

Dear guests,

Your holiday at Lalandia is fast approaching, and we hope that you're looking forward to it. We certainly are!

To ensure the best possible start to your stay, here's some practical information.

Arrival

When you arrive, please make your way to the Service Centre, where you will receive the address of your holiday home and an entry code for the barrier at the holiday home area and for your holiday home. You will also receive your wristbands, which give you access to the Lalandia Aquadome and Monky Tonky Land. Your access to your holiday home, the Lalandia Aquadome and Monky Tonky Land begins at 3 pm.

How to use the entry code

At the barrier, enter the entry code, followed by #. At your holiday home, enter the entry code, followed by the open padlock symbol. You can also use your wristband to open the barrier and the door to your holiday home. You do this by placing the white chip onto the number 5 on the keypad.

Late arrival

If you are planning to arrive after 9 pm, please contact our Service Centre no later than 10 am on the day before your arrival by phoning +45 7614 9470 or emailing SC-billund@lalandia.dk. You will then be informed of the address of your holiday home and the entry code for the barrier and for your holiday home, so that you can drive straight to your holiday home on arrival. Please come to the Service Centre in person the day after your arrival.

If you're planning to arrive when the Lalandia Centre will be closed and want to rent bed linen and towels, we can ensure that these are ready and waiting for you in your holiday home.

If the Lalandia Centre is closed when you arrive – and you have not been in contact with our Service Centre in advance – please call +45 7614 9470. This number will put you in touch with an employee who can assist you with access to your holiday home and other tasks that the Service Centre normally deals with. Please come to the Service Centre in person the day after your arrival.

If travelling without a car or by plane

If you're travelling without a car, we recommend taking a taxi to your holiday home.

Public transport

It is possible to take the public bus between Billund Airport and Lalandia. The distance is approximately 3 km.

For bus times, please see www.rejseplanen.dk. Please note that payment on the bus can only be made in cash, in Danish kroner.

Taxis

Taxis can be ordered at the Service Centre between 9 am and 6 pm or directly with Dantaxi by calling +45 4848 4848 or visiting www.dantaxi.dk

Bed linen and towels

There are pillows and duvets in our holiday homes. You can bring your own bed linen and towels or rent them from the Service Centre on arrival. Linen packages cost DKK 119 per person. A linen package includes a small hand towel, a bath towel, a duvet cover, a pillowcase and a sheet. It is not possible to pre-order bed linen.

If you're planning to arrive when the Lalandia Centre will be closed and want to rent bed linen and towels, we can ensure that these are ready and waiting for you in your holiday home. If you would like us to arrange this, please contact us no later than 10 am the day before your arrival.

Nappy swimming costumes for children under 3

Children under 3 years of age must wear a nappy swimming costume in the Aquadome – even if your child no longer uses a nappy. Nappy swimming costumes are made from neoprene and have broad sealed edges at the legs and stomach. We recommend a swimming nappy underneath. Children over 3 years of age who wear a nappy must also wear a nappy swimming costume. You can bring your own or buy one from the Aquadome Shop.

Items to remember to bring

A tea towel and a dishcloth are provided in your holiday home. You need to bring your own toilet paper, kitchen roll, bin bags, hand soap, dishwasher tablets, washing-up liquid and cleaning sponges, as well as additional tea towels and cloths if you so wish.

There is a coffee maker and electric kettle in your holiday home. Coffee filters and tea bags can be purchased from the Lalandia Supermarket, or you are welcome to bring your own.

Parking at the Lalandia Centre

You can park at the Lalandia Centre for DKK 65 per time. Buying an annual pass for DKK 160 could be a worthwhile option for you.

Charging electric cars

You are only permitted to charge your electric car at your holiday home if the holiday home has a charging box installed. If your holiday home does not have a charging box, you can use the Clever or Tesla charging stations at the Lalandia Centre. Please note that you will have to pay for parking while you charge your car.

Energy consumption

You pay for your energy consumption (electricity, water and heating) at the Service Centre.

Departure

At the end of your holiday you must vacate your holiday home by no later than 10 am on the day of departure. We will clean your holiday home. Before you leave your holiday home, you must make sure you do any washing up, start the dishwasher and tidy up. In addition, don't forget to take your waste to the recycling stations.

Time to spend together

Ensuring your holiday is fun and giving you lots of time to spend together is something we take very seriously at Lalandia. We are therefore looking forward to acting as your hosts, and we will do our best to ensure you have a great holiday with us.

We look forward to seeing you.

Kind regards,
Lalandia in Billund