

## GENERAL CONDITIONS

### 1. RESERVATION

Reservation for a pitch, mobile home or apartment can be booked directly on-line. Credit card information has to be submitted. The valid card is required as a guarantee for the reservation. Your card will be charged for the amount of the prepayment only in case a cancellation is not done on time.

Furthermore, the request can be sent via e-mail, fax or by post. Our offer will be based upon your request and sent as soon as possible.

For the reservation of a mobile home and apartment, a prepayment via bank transfer is required. Send a copy of the deposit as proof, not later than the date given in the offer; or you can send the credit card data. If the prepayment is not deposited until the given date, or if the credit card data has not been received, the reservation will be considered invalid.

We require reservation fees for pitches which are non-refundable.

### 2. CHANGE AND CANCELLATION OF A RESERVATION

In case of a reservation via on-line booking the reservation can be changed or cancelled according to the rules of cancellation reservation.

If the booking took place via direct correspondence, then the booking department has to be informed about all changes or cancellations. The booking department is then obliged to notify the acceptance of a change or cancellation in written form. The amount of the prepayment is only refunded in case of a cancellation 31 days before the arrival, but it is reduced by the amount of the bank expenses. In case of a cancellation that is not done on time, or if the guest doesn't arrive, the amount of the prepayment is retained, or the credit card is deducted to the extent of the designated prepayment.

### 3. ARRIVAL AND DEPARTURE

#### » Camp

Arrival: from 13 h

Departure: until 12 h

Later Arrival: The reserved pitch waits for the guest until 13 h of the following day, but the whole reserved time period is charged.

Earlier departure: If there's no compelling reason for the shortening of the detention time, the guest is obliged to pay the whole reserved time period.

Later departure: For the stay in the camp after 12 h an additional day is charged.

Arrivals and departures are possible every day during the whole season.

#### » Mobile homes and apartments

Check-in: from 16 h

Check-out: until 09 h

Later Arrival: The reserved mobile home or apartment waits for the guest until 16 h of the following day, but the whole reserved time period is charged.

Earlier departure: If there's no compelling reason for the shortening of the detention time, the guest is obliged to pay the whole reserved time period.

Later departure: For a stay after 09 h an additional day is charged.

Mobile homes: During the pre-season and after-season arrivals and departures are possible every day (at least a three day stay); high season - arrivals and departures on Saturdays (at least a seven day stay).

3\* apartments: Arrivals and departures are every day during the whole season. During the high season the minimal stay is five days and during the pre- and after-season it is three days.

4\* apartments: Arrivals and departures are on Saturday during the whole season (minimum stay is 7 days), except for the first half of May and the second half of September, when the minimum stay is three days and arrivals and departures are possible every day.

### 4. PAYMENT

To avoid possible delays on the day of departure, guests are advised to settle their bill one day prior to their departure. For guests who stay on a pitch or in the mobile homes the bill is paid at the camp reception desk from 7-21 h, while guests staying in the apartments may settle their bill at the apartment reception desk from 7-21 h. The payment may be made in cash or by credit cards.

### 5. INSURANCE

Management is not responsible for any thefts, accidents, damages of property and injuries. Likewise, the management accepts no responsibility for damage caused by thunderstorms, hail, fallen trees, branches, pine cones, illnesses, epidemics, fires, natural catastrophes and other. The guests are recommended to insure themselves at an insurance company of their choice, against possible risks during their stay in the camp.

A confirmation of the reservation means acceptance of General Conditions.