

WELCOME



WELCOME BOOKLET

Les chalets du lac Belcaire
CAMPING - CARAVANEIGE

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Welcome...



At your place!

Our entire team is delighted to welcome you to our 4-star campsite Les Chalets du Lac Belcaire.

To help you make the most of your stay, we've provided you with this welcome booklet. It contains information about our services and activities, as well as useful contacts.

Of course, our entire team is at your disposal to ensure that your stay at our campsite is as pleasant as possible.

And let's not forget...

Have a great holiday!



Let's stay connected
Follow us...



Geographic location

In the Aude, in the Occitanie region, the Les Chalets du lac Belcaire campsite is located in Belcaire.

Nestled in the heart of the Aude Pyrenees, on the Pays de Sault plateau, Belcaire is a picturesque village built around a castle dating from the 11th century.

The word "Sault" comes from "Saltes" forests. It clearly indicates that there were once numerous and vast forests there, of which there are still some very important remains.



Reception

Reception is open:

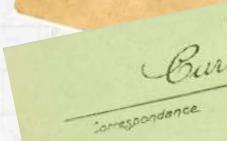
- From 9:00 a.m. to 12:00 p.m. and from 4:00 p.m. to 7:00 p.m. in July/August
- From 10:00 a.m. to 12:00 p.m. and from 4:00 p.m. to 6:00 p.m. in the off-season

If you can't find anyone there, you can
contact us via a videophone.

Outside of these hours, in case of emergency, you can contact us at 04 68 20 39 47. A red telephone for emergency services is freely accessible outside

reception. The reception desk is available to provide you with access to services and information to ensure your stay is a smooth one. At reception, you will find:

- Tourist brochures
- The different displays:
 - The weather
 - The proposed activities
 - The different markets





Arrival



Before your arrival, your rental was cleaned and its equipment checked. However, we ask that you also do a check upon arrival.

If you have any complaints, these must be reported upon arrival. We will do our best to resolve them quickly. If no observations are reported, the inventory will be considered complete. For hygiene reasons, the use of pillow protectors and mattress protectors placed on the beds is mandatory.

We remind you that two deposits are required:

- A deposit from which costs incurred by any damage may be deducted.
 - Another for cleaning costs, if this is not done when you leave.
- 



Departures

Pitches must be vacated by 11 a.m. Rental accommodations must be vacated by 10 a.m. Once your rental or pitch has been vacated, access to the campsite's facilities and equipment is no longer permitted.

Please inform reception of your departure time during the week. If you have not purchased the option, cleaning must be completed before your departure. A "Check-out" sheet is available in the chalet and details all the instructions to follow. A vacuum cleaner is available in the laundry room.

If you break or lose an item, please report it. If you have rented multiple chalets, please be careful not to mix dishes between each accommodation. Any missing items will be considered lost and will be charged.

After the inventory, your deposit will be returned to you unless you have noticed damage to the rental or the cleaning is deemed insufficient. If you have subscribed to the cleaning option, you simply need to remove the disposable mattress protectors, throw out the trash, and wash and put away the dishes.





Useful information

In the village of Belcaire, 400 meters from the campsite, you will find many local shops:

- Bakery
- Butcher's shop
- Convenience store
- Bar -restaurant
- ATM
- The post office

Many health professionals are also at your disposal:

- Doctor
- Dentist
- Physiotherapist
- Nurse
- Veterinarian

The nearest pharmacy is located in Espezel. It has a teleconsultation terminal. The nearest tobacconist and newsagent is located in Espezel.

In case of emergency, find all the useful numbers at the campsite reception.

TECHNICAL EMERGENCIES

Do you need technical assistance (blocked sink, no gas, etc.)? Visit the campsite reception or contact us by phone at 04 68 20 39 47. Our team will do its best to respond to your request as quickly as possible.

Services

• Laundry area

A laundry area is available near the pool. The washing machine and dryer operate with 2-euro coins only. Laundry detergent is available for purchase at the grocery store. An ironing set is available free of charge.



• Grills

Fancy a barbecue? Campers can use the self-service barbecue areas. Charcoal is available for purchase at the grocery store. Wood fires are strictly prohibited. We also rent planchas and stone grills. You must stay near the barbecue when it's lit and be sure to turn it off before leaving.



• Concierge service

The concierge service will provide you with great services: registration for various activities or outings, ticketing service, calling a taxi, finding a garage... Go to reception to benefit from this service.





Services

• Wifi

The chalets at Lake Belcaire offer 100% free Wi-Fi! To connect, select the "Les Chalets du Lac" network, enter your personal information, and enter the password shown on the campsite map. Due to the campsite's location, bandwidth is sometimes limited. We therefore ask that you use the network responsibly.

• Grocery store

We have a grocery store at the campsite reception. You'll find regional specialties and all the essentials you need. Craving fresh bread and pastries? Simply order from a member of our team the day before.

• Boutique



Our campsite has a small shop selling various small gifts, postcards, and souvenirs. Head to the campsite reception.

Additional services



To make your vacation easier and help you get the most out of your stay, we take care of everything with tailor-made packages:

- End-of-stay cleaning: We take care of cleaning your accommodation after your departure. All you have to do is empty the trash, throw away the mattress protectors, and put away the dishes.
- Hotel service package: We prepare your chalet, install the sheets, and provide bathroom and household linen.
- Premium Pack: In addition to the hotel service pack, we carry out cleaning upon your departure.

We also offer a rental service to best meet your needs:

- Single or double bed sheets
- Towels
- Household linen
- Baby kit or individual item
- Muscle-powered and electrically assisted bicycle.
- Paddle

Information and prices at reception.

Swimming pools

The campsite has an aquatic area consisting of an outdoor swimming pool with a slide and paddling pool and an indoor wellness area.

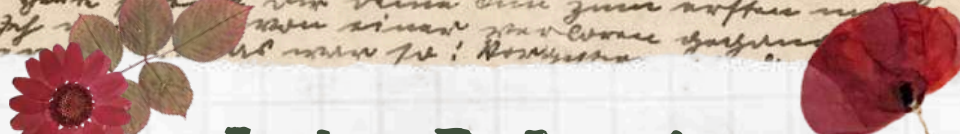
Open in July and August from 10 a.m. to 7 p.m., the outdoor pool is heated to around 26°C. Children can have fun on the water slide. The pool is not supervised. Children must be accompanied by an adult and remain under their responsibility.

Accessible year-round from 10 a.m. to 7 p.m., the wellness area features a heated indoor pool, an infinity spa, and a sauna. This space is, by definition, a place of calm and relaxation, so we ask that you ensure everyone's peace and quiet.

Bermuda shorts, shorts, swim trunks, burkinis, diapers, and sunscreen are prohibited in the pool area. If you forget to bring your own, swimsuits are available for purchase at the campsite shop. Eating, drinking, and smoking are also prohibited. Pets are not allowed.

We remind you that the aquatic area is reserved exclusively for campsite guests. For your safety, we ask that you carefully read and respect the rules posted at the entrance.





Lake Belcaire

The campsite is located in the immediate vicinity of Lake Belcaire. You're just 20 meters away from enjoying the pleasures of a landscaped spring water lake.

You can access the lake directly from the campsite through a small gate located at the back of a chalet near the swimming pool.

A real leisure center in summer, this lake of more than 2 hectares is an unmissable place for vacationers.

Every morning during the summer season, discover the joys of fishing. To fish in these crystal-clear waters, you don't need a fishing license.

In July and August, enjoy a calm and safe stretch of water where parents and children can splash around, wade, and swim in a relaxed atmosphere. Marked and supervised during the summer season, Lake Belcaire allows you to enjoy the joys of water in complete safety. Other activities are available, such as stand-up paddleboarding. We also offer a paddleboard rental service.



Activities

• Recreational area

Whether you're a pétanque enthusiast, a ping-pong professional, a tennis, billiards, or table football player, discover the many facilities spread across the outdoor play areas! To access the tennis courts, please contact a member of our team. If you forget your belongings, equipment is available upon request.

• Playground

Between the trampoline, the slide, and the merry-go-round, there's something for everyone and for all ages. Accessible from morning to night under parental supervision, your children can have fun in complete safety. In summer, your children can jump on our two inflatable structures. Parental supervision is required.

• Fitness area

Our campsite offers free access to our gym located near the pool. You'll find all the equipment you need to work on your cardio and keep fit! Opening hours: 10 a.m. to 12 p.m. and 3 p.m. to 7 p.m.

• Wellness area

Integrated into the indoor pool, you'll discover the joys of our spa. We also invite you to enjoy the health benefits of the sauna. Access to this space is completely free. Hours: 10 a.m.-7 p.m.

Animations

• Activities for the whole family

During high season: bingo, quizzes, concerts, show evenings, and themed meals are on the menu so you'll never be bored! The program is given to you upon arrival. You can also find it at reception. Please note: some activities require a reservation.

• Games bar

Come alone, as a couple, with friends, or with family to play board games while you enjoy your drink. Over a hundred board games are available. Card games, role-playing games, board games, party games, strategy games—there's something for everyone. Don't know the rules? Our team is here to help. So don't wait any longer, head to the games bar. Service at an additional cost.

• Children's club

During the summer season, the kids' club welcomes children ages 5 to 12 from Monday to Friday, from 10:00 a.m. to 12:00 p.m. This service is completely free. Our activity leader offers a variety of fun activities, including crafts, walks, and sports. Some activities have limited space, so reservations are required for the kids' club.



Bar-restaurant

• Bar

Meet up for a drink with a wide selection of hot or cold drinks, with or without alcohol, depending on your mood. The bar also offers homemade cocktails and mocktails, to be enjoyed quietly outside, on the terrace, or inside. To accompany your aperitif, we offer our platters made with local products. The bar and its terraces welcome you every day from 8:00 a.m. to 11:00 a.m. and from 4:00 p.m. to 10:30 p.m. during high season. During low season, opening days and hours are indicated at reception.

• Restaurant

Whether you're comfortably seated in the dining room or on the go, whether you're eating in or taking out, come enjoy our chef's gourmet pizzas. We use carefully selected, high-quality ingredients. All our pizzas are handcrafted using fermented dough, which is easier to digest and opened by hand.

Open every evening during the summer except Wednesdays, the restaurant welcomes you from 7:00 p.m. Come discover the menu. During the low season, opening days and hours are indicated at the reception desk.

You can also enjoy ice cream or a small snack at any time of the day.



Some instructions

- Calm and serenity

The campsite is a vacation spot that promotes peace and quiet. Silence must be observed between 10 p.m. and 7 a.m. Campers are asked to avoid any noise or discussions that could disturb other campers; sound equipment must be adjusted accordingly.

- Circulation

Drive slowly! Within the campsite, the speed limit is 10 km/h. Your vehicle must be parked on your pitch. The entrance gate is open from 7 a.m. to 10 p.m. Outside of these hours, vehicle access is prohibited. Parking is available in the parking lot at the campsite entrance. In case of emergency, you can leave the campsite with your vehicle at any time.



Some instructions

• Pet

Pets are welcome as long as you meet certain conditions: up-to-date vaccination records, pets kept on a leash while on the campsite, and never left alone on your pitch or in your rental. Category 1 and 2 dogs are not allowed. Please pick up after your pet. Bags are available. If you would like to visit a site where pets are not allowed, please contact us. We may have a pet-sitting solution to offer you.

• Visitors

Guests or visitors must report to reception to identify themselves. They are admitted under the responsibility of the campers who host them. They are required to pay a fee according to the fee schedule. Their vehicles must remain outside the campsite. Visitors do not have access to any facilities except the restrooms.

• Smoking

I take care not to smoke inside common areas and accommodations. I throw cigarette butts in ashtrays.



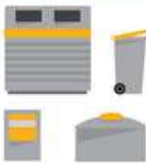
Waste

At our campsite, nature reigns supreme. We count on you to respect it. We especially thank you for keeping the campsite clean and not leaving any trash lying around.

Everything is provided for waste sorting. Garbage containers are located at the side of the road, opposite the campsite as you leave:

- Trash can with yellow lid: cardboard / paper / plastic
- Black bin: various household waste with closed bag
- Glass container: bottles, jars, etc.

There is a compost bin behind reception.



LES EMBALLAGES

Bouteilles et flacons

Emballages métalliques

Cartons et cartonnages

Briques alimentaires

Tous les papiers

LES EMBALLAGES

☐ Cartons et cartonnages / Briques / Emballages métalliques et plastiques / Tous les papiers

☒ Metal packaging / Plastic packaging / Food and beverage cartons / Cardboard boxes / Small cardboard boxes / All papers

☑ Emballages de metal y de plastico / Bricks alimentaires / Papiers

☒ Metaalverpakkingen / Plastic verpakkingen / Voedselverpakkingen en drinkverpakkingen / Alle papieren

☒ Metalverpakkingen / Kunststoff verpakkingen / Verbruikverpakkingen / Kartons / Alle papieren

LES EMBALLAGES

☐ Les bouteilles, pots et bocaux en verre sans bouchon ni pièce métallique

☒ Glass bottles and jars

☑ Bouteilles y flacons de vidrio

☒ Glasen flessen en fasonen

☑ Flaschen und Behälter aus Glas

LE COMPOST



☐ Demandez-vous à l'accueil pour savoir si le camping est équipé d'un composteur.

☒ Inquire at the reception

☑ Preguntar en la recepción

☒ Informeer bij de receptie

☑ Erkundigen Sie sich an der Rezeption



Guide du tri
SPECIAL CAMPING



CITEO
Gestion mondiale des déchets en France



Covadern
Gestion de déchets en Espagne

Eco-gestures

To respect the environment, make yourself at home!

- Turn off the lights when you leave a room
- Do not let the water run continuously when:
 - You wash your hands
 - You brush your teeth
 - You soap yourself in the shower
 - You shave
 - You wash the dishes.
- Close the taps properly after use.
- Report any leaks or anomalies to reception
- Turn off the heating when you open the window or when you leave your accommodation.
- Use air conditioning sparingly.
- Sort your waste according to the sorting instructions.
- A composter is available behind reception.

Risks

- Risk of ground movement

Report immediately:

- The occurrence of subsidence or collapse of the ground
- The fall of blocks or stones
- Any indication of potential instability

In the event of a landslide, rock fall or ground movement:

- Move away from the danger zone as quickly as possible.
- Don't turn back
- Immediately inform the campsite operator

- Earthquake risk

In case of earthquake:

- In a building:
 - Move away from the windows
 - Take shelter under a piece of furniture or in the corner of two load-bearing walls
- On the campsite:
 - Move away from buildings
- By car:
 - Stop and do not get off until the shaking stops.

After the first shock:

- In a building:
 - Listen to the radio
 - Turn off the water, gas and electricity
 - Bring essential items (essential medication, personal papers, water bottles, warm clothes, etc.)
 - Evacuate the building
 - In case of warning, make yourself known by tapping on the walls and pipes.
- By car:
 - Move away from buildings and head to a secluded area

Tourist information

Need information on must-see sites and activities, as well as the best places not to be missed? A dedicated area is located at the campsite reception where you'll find all the tourist brochures. Booklets with all the tourist attractions near the campsite are available.

For more information, visit the lake every Monday afternoon during high season where the tourist office can provide information on activities to do in the region.

Any more questions?

Our team will be happy to inform, guide and advise you.

So don't hesitate to ask us at reception.