realise that you may not wish to do any cleaning prior to departure.

**Duties permitting our Representatives can arrange a contract clean for you for 40euros. The remainder 40 euros from your deposit will be returned.**

Please remember that portage of luggage is not provided. If you require assistance our resort staff will, if asked, do their best to help, but it may mean waiting a while.

Please ensure that on your day of departure you leave, the accommodation and equipment for the next occupants is in the same clean, undamaged condition, as you would like to find it. Our representative will arrange a check out time on the day of departure to collect your keys. If you have any breakages along the way please advise our representative as soon as possible so that it does not affect the enjoyment of future customers.

It is normal practice for your passport to be retained overnight for registration, which you must collect the following day. In the case of Castell Montgri the passport of one member of your party will be retained until departure or, if preferred, a driving licence.

**PLEASE REMEMBER to collect your passport on your DEPARTURE DAY from the CAMPSITE RECEPTION. Lifestyle Holidays do not accept liability if you leave your passport and additional expenditure is incurred recovering your passport.**

## GENERAL INFORMATION

### Your Holiday Representative...

Our representatives play a very important role in the smooth running of your holiday. And of course, if you need some help, should any problems arise, they are there to do everything possible for you. Your rep will have regular office hours on all our campsites and regular visiting times. Lifestyle Holidays Ltd operate within a marketing agreement with sister companies.

Our main associations are with Hello France who operate our holidays from an Irish base and Selectcamp who operate our holidays from a Dutch base. Your Travel Voucher will indicate which company logo will be prominent in resort. Once at the campsites you will note that the Lifestyle Holidays brand is displayed with our partners Brand. Please note that our staff may be wearing our partners uniforms and not Lifestyle Holidays.

Other companies that we share associations with are Tent Holidays, Eurocamp, Keycamp.

## WELCOME INTRODUCTION

Shortly after arrival at the resort, your representative will visit you to introduce you to the campsite and the local area. The meeting is an informal introduction to the staff in the resort, together with essential information and advice that will help you to have a relaxing and enjoyable holiday.

If you do not permit our Representatives the opportunity to introduce the site and area, we cannot accept responsibility for any situation that may arise as a result of you being unaware of the information given, including local medical services.

### FLIES AND INSECTS..

Remember that campsites are, by their very nature, in an open environment and the risk of flies and ants and other creatures cannot be eradicated. Our representatives will give advice and assist if required, however our Representatives are not permitted under Health and Safety guidelines to dispense any products such as ant powder, insect repellent.

### VENTILATION.

Please be aware that our mobile home accommodation are all manufactured to European Safety Standards. There are strict guidelines on the ventilation within the mobile homes. You will note that there are between 24 -32 ventilation points in each mobile home. This is a requirement for your safety and they should not be blocked/sealed up. Unfortunately in times of persistent bad weather it is impossible to prevent a feeling of dampness due to the large number of ventilation points.

### TELEPHONING HOME..

Telephoning home is as simple as using the telephone at home. You precede the number reired by the international code which is 0044UK or 00353 Ireland, but omit the '0' from the area code. Phone cards are readily available in the currency of the country you are visiting and can be used in most public phone booths.

### IF YOU ARE UNHAPPY..

If there is something not to your liking whilst on holiday, you must report it immediately to the supplier of the services in question and also our resort representative, thereby giving them the opportunity to remedy the problem. If the problem cannot be resolved you must obtain from the representative a Comment Form for immediate completion and immediate return to the representative. Upon your return to the UK please forward a letter detailing your comments made in resort and any action taken.

It is an express condition of Your Agreement that this simple procedure is followed. In accordance with the terms and conditions of booking we do not accept letters of complaint that have not been brought to our attention whilst you are on holiday.

We cannot accept liability in relation to any claim which does not involve death, injury or illness, if this procedure is not followed.

Our Representatives will do all they can to rectify any problems however they are trained to remove themselves from any conflict or abusive language generated towards them.

Should you feel unhappy about something, please remember the staff are there to help.

## HEALTHCARE DURING YOUR HOLIDAY

It is essential for all holidaymakers to be insured whilst on holiday. Insurance should include cover for medical treatment. Despite reciprocal health arrangements with certain countries, medical treatment without insurance can be very costly.

Our resort staff cannot give any medical advice, provide any medical treatment or any medication or medical dressings. It is not that they do not wish to assist, but the laws of liability simply prevent them. They will of course give details of local pharmacies and provide every assistance should you require a doctor or hospital treatment.

You are recommended to take with you medication for minor ailments and a first aid kit for minor incidents. Go prepared for travel sickness, stomach upsets, diarrhoea, sunburn, headaches, insect bites, cuts and scratches.

## VACCINATIONS

None of the countries you are visiting require British or Irish Citizens to have a vaccination. You will be advised should this change. If you are not a British or Irish Citizen you are responsible to satisfy yourself that no vaccinations are required.

## TAP WATER

In certain countries it is advisable not to drink the tap water. If you have any doubts you should take water sterilisation tablets with you or drink bottled mineral water. The rep in your resort can provide further information on the safety of drinking water.

## ALCOHOL

Yes, we all love to indulge on holiday! But remember that a hangover in strong sunlight is twice as bad as a normal one.

The 'local brew' may not be what your stomach is normally used to, so bear in mind the different chemicals and water type that you may be subjecting your body to.

## SUNBURN

The sun is much stronger, particularly during the middle of the day, than that which we experience in the UK or Ireland, so it is important during the early stages of your holiday to ensure that you don't spend too much time in the sun and end up with an uncomfortable sunburn which can spoil your holiday. We suggest that you use a high factor suntan cream or lotion for the first few days or a week and then reduce the factor as you feel appropriate. The longer it takes to get a tan, the longer the tan will last!

With children, please be particularly careful as they will often run around all day in and out of the sea or pool and it is easy to forget that while they are running around they have actually been in the sun for a very long time. So consider using a water-resistant sun tan cream or lotion on them. Finally, don't forget that water reflects the sun. If you are on a pedalo or a lilo or just paddling then the effect of the sun will be that much more intense because of the reflection from the water.

## TETANUS

Tetanus injections can be effective if obtained as emergency treatment. If you suffer a graze or cut in circumstances where there may be a risk of tetanus, for example near animals or in dirty conditions, go to the nearest doctor or hospital as soon as possible.

## RABIES

Rabies in wild and domestic animals is a serious hazard all over the world, including parts of Continental Europe. If you're bitten, scratched, or have an open wound licked by an animal, you should wash the wound immediately and go at once to the nearest doctor or hospital. Report the incident to the local police and tell your doctor as soon as you return home.

## MOSQUITOES AND INSECT BITES

In varying degrees, mosquitoes and insects will be found in France and Spain - the level of which will depend upon prevailing weather. You are advised to take precautions by taking a repellent with you that is suitable for you. If you have any doubts, consult your doctor before travelling. If you are prone to bites you are urged to consult your doctor, who may prescribe a course of antihistamine treatment before departure.

Prevention is better than cure. Mosquitoes normally come out after sunset and may find their way into your accommodation. We suggest that you spray the accommodation with a suitable repellent before going out in the evening and leave the windows and door closed. Later, when re-entering, do not put on the lights until having closed the door behind you.

Never have the door or windows open whilst the lights are on.

Providing all the lights are turned off, it is normally quite safe to open the window for night-time ventilation. If there are mosquitoes, and you are sensitive, then keeping arms and legs covered when you go out in the evenings helps a lot.

## **GENERAL CARE**

In some foreign countries, general standards of care, hygiene, safety, public services and efficiency may differ from those in the UK. You should, therefore, exercise greater care for your own protection and health in matters of hygiene and choice of food and drink.

Further details on vaccinations and health hazards can be obtained from 'Health Advice for Travellers', obtainable from the Post Office.

If you are in any doubt about your health on your return, or a disease outbreak is announced in the country where you were on holiday, you should contact your doctor immediately, telling him where you have been.

## **ILLNESS AND INJURY**

If you suffer any illness or injury you should report it immediately to your representative, who will complete a report which you will be required to sign. Do not suffer in silence.

## **SAFETY AND SECURITY**

We want our clients to have an enjoyable, relaxing holiday and not to be inconvenienced by an accident or unfortunate event. If disappointment is to be avoided, whether holidaying at home or abroad, you should always follow common-sense safety rules and security measures. You should always THINK SAFETY and we are listing a number of common sense safety considerations which, if ignored an accident or misfortune may easily occur.

## **FIRE**

Please familiarise yourself with the location of fire exit routes and extinguishers both in your accommodation and in buildings you and your party use

## **GAS APPLIANCES**

Gas can kill - any smell of gas or suspected faults should be reported immediately. Always keep a window open when using any gas appliance

## **CHILDREN AND SUPERVISION**

Parents have a duty to supervise their children at all times  
Never leave your children unattended  
Never allow your children to go into a public toilet unaccompanied  
Never allow your children to use a pool unless supervised by an adult  
Never allow your children to run or play unruly games in the pool area; it is dangerous  
Entrance steps to and surrounding all pools become wet and slippery  
Never allow children out of your sight when they are playing on a beach or in the sea  
Never leave children unattended on a balcony and never allow them to climb on balcony chairs, tables or railings  
Never allow children to use a lift unaccompanied  
Never allow young children near boiling water or fat, particularly if using a free-standing camp cooking unit  
Children should not feed or play with stray animals  
Children's play areas may not be supervised  
Accidents can easily occur when children play on swings, roundabouts and seesaws  
Fences are not for climbing on. Some campsites are terraced.  
Bunk beds can be dangerous  
Many accidents result from children walking or running into plate glass doors  
Hot water can scald: always finger-test the temperature

## **GENERAL SAFETY**

You have a responsibility to exercise due care at all times  
Campsites may be terraced  
Campsites may not in all areas provide good or even any lighting - carry a torch  
Campsites' steps may not have handrails  
Campsites normally out of necessity have rain gullies in the most unexpected places  
Campsites are in an open environment  
Don't feed or encourage stray animals  
Always use public pathways  
Bath and Shower rooms or units may be slippery  
Many accidents result from people walking or running into plate glass doors  
Please be careful when using any type of lift, particularly any without inner doors  
Traffic drives on the right and may be busy  
Listen to all advice given to you  
If you see anything suspicious or anyone behaving suspiciously, report it

## **BEACH SAFETY**

Check whether it is a recommended bathing beach and whether there are any hazards such as rocks, currents or tides. Make sure you know the meanings of any warning signs or flags. Check out whether there is lifeguard supervision and what you should do in case of an emergency. Water can be great fun but it can also be dangerous  
Check for steeply shelving beaches

## SWIMMING POOLS

We have never had cause to doubt the safety controls imposed by any campsite that we feature but, following bad publicity, even some of these have strengthened the controls. The bad publicity involved accidents suffered by children, so if you find that your campsite has strict regulations as to the playful behaviour of children and other restrictions in and around the pool, you will understand it is the safety of the children that they have in mind and the welfare of others.

Please note that private swimming pools ie.campsite or apartment owned pools do not require by law to supply a lifeguard. Pools can be left unsupervised at any time.

More and more swimming pool owners are becoming very conscious of hygiene and may require you to wear swimming caps when using a pool.

More and more swimming pool owners will not, for example, allow the use of lilos, rubber rings. Obviously swimming aids are allowed but may be restricted to armbands.

For added safety, children may not be allowed to wear T-shirts in the pool for fear of increasing the risk of drowning.

Pay attention to Notice Boards

Depth markings are not always clear or displayed

Check the depth before diving in

It is not safe to swim after a large meal after drinking or when dark

Lifeguards are not always in attendance

Do not run or play unruly games in the pool area; it is dangerous to yourself and others, especially children. Entrance steps and surrounds of all pool areas become slippery

## SECURITY

Once in the resort, do not forget to look after your travel tickets and passports as you will need them for your return journey and considerable inconvenience may be caused if they are lost or mislaid; keep them in a safe place. Beware of pickpockets, muggers and credit card snatchers. Money and documents must be carried with you unless left in a safety deposit box or safe. Belongings, documents and money that you carry with you will not be covered by your insurance policy if left unattended. Nor are any items covered if left unattended outside your pre-booked and secure accommodation.

If a safety deposit box facility is available, then use it. Better safe than sorry

Insurance cover in respect of personal belongings left unattended in tent accommodation may be limited - check your policy

You must remember that campsites cannot possibly exercise the same control as a hotel or apartment complex. Every effort is made to control the site but you must accept that control of people entering and leaving is difficult and you should therefore always be conscious of this. Wherever you are, be it on a campsite, on the beach, around a pool, in a bar or restaurant or just taking a walk, you need to be conscious that there may be people who have no respect for your person or belongings.

Do not be fooled by children. People may use children or even babies as a distraction. If any person or child blocks you in any way, particularly if holding a paper, a notice board or a baby above your waist level, then Responsibility will not be accepted for stolen items.

If it really is necessary to carry a large amount of cash with you whilst on holiday, it makes sense to split it into smaller amounts. Keep these in several places, such as a safety deposit box, your wallet, your inside pocket and so on, so that if you do lose some, you do not lose it all.

## ABROAD IS DIFFERENT

Let's face it, there would not be much point in going abroad if everything was exactly the same as it is over here. So, if things do not always go according to plan, well, that's just part of the experience.

You will find that different countries have different rules about things like energy conservation and fuel restrictions, and that can sometimes mean shortages when you least expect them. The level of demand can also affect the electricity supply, particularly during peak times. Whilst infrequent, adverse weather conditions may result in a loss of electricity. You will understand that such shortages or losses are beyond our control.

Different regulations may also apply in respect of safety and hygiene standards, which in some cases you may personally feel to be restrictive.

When it is hot and sunny things often tend to move more slowly, but if you think someone is taking too long - often a smile or polite reminder will do the trick.

Shopkeepers may decide to close or reduce their stocks if business is slow. Lack of demand may result in swimming pools being closed and other facilities being withdrawn. This is possible during early and late season, but you will understand that the level of demand cannot be judged in advance. This is made clear in Our Agreement with you.

In some countries more importance is attached to siesta time than in others.

This can restrict shopping hours, facilities, use of swimming pools and other services, but you must accept that this is their country and their custom. Fortunately, these things do not always happen, but if they do you can only live and let live.

We, as a holiday company, can control many aspects of your holiday - our own staff, representatives, and our accommodation - mobile homes and lodge accommodation which we own. But unfortunately we cannot control other people, other businesses or other companies who just happen to be in the same resort to which we operate.

If you are too near a bar and want to go to bed early, we cannot close the bar, but we may be able to move you to other accommodation in another part of the site. If you feel you are too far from entertainment, again we may be able to move you.

If you have any problems please tell your resort representatives and the supplier. But if the local buses do not run on time, the barman has a hangover, or everyone is miserable because it's been raining for three days, well that's all part of being abroad ... Abroad is different!

## RESPECT FELLOW HOLIDAYMAKERS

While on holiday you have to consider other people and your booking is accepted on this understanding. We reserve the right to refuse admittance and/or re-admittance to the accommodation if you breach any applicable rules applied by the campsites or apartments we operate on, or whose behaviour or health, in our opinion or that of any person in authority, is likely to impair the comfort or well-being of others, their safety and the safety of employees, or cause damage to property.

## YOUR RETURN JOURNEY

### Check-Out and Return Journey

On the day of departure you are normally required to vacate your accommodation by 10.00 hours so that it can be made ready for the new arrivals. Your Representative will arrange a check out time with you a day or two prior to departure. If we have the option of allowing a later check out your Representative will arrange this with you. Our staff will check the accommodation for breakages and to ensure the accommodation is in a reasonable condition.

**PLEASE REMEMBER to collect your passport on your DEPARTURE DAY from the CAMPSITE RECEPTION. Lifestyle Holidays do not accept liability if you leave your passport and additional expenditure is incurred recovering your passport. see Page 10 For Accommodation Deposits**

### Left Items...

**Also Please ensure you check ALL around your Mobile Home before you depart for any left items. Check in ALL cuobards and under the Beds.  
Due to Cross-Border Regulations WE CANNOT POST any Items back to the UK. sorry**

### Duty Free and Shopping..

Although Duty Free has largely disappeared in Europe you are free to import goods subject to them being for your reasonable personal consumption. You must however remember that the airlines impose restrictions as to what you can carry. Most airport shops will only allow 800 cigarettes per transaction. You may be asked by customs to produce receipts and to satisfy them that any goods or duty free purchases are for personal consumption. Should customs officials detain you we cannot delay the onward transport nor accept any responsibility for your onward transport.

## HOLIDAY QUESTIONNAIRE

At the end of your holiday we will ask you to complete a Holiday Questionnaire. Your comments and views are very important in helping us to maintain and improve the quality of our holidays. Your co-operation in completing the questionnaire and returning it in the envelope provided will be appreciated.

I hope you have a fantastic holiday with us this year. Look out for Our Next Years Promotions whilst in resort. Remember as a previous customer you are now entitled to a further discount. As low cost flying is becoming more popular we try to match our best prices at the times when the flights are best priced. Early booking prices are the best we offer. We hope to see you next year.

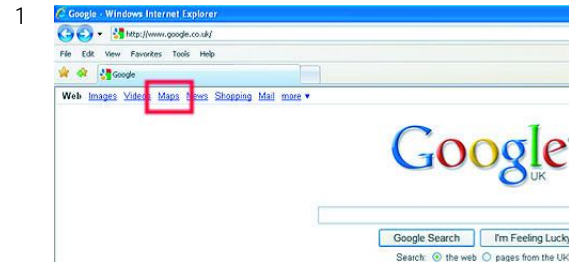
**Many thanks... from all the Team at Lifestyle Holidays.**

# Directions to Campsites:

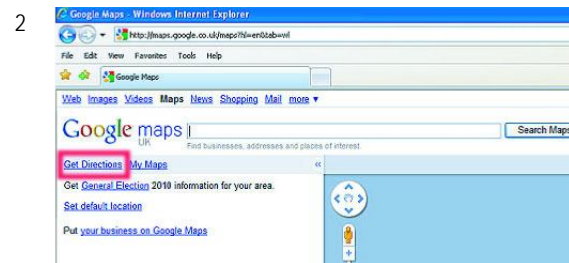
As our customers choose many varying ways of travelling to our campsites we have provided below the SAT NAV Co-ordinates to each Campsite Reception

To get directions if you do not have a SAT NAV Click on the Google Map Link [www.google.co.uk](http://www.google.co.uk) below and Click 'Get Directions' Button

The simply paste or type in the SAT NAV Co-ordinates for your Campsite in the 'B' Box [see diagrams below] and your starting point eg. Airport or Ferry Terminal into Box 'A'



1. [www.google.co.uk](http://www.google.co.uk)
2. Click 'Maps' Link [Diagram 1]
3. Click 'Get Directions' Button [Diagram 2]
4. Enter the SAT NAV Co-Ordinate below into **Box B**
5. Enter **your starting point** into Box A eg. Cannes Ferry Terminal [Diagram 3]
6. Print [Diagram 3]

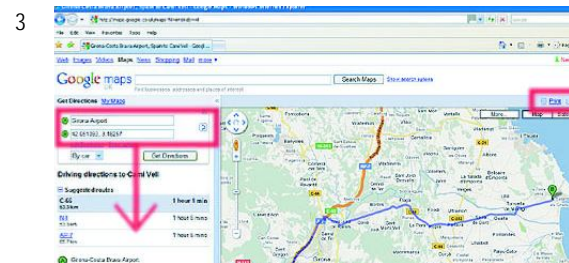


**Castell Montgri**  
42.051093, 3.18257

**Chateau des Ormes**  
48.491141, -1.727337

**Le Ruisseau**  
43.436384, -1.567858

**Clarys Plage**  
46.752958, -2.013808



**Sol-a-gogo**  
46.740394, -2.003701

**Port du Plaisance**  
47.882065, -4.103281

**Palmyre Loisirs**  
45.701856, -1.156681

**Cala Gogo**  
41.830361, 3.083720

## Pre Departure Checklist:

### General Documentation

Passports  
Ferry Tickets  
Booking Confirmation  
Personal Travel Insurance  
Forms E111

### Car Documentation

Green Card [Check your Car Insurance Company]  
Car Breakdown Insurance  
Vehicle Registration Document  
Letter of Authorisation (hire cars)  
Driving Licence  
GB Sticker  
Maps and Directions

### Money

Traveller's Cheques  
Cash/Credit Cards  
Lost Card Telephone No's

### Miscellaneous

Toilet Paper  
Alarm Clock  
Clothes Pegs  
Radio Cassette  
Camera & Film  
Travel Adapter  
Sunglasses  
Beach Bag  
TorchSports  
Equipment

### Kitchenware

Tea Towels  
Dishcloth  
Scourer  
Refuse Bags

### Toiletries

Towels  
Deodorant  
Shampoo, Soap  
Toothbrush & Paste  
Brush & Combs  
Shaving Toiletries

### Bed Linen For France

If you are taking your own Bed Linen  
Blankets and Pillows are supplied  
Towels Needed at all sites.

If you Have Booked Bed Linen for France

Blankets, Sheets,  
Pillows and Pillow cases are Provided  
Towels Needed at all sites.

### First Aid Kit

Travel Sickness Pills  
Paracetamol  
Bandages  
Plasters  
Antiseptic Ointment  
Insect Repellent  
Suncream & Block  
Diocalm

### For the Children

Nappies and Baby Milk/Food  
Toys Comics & Books  
Games Colouring In Books

## Lifestyle

### Holidays

## WEBSITE INFORMATION

It is an express term of your agreement that you have read the website, terms and conditions of booking and this Holiday Information Booklet.

All the information in these documents and on the website is published by us in good faith and is believed to be correct and valid when going to press or uploaded to the internet.

Unfortunately, errors may have occurred and changes taken place affecting the information, and it is therefore your responsibility to have checked the updated information at the time of booking. You must understand that certain facilities (including entertainment, excursions, local transport and sporting activities) and services mentioned may be subject to consumer support, maintenance or weather conditions and may not be available at certain times - in particular during early and late season, which includes May, June, September and October, when the choice of shops and their provisions may also be limited.

Entertainment and sporting activities may be chargeable; check with us at time of booking.