

Frequently asked questions

Camping

- Does the camper parking place have to be reserved in advance?
No. You can make a reservation on arrival.
- Can I book a specific caravan pitch?
We do not book individual parks, guests can choose their preferred place in the order of arrival.
- How should the caravan car and caravan be parked in the area?
The camper van should be parked on the asphalt and the caravan on the grass. It is important to consider a safety distance of four meters between the housing units.
- Is electricity included in the price of caravan pitch?
Yes it is.
- When should I leave the area on the day of departure?
You can stay in the area until 23:00 on the day of departure.
- When do I have to arrive in to the area at the latest?
There is a silence time in our area between 00:00 and 06:00, during which the gates are locked. This is why you have to arrive to the area before the silence time begins. Late arrivals must be notified in advance so that a night security guard can be instructed at reception.
- What services are included in the price?
The price of the caravan-parking includes electricity, the use of service buildings and the living room, general morning sauna shifts between 08:00 and 11:00 (Sauna shifts are available from 1 June 2020 to 30 September 2020). The emptying of the chemical toilet and gray water, filling of the water tank, car and windshield washing, tire pressures checking and the waste point are also included in price.
- Is it possible to get a tent pitch including electricity?
Yes it is. Electricity costs 6.00 € / day.
- Can I rent a tent through you?
Unfortunately we do not rent tents, but you can come to stay with your own tent.

The cottages

- Can I check in sooner / later?
This depends entirely on the booking situation. You can call the holiday centre reception the night before and inquire about the booking status.
- Does the number of people arriving at the cottage affect the price?
Not affected, as the cottages have a fixed daily rate for the number of people allowed. If there are more guests (in holiday cottages and villas) we charge a personal surcharge of 20.00 € / day.

- Is it possible to arrive at night?

Yes, but this must be announced in advance. Upon arrival during silence time (between 00:00 and 06:00), the motor vehicle should be left in the nearby parking area, from where you can visit the area on foot.

Services

- Can I get food from the area?

Yes. Within the opening hours of our summer restaurant, you can dine in the area, and during the winter, dining is possible at the Spa Hotel Rauhalhti.

- Where can I buy tickets for the animal park?

From the ticket booth in front of the animal park.

- Are pets welcome in the area?

Yes it is. Pets are welcome in all of our accommodations, with an additional charge of € 10.00 per day. A pet fee is charged at holiday cottages, sauna cottages and villas.

In our area you will find a dog beach, outdoor terrain and our summer restaurant on the terrace you can take your pet.

Serviceman

- When is a service technician available?

The maintenance man is present in the area on weekdays, as well as can be reached from our emergency number on weekends and evenings. Fault messages are processed according to the opening hours of the campsite reception, or by calling the service emergency telephone number when the reception is closed.