



# WELCOME BOOK

CAMPING DE L'ESPIGUETTE

# SUMMARY

1 - SPECIAL CHECK LIST FOR HOLIDAYS AT L'ESPIGUETTE

2 - D-DAY - ARRIVAL AT THE CAMPSITE

3 - YOUR INSTALLATION IN THE CAMPSITE

- How does it work?

4 - SERVICES+

- Practical information, activities, animations, shops

5 - ALREADY TIME TO GO ☹

6 - TELL US IF YOU LIKED IT



# 1. SPECIAL CHECK LIST FOR HOLIDAYS AT L'ESPIGUETTE

## THE PERFECT SUITCASE FOR HOLIDAYS

- ✓ **BED LINEN NOT PROVIDED** : sheets + pillowcases + duvet covers  
Tip 😊: for bed linen, please consult the page of the accommodation you have booked, on our website, you will find the dimensions of the beds.
- ✓ Bathroom linen (towels/bath mats)
- ✓ Kitchen linen (tea towels)
- ✓ **PILLOWS PROVIDED**
- ✓ For the more sensitive to the cold, personal duvets/quilts (except in Comfort + / Premium lodges, which are provided)
- ✓ Toiletries
- ✓ Kitchen utensils and crockery for your stay in coco sweet (crockery kit available for rent at the campsite reception if needed)
- ✓ Filters for coffee maker or Senseo pods (depending on the lodge)
- ✓ Fan in non-climatized lodges
- ✓ Swimsuits  
(classic, no fabrics or frills for women - briefs/ boxers only for men/ boys)
- ✓ Beach equipment: towels, hats and caps, flip flops, sandals, parasol, kids beach, sunscreen, cooler bag, beach trolley  
(it is for rent at the campsite if needed)
- ✓ Balloons, table tennis rackets to enjoy the playground of the campsite
- ✓ Petanque balls to play bowling
- ✓ Mosquito repellent because we are in the Camargue

### OUR TIPS

A shop with beach apparels and a grocery store are waiting for you at the shopping center. There is also a rental shop of materials. Beach trolleys are available for rent at the reception.

### INFO+:

For a final check of the equipment available in the lodge, the inventory of each lodge is downloadable on the lodge page of our website.

- Accès plage  
Beach access
- Aire de service camping car  
Service bay for motor vans
- Reception
- Accueil enfants  
Children's area
- Aire de jeux  
Play area
- Pour la mise à l'eau  
Boat launch
- Centre commercial  
Shopping center
- Club enfants  
Kids club
- Délicieux  
Heart restaurant
- D&E  
Dish & Drink
- Espace animations  
Recreational area
- Bureau des gouvernements  
Government office
- Espace Aquatique  
Water play park
- Sports nautiques  
Water sports
- Parking  
Parking
- Parking amovibles à bateaux  
Boating for motor boats
- Bureau des pickers  
Motor bikes
- Espace sport et loisirs  
Sport and leisure area
- Recharge voiture électrique  
Electric car charging
- Parking à Vélo  
Bicycle parking
- Salle de conférences  
Conferences room
- Cour collectifs  
Collective courtyards
- Fitness
- Compteur  
Compteur
- Parti de rassemblement  
Party area
- Boulodrome  
Billiard
- Sanitaires  
Toilets
- Services techniques  
Technical services
- Itinéraire sélectif  
Selective sorting
- Vélo  
Bike
- WiFi
- Borne réparation vélo  
Bike repair station

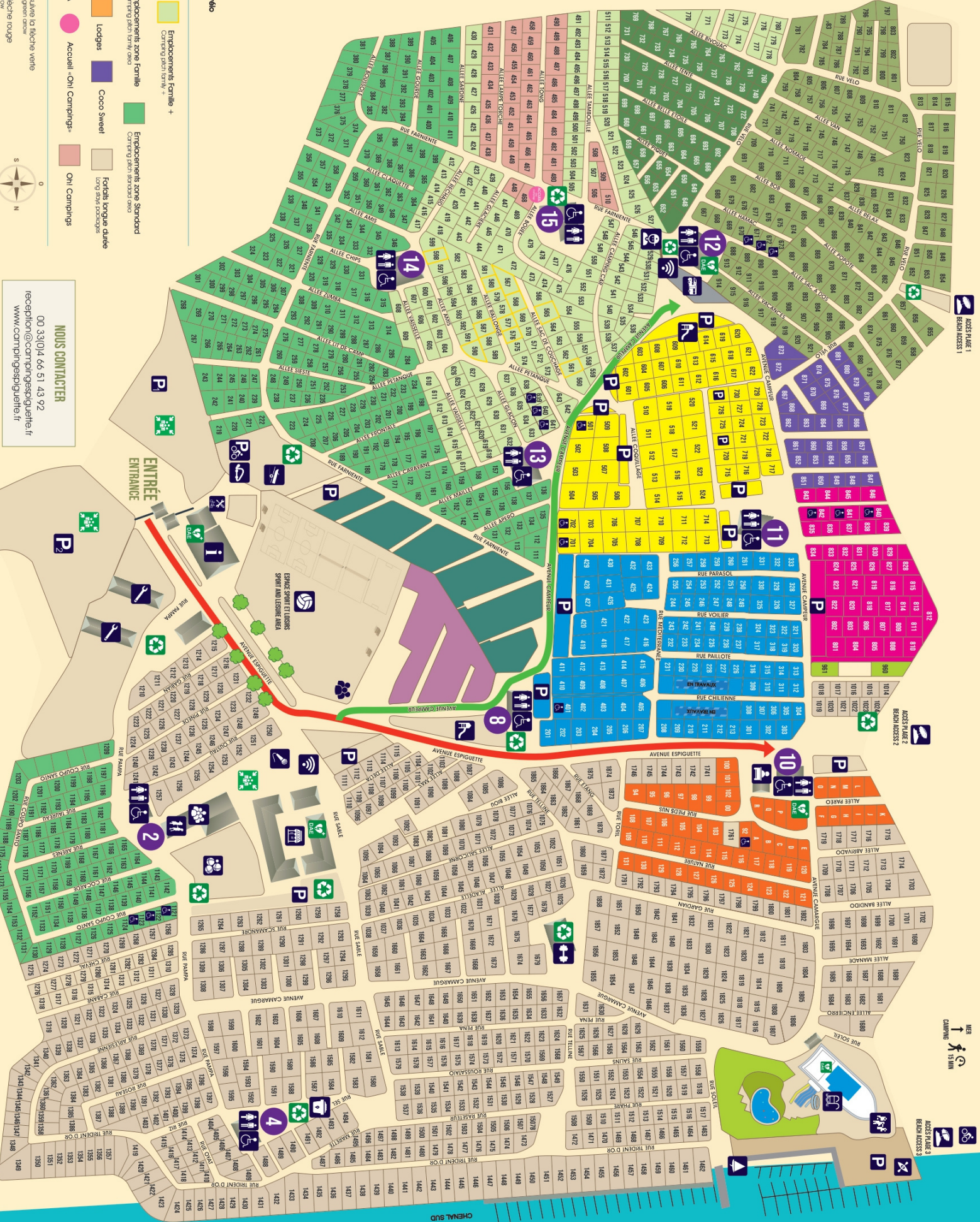
- Emplacements zone camping-car  
Camping plot area
- Emplacements zone Famille  
Family camping area
- Emplacements zone Standard  
Standard camping area
- Emplacements zone Zen  
Zen camping area
- Emplacements zone Family +  
Family + camping area
- Emplacements zone Standard  
Standard camping area
- Emplacements zone Family  
Family camping area
- Emplacements zone Standard  
Standard camping area
- Lodges  
Lodges
- Coco Sweet  
Coco Sweet
- Forêt, Orque durée  
Long stay package
- UCPA  
UCPA
- Accueil «OH! Campings»  
OH! Campings
- OH! Campings  
OH! Campings

Pour les emplacements, suivre la flèche verte  
 For the pitches, follow the green arrow

Pour les lodges, suivre la flèche rouge  
 For the lodges, follow the red arrow



**NOUS CONTACTER**  
 00 33(0)4 66 51 43 92  
 reception@campingspiguette.fr  
 www.campingspiguette.fr



MER  
 15 MIN

ACCÈS PLAGE 1  
 BEACH ACCESS 1

ACCÈS PLAGE 2  
 BEACH ACCESS 2

ACCÈS PLAGE 3  
 BEACH ACCESS 3

## 2. D-DAY YOUR ARRIVAL AT THE CAMPSITE

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THAT'S IT, IT'S THE BIG DAY, ... you finally arrive at the campsite!

**In front of the campsite, park on the 2 outdoor car parks and walk to reception for arrival/check-in formalities.**

### FOR YOUR STAY IN LODGE

- ✓ **You will be given your keys at 4pm maximum**
- ✓ **Our tip: you can proceed at all your check-in formalities as soon as the reception is open (8.30am)**
- ✓ **After being registered, even if you can't settle in your accommodation (not before 4pm), you can enter the campsite and enjoy our facilities:**  
water play park, shopping center, beach access, sanitaries, etc...  
Why don't you use this time to take a trip in Le Grau du Roi?
- ✓ **From 4pm, we are waiting for you at the reception, in order to receive your key quickly.**  
**Info departure: deposit of the keys at the reception at 10am maximum**  
(except for the late departure on the weekend, outside of July and August)

### FOR YOUR STAY IN CAMPING PITCH

- ✓ **Camping pitch is available from 1pm**
- ✓ **Info departure: you must vacate your camping pitch for 12am maximum**

### DEPOSIT for stays in lodge and Coco sweet

**You have to give a deposit, by check, cash or credit card at the time of check in 250€ or 320€ depending on the type of accommodation.**

**This deposit will not be charged**, it will be kept throughout your stay, until the control of the lodge by our maintenance team on the day of your departure. Once the control carried out, if it is OK the deposit is destroyed (checks and credit card). For cash deposits, our team will specify the return procedure.

In case of non-compliance, the deposit will be kept until payment of the invoice related to damage or lack of maintenance.

## TIP: HOW TO SAVE TIME AT CHECK IN?

### ✔ **Pay your stay before your arrival (7 days before at the latest)**

No balance of stay on site. Balance of stay by check, accepted up to D-45 max.

For additional services on site, no payment by check, only cash/credit card/ Holiday vouchers/ Connect holiday vouchers.

### ✔ **Check that you have sent us all the documents required for the reservation:**

- Completed booking form (for telephone reservation)
- Commitment minor stays (for group minors not accompanied by their parents)

### ✔ **Bring the necessary documents related to your supplements:**

- Vehicles registration documents
- Vaccination record for animals
- Documents (boat and jet ski)

### ✔ **Do not forget your checkbook or credit card for the deposit**

### ✔ **Only one member per family at reception for arrival**

It is much more fun for children to go and play at the nearby play area, rather than waiting in line! Time flies when you're playing...



**All this gained time at check in, it's extra time for your holiday!**

## IF YOU ARRIVE LATE IN THE EVENING: Don't panic!

### ✔ **Even if the reception is closed, if you have booked a lodge or a pitch, a welcome folder awaits you and will be given to you by a security officer at the entrance of the campsite.**

This folder contains:

- A map of the campsite
- The key of the lodge + the key of the safe (except for coco sweet)
- The inventory form

### ✔ **You will have to let your ID card at the security desk to enter the campsite**

Careful, the campsite is not accessible for cars between midnight and 6am

### **IMPORTANT**

The next morning, we invite you to come to the reception to collect your identity document and your bracelets of access to the campsite, and to give us your deposit (stay in lodge).

# 3. YOUR INSTALLATION IN THE CAMPSITE

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## HOW DOES IT WORK?

### IN YOUR LODGE

You will find some good information on display:

- ✓ Where to find the electrical panel to put the electricity, if it is switched off?
- ✓ How do I open the safe? The safe key is provided with the lodge key
- ✓ How to use the air conditioning control (if available in the lodge)?
- ✓ Maintenance and cleaning tips

In addition to this very useful information, we invite you to read below our advice in eco gestures, to minimize our impact on the environment.

### THE INVENTORY

- ✓ **There is no accompanied inventory at your arrival**
- ✓ The inventory of your lodge is available on display in your lodge (kitchen cabinet).

**It is also available on the page of each type of accommodation on our website.**

- ✓ When you arrive at your lodge, you must **complete and sign the “Inventory return”** form and drop it off within 24 hours at the sanitary 10, at the governess's office.
- ✓ In the absence of this document signed within 24 hours, it is considered that the inventory is compliant.
- ✓ **In case of technical problems** (independent of the inventory), please report it promptly to the reception, so that we mobilize our technical team, to solve the problem.
- ✓ For the inventory of exit, consult the dedicated paragraph of the page “Already leaving”.

## ON YOUR CAMPING PITCH

### ✔ **Settle down on the number the reception gave you at the check in**

You must not change places without have gotten back to the reception (the camping pitch might be booked for other clients)

If you want to change camping pitches, here is the procedure:

- Stay at the initial number
- Look for some camping pitches that would suit you better
- Go back to the reception and tell them your choices
- And if it is possible, you will be able to switch places 😊

### ✔ **Park your car on your own pitch or on the nearest parking lot**

### ✔ **Your electric terminal may be a little far from your location, think of an extension cord that will facilitate your stay**

- Each location has a single electrical outlet, with a power of 6A
- ZEN category slots have an electrical power of 10A

## SPECIAL FOR CAMPING ZEN, FAMILY AND MOTORHOMES

For your installation and during your stay, our team of ushers welcomes you according to certain hours, in a small cottage, facing the sanitary 12. They are at your disposal!

## YOU WANT TO EXTEND YOUR STAY

Decide before the day of departure and join the reception, to check the availability of your pitch or lodge

If you go too late, maybe there will be no availability or you may have to change location or lodge if your location/ lodge is rented/ blocked for other guests





# 4. EXTRA SERVICES

To make your stay even more enjoyable, think of **our extra services**, which can make your holiday so much easier!

Let us take care of your end-of-stay cleaning, hire a beach trolley or an electric charging point to recharge your car...



## SERVICES+

### • LATE CHECK OUT SPECIAL LODGE

*Reservation recommended*

Except July and August and only on weekends and weekend holidays, allows you to keep your rental until 4pm on Sunday (or Monday holiday)

**30€**

### • CHOICE OF LOCATION

*Reservation required*

You have the possibility during the reservation, to choose the number of your lodge or of your location, subject to availability

**30€/lodge - 15€/camping pitch**

### • CLEANING SPECIAL LODGES AND COCO SWEET

*Reservation recommended*

In order to enjoy your stay until the end, leave the final cleaning (excluding dishes) to our teams.

- Lodges 2 and 4 pers/ Coco Sweet: 50€
- Lodges 4/6 pers- 5 pers -6 pers and 6/8 pers: 70€
- Premium lodges 6 pers and lodges 10 pers: 90€

### • RENTAL OF DISHES (FOR COCO SWEET)

*Reservation recommended, limited quantity*

Each crockery kit for 4 people includes plates/ glasses/ bowls/ salad bowl/ cutlery/ saucepan/pan/ strainer

**5€/ day - Deposit: 20€**

To book before your stay or on site at the reception





#### • LOCATION CHARIOT PLAGE

*Reservation recommended, limited quantity*

To reach the beach with all your equipment and the children's beach games, rent a cart by the day, for several days, by the week, according to your needs

**7€/day - Deposit required: 80€**

*To book before your stay or on site*

#### • MEDICAL EQUIPMENT COORDINATION/RECEPTION OPTION

*Reservation required before your stay*

Only for PMR lodges

**15€**

#### • ACCESS TO ELECTRICAL TERMINALS

*At the entrance to the campsite, 12 charging points are available for your electric cars*

**18€/48h - 25€/week**

For sale in reception only!

#### • ROOM RENTAL

**The Ganivelles room is available for rental for your birthdays, cousinades and other gatherings**

*Information and reservations from the reservations department at 04 66 51 16 09*

# 2024 SUPPLEMENTS

PRICES PER NIGHT IN EUROS	FROM 29/03 TO 26/04 FROM 29/09 TO 03/11/2024	FROM 27/04 TO 05/07 FROM 01/09 TO 28/09/2024	FROM 26/07 TO 31/08/2024	IMPORTANT INFORMATION
ANIMALS (DOGS) 2 MAXIMUM PER LODGE	2	3	4	CATEGORY 1 AND 2 DOGS NOT ALLOWED, UP-TO-DATE VACCINATION CERTIFICATE REQUIRED. 2 OR MORE DOGS, HOUSEKEEPING COMPULSORY, CATS FREE
ADDITIONAL PERSON (CAMPING PITCH)	4	6	10	CHILDREN UNDER 4 FREE
ADDITIONAL CAR	6	10	14	FOR ALL MOTORIZED VEHICLES +50CM3
BOAT/JET SKI	9	15	18	CERTIFICATE OF REGISTRATION / SEA PERMIT / INSURANCE TO BE PRESENTED AT CHECK-IN
CAMPING CAR TOKENS	1			WATER SUPPLY AT CAMPER SERVICE AREA

# 5. ALL THE INFO FOR A GREAT STAY

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## THE CHARTER OF THE GOOD CAMPER

All the right rules to follow to have a good stay at l'Espiguette

- ✓ Always wear **your access bracelets** to the campsite, it facilitates the controls at the entrances and exits, as well as the water park.
- ✓ **Dogs and other animals must not be left free or alone at the campsite**
- ✓ **Traffic speed limited to 10km/h**
- ✓ **The circulation of motor vehicles is prohibited from midnight to 6am**  
If you return to the campsite during these hours, it will be on foot!
- ✓ At the campsite, the atmosphere is friendly, **attention to the volume of music and too noisy exchanges. From midnight, avoid all noises and discussions likely to bother the neighbors!**
- ✓ **If you are camping ZEN, strictly respect the calm** that all guests in this area have come to pick up for their holidays. Otherwise, the standard area is more suitable!
- ✓ **Toilets** are distributed throughout the camping area, open entirely or partially depending on the period  
**These are shared places, please respect them and leave them clean**
- ✓ **Household waste, waste to be recycled must be deposited in the garbage or the recycling columns**
- ✓ **Charcoal and fire barbecues are strictly prohibited**
- ✓ **Respect our eco-friendly tips to minimize your impact on the environment**



To validate your status as a good camper, please read our rules of procedure [here](#)

## PRACTICAL INFORMATION FOR YOUR STAY

Full information on our website: frequently asked questions, activities

[www.campingspiguette.fr](http://www.campingspiguette.fr)

http://



### WIFI CONNECTION

A hot spot is accessible at the shopping center

**Réseau Espiguette public**

**Password : Camping2024!!**



### CONNECTED AREAS

- ✓ For customers of ZEN and FAMILY pitches, a hot spot is dedicated to you close to your location
- ✓ The hot spot codes will be sent to you before your stay by email or on site upon arrival

### INFO TO OUR CUSTOMERS CAMPING CARISTES



- ✓ New camper area
- ✓ A service area welcomes you near the sanitary 12
- ✓ Water supply terminals are available. Tokens for sale at the reception for 1€/ token

### BEACH ACCESS



**3 beach access allow you to reach the beautiful beach of Espiguette**

- Plan a little walk before arriving near the sea, the beach is big.
- About 15/20 minutes from the beach access.
- If you have bicycles, strollers, prefer the beach access near the port, the path is more suitable.
- To go to the beach serenely, remember that we rent beach trolleys, to transport your equipment. Rental by the day or for the duration you want

➔ Info/booking at the reception

# BICYCLE RIDES



From the campsite you can easily reach the cycle and pedestrian greenway, which will take you to the Grau du Roi and further to Aigues Mortes (connection with Via Rhôna).

Our reception team can give you a station map to show you the routes, to take advantage of all these possibilities of walk.

## TIPS INFO +

For our guests who come to stay at the campsite by bike, a closed parking bicycles are available free of charge.

At the mall, our equipment rental shop offers the rental of bicycles adults/ children/ electric, etc.

# SAFETY AND EVACUATION PLAN

Visit our website [here](http://www.campingspiguette.fr)

**L'ESPIGUETTE**  
Camping au Grau du Roi

**Legend:**

- Some incendie / Feu hydrant
- Défailliteur / Heart defibrillator
- Extincteur d'incendie / Extinguisher for fire
- Sens d'évacuation / Evacuation way
- Parking
- Point de rassemblement / Assembly point
- RIA / Fire alarm system
- Point d'aspiration incendie / Fire aspiration point
- Coupure de gaz principale / Main gas cut-off
- Coupure moyenne tension / Medium voltage cut-off
- Coupure haute tension / High voltage cut-off
- Transformateur / Transformer

**N° d'urgence**

- 15 SAMU, EMS
- 17 POLICE, Police
- 18 POMPIERS, Fire brigade
- 112 Numéro d'urgence européen, European emergency call number
- 114 Numéro d'urgence pour personnes sourdes ou malentendantes, Emergency number for deaf or hard of hearing people

**Plan de sécurité et d'évacuation / Safety and evacuation plan**

**NOUS CONTACTER**

00 33(0)4 66 51 43 92  
reception@campingspiguette.fr  
www.campingspiguette.fr

En cas d'évacuation du camping, merci de vous diriger vers le point de rassemblement correspondant à votre zone (1, 2, 3).  
In case of evacuation please go to the designated assembly point (area 1, 2 or 3).

# ECO GESTURES FOR A MORE RESPONSIBLE STAY

- ✓ Out of respect for our exceptional environment, we are committed to an eco-responsible approach.
- ✓ To support us in this process, we offer eco-gestures to adopt during your holidays at the campsite of l'Espiguette, for a more responsible holiday
- ✓ You can find all our commitments on our website: [right here](#)



## THE 10 ECO-GESTURES TO ADOPT



I turn off the lights and the air conditioning/heating, I close the windows when I leave my housing. I do not turn on the air conditioning/heating if I leave the door or windows open



We recommend a maximum temperature of 21 degrees in winter and 24 degrees in summer in your mobile home



Staying at a campsite 0 phyto (which does not use pesticides to maintain its plantations) I pay attention to the products I buy to clean my mobile home



I do not leave garbage cans on the terrace: I pay attention to ants and gulls



I pay attention to my water consumption even on holiday



I enjoy natural light: 2089h of sunshine per year (2019 data)



I consume local: in Grau du Roi, markets are held on Tuesdays, Thursdays and Saturdays all year round, and in Port Camargue on Wednesday mornings (from April to September)



To go to the market I favor gentle travel! I inquire with the reception regarding bike paths or walking trails to get to the city



On holiday I also sort my waste. We even have a composter hiding in camping. Can you find it?



I collect my garbage and cigarette butts even when I'm on the beach. Did you know? You are given a pocket ashtray/there are ashtrays vote



**The campsite is committed to Sustainable Tourism.  
(To find out more, visit our website)**

# THE WATERPARK



Open from 27 April to 30 September 2024

- **April, May, June from 14h00 to 19h00 - Closed on Tuesday**  
(except weekends and holidays, open from 10:00 to 19:00)
- **July/August, 7/7 from 10:00 to 19:00**

- **Prohibited swimwear**



Shorts, swim shorts, skirts are prohibited

- **Allowed swimwear**



Traditional swimwear for women (bikinis or one-piece swimsuits not fitted with sails or of additional fabrics)



Boxer or swim briefs for men





## ACTIVITIES AND ANIMATIONS

All information and entertainment programs are available on our website [www.campingspiguette.fr](http://www.campingspiguette.fr)

**Daytime and evening entertainment by period, information on kids and teens clubs of the summer, all activities at the campsite, playgrounds and novelties 2024.**

Our Animation team welcomes you to the Animations office, installed on the new Zone Sports et Loisirs, to inquire and register for the activities/ animations of the camping.

### NEW IN 2024



- ✓ Our new Sports and Leisure area welcomes you with access to several city stadiums, beach volleyball courts, ping pong tables, ball tennis tables. Free access.
- ✓ Our new fitness room is open, ideal to perfect its silhouette just before in the summer. Paid access.

Information on our website and at the Animations office 😊



## SHOPS

You can find all the information about our shopping center on our website: all shops and their schedules, to simplify the holidays!



[www.campingspiguette.fr](http://www.campingspiguette.fr)



Open from April 06, 2024

- **Low Season (April, May, June, September, October)**

Monday, Tuesday, Wednesday, Thursday, Friday and Saturday from 9:00am to 12:00pm  
and from 2:00pm to 7:00pm

Sunday 9:00am to 12:00pm

- **High season (July / August)**

All week from 9:00am to 12:00pm and from 3:00pm to 8:00pm

- **Practical info**



7 per session



Payment by credit card only



Tickets on sale directly from Espigym

- **Rules to respect**



All exits are final



The use of cardio equipment may be limited to 30min depending  
on attendance



20 people maximum



Sports clothing and shoes required. Sports towel required.

## 1- RECEPTION

**Our reception teams are at your disposal, at the reception and by phone 7/7, from 8:30 am to 7:30 pm from March 29 to November 03, 2024**

The reception is open until 9pm/ 10pm on Friday and Saturday depending on the period

**Telephone contact of the reception of the Campsite +33 (0)4 66 51 43 92**

During the closing hours of the reception, you can reach the security post open 24/7 at + 33 (0)4 66 51 43 92

## 2- TOURISM

To discover the activities of the resort of Grau du Roi Port Camargue, the animations of the resort, the visits of the region, the bike rides on the bike paths, the days of markets, public transport

=> Visit the Grau du Roi Port Camargue website [www.letsgrau.com](http://www.letsgrau.com) [www.letsgrau.com](http://www.letsgrau.com)

The team of the Tourist Office also welcomes you

- **by telephone at 04 66 51 67 70**
- **at Villa Parry in the centre of Grau du Roi, a stone's throw from the typical fishing port**

### INFO +



At the entrance of the campsite, a Tourism Info point is at your disposal, with flyers and displays on the activities and animations of the resort.

Our reception team can also advise you on the best activities to do, bike rides on bike paths etc.

## 3- MEDICAL SERVICES

All medical services on the resort website

[http://](http://www.letsgrau.com)  [www.letsgrau.com](http://www.letsgrau.com)

# 6. ALREADY TIME TO GO

## THINGS TO DO

### YOU ARE LEAVING A LODGE

We do not provide an accompanied inventory of fixtures. The following departure procedure must be followed:

- You must leave your accommodation **by 10am**
- Please clean the lodge and do not leave personal belongings, especially **in the safe**
- **The keys must be deposited at the reception between 8:30 am and 10 am, in the box provided for this purpose. For a departure before 8:30, you can leave your keys at the security station**

### INVENTORY

- ✓ At the end of the stay, **no inventory of places of accompanied exit**

The control of the lodge will take place after your departure by our maintenance team.

- ✓ After your departure, **if both inventories are correct, your deposit is destroyed.**
- ✓ If they are deemed non-compliant by our maintenance team, our reception team contacts you to stipulate the damage or maintenance defect noted
- ✓ This will be followed by **an invoice**. When the invoice is paid, the deposit will be destroyed.

### YOU ARE LEAVING A CAMPING PITCH

**On the day of your departure, you must leave your pitch at 12 noon maximum:**

- ✓ You must therefore anticipate and prepare to leave in advance!
- ✓ The location must be left clean as on arrival

### BONUS

After freeing your pitch or lodge, you can enjoy camping and **until the end of the day (midnight at the latest)**

Take care to park your vehicle in a collective car park (do not leave it near the lodge or on the pitch, you may disturb the arrival of the next customers! Thank youuu).

# 7. TELL US IF YOU LIKED IT

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Because your opinion interests us and to improve our offer and our services, flash the QR Code below, to complete our satisfaction survey



**Your opinion matters**



Our satisfaction survey

**If you've had a great holiday with us, join our communities on social networks of the campsite and the Grau du Roi resort.**

  @campingdelespiguette

   @legrauduroiportcamargue

