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Dear Sir, Madam,

Finally we worked out all the satisfaction surveys. There were a lot!  
We're happy to answer to your observations and requests. You can find the details of the results on our website and blog

Please find also more information about the works we planned for the next season and the new items.

The results of the satisfaction surveys :

You're rather satisfied about the staff, the reception, the rentals and the service on the campsite.

The animations: We notice that the program of the animations doesn't match completely with your expectations. We will improve this program but we won't change the main idea: the animations are essentially for children until 12 years old. Château de Boisson will not become be a holiday club.

The service : There were some critics on the lack of choice in our grocery shop. You can find more about this under "Works for 2010".

Your comments :

• We have a lot of comments on the presence of wasps at the swimming pool. Unfortunately there is no miracle remedy against this. A little explanation:

1. This is a general problem, it's not specific to Château de Boisson
2. It's a temporary phenomenon: the wasps are numerous near the swimming pool during a short period. It also depends on the hot weather (they are thirsty...)
3. The number of stings is not that important: about 1 or 2 wasp stings per day for 700 people on the campsite in the high season.
4. Wasps are really useful for nature, because they eat insects and increase the pollination.
5. We tried earlier to add an insecticide to the water of the swimming pool. The wasps died but defended themselves till the bitter end, which doesn't decrease the stings!
6. And... the warnings on this kind of product show us that the use of it is clearly harmful for mankind and nature.

*More about this: Source: [www.insectes.org](http://www.insectes.org) → Questions/Réponses → Piscine  
→ Y a-t-il un moyen d'éloigner les guêpes de ma piscine ?*

• There were also comments on the outdated playing areas for children. We want to reconsider these areas completely and began to inquire for information about this. These

works unfortunately won't be done in 2010, but we consider buying a bouncy castle meanwhile.

Works for 2010 :

- Extension of the grocery shop:  
We extend the grocery shop to improve the choice of products. We will now be able to sell fruits and vegetables, fresh food and frozen food. You will have a larger choice between several brands. The shop will have the corporate brand "Vival", part of the French group Casino. This will guarantee lower prices
- Renovation of the indoor swimming pool:  
Those works won't change anything for the customer, but they were necessary to keep the pool in a good state: we change the liner and the pool cover. The indoor and outdoor wooden structures are painted.
- The mobile homes « Colline » are replaced by « Premium » chalets :  
The last old mobile homes left us... You can find some photo's of their removal by crane. It was very spectacular, especially because we had a strong wind those days. At present we build the new chalets. You can follow the evolution on our blog. The chalets will be « Premium » rentals. This new concept starts this year. It means that the bed linen and toilet linen are provided; the beds are made when you arrive. WIFI connexion is included in the price. There will be more comfort: a dish washer, an inverter air conditioning, a safe, a gas barbecue and a HIFI equipment.

What more will change in 2010 :

- Clé verte :  
In an ecological matter, Château de Boisson obtained the French quality label « La Clef verte » for 2010.
- Cancellation insurance:  
From this year we propose cancellation insurance. Of course this is optional. The insurance must be subscribed together with your booking. For more information please read our general conditions.
- Barbecue rental:  
In answer to several requests of our customers we start gas barbecue rental this year. To help us with the organisation of this service we kindly ask you to book the barbecue, if possible, together with your accommodation or camping plot.

We thank you very much for your attention to this information and for your participation to the satisfaction survey.

You can always follow the evolution of the works and discover the new items at Château de Boisson on our blog.

Very best regards.

The Jäschke family and team.