

General terms and conditions

1. Conclusion of the Contract

Reservations can be made via internet. By making a reservation, the booker enters into a contract with the camp owner. The contract is only concluded with the written/digital booking confirmation from the campsite. There is no entitlement to a particular pitch and/or a particular number of the pitch. Of course, when passing on a preferred location/number, this preference will be taken into account as much as possible.

2. Reimbursement

The prices to be paid by the guest are based on the annually updated price list of the camping. The guest must inform himself about the prices for the services offered during the registration period.

3. Payment terms

A deposit of 50% is due upon receipt of the booking confirmation. This must be paid within 14 days of receipt of the booking confirmation to our account with the BCEE (IBAN LU75 0019 4200 1228 5000 BICCODE: BCEELULL) stating the booking number. The remaining amount must be paid one week before arrival by bank transfer or in case of last minute booking on arrival by cash or EC card.

4. Arrival and Departure times

The pitch is available to the camper from 3pm on the day of arrival. For arrivals after 18:00, we ask you to notify us. The pitch must be left clean by 11 am on the day of departure. If the deadline is exceeded, a surcharge may be levied. However, the main obligation of the camper is to evacuate the vehicle in accordance with the contract. In low season, departures may be later, but this requires the prior agreement of the reception. Arrival times for our rental properties are also from 15:00 and on the day of departure you will hand in the key before 10:00.

5. Stay / Visit

The pitch may only be used with the number of registered persons. Visitors must be registered before entering the campsite. The pitch may only be occupied by camping equipment (1 tent or 1 caravan or 1 motorhome incl. 1 car). Additional camping equipment and vehicles require the approval of the reception and must be registered.

The guest acknowledges the campsite regulations for himself and for the persons registered by him. This is an integral part of the contract. It is placed in the reception and can be sent on request.

6. Defects

If the assigned pitch or other contractual services do not correspond to the contractually agreed characteristics, the camper must notify the campsite administration of the defects on the day of detection, but no later than the following day.

7. Liability

The guest and his supervisors undertake to treat the pitch and the buildings, facilities, inventory, etc. of the campsite with care. Damage caused during the stay by the guest himself or his companions must be reported immediately to the reception and, except for proof of innocence, must be

compensated. Damage claims from the campers are excluded. Excluded from this are damages to life, body or health if the campsite is responsible for the breach of duty, other damages based on a deliberate or grossly negligent breach of duty of the campsite and damages based on a deliberate or negligent contractually typical breach of duty of the campsite. A breach of duty by the campsite is equivalent to a breach of duty by a legal representative or vicarious agent.

However, the camping expressly points out that irregularities, damage or loss (e.g. tree fruits, insects, animals, branches etc.) may occur as a result of nature.

8. Rebooking / Cancellation

The rebooking of effective contracts is in principle possible without a legally binding claim from the guest. They become effective after written/digital confirmation by the camping. A fee of € 25.00 will be charged for this. The guest can withdraw from the contract at any time before the start of the journey. The declaration of withdrawal must be made in writing. If the guest withdraws from the contract, the camping may demand the following fixed withdrawal costs, the calculation of which takes into account the usual use of the service and the saved costs:

Up to 15 days before arrival, an administration fee of € 25.00 will be charged.

1-14 days before arrival, the first 2 days will be charged in full, all other days will be charged 50%.

In case of non-arrival without prior notice, late arrival, shortening or early departure, no refund of costs is possible.

In these cases, as well as in the case of cancellation before departure, the guest is free to prove that the claims mentioned have not arisen or not in the required amount. In all cases, any preferential fees will always be charged.

9. Other agreements

Telephone information, ancillary agreements and other insurances of any kind require written confirmation to be valid. For the rest, the statutory provisions apply.

(position 01/2024)