

General Terms & Conditions – Mobile Home Rentals Camping Clervaux – Version 05/2026 (EN)

1. Formation of the Rental Agreement

- 1.1. Mobile homes may be reserved online or in writing.
- 1.2. The rental agreement is valid only after the guest has received a written or digital booking confirmation from Camping Clervaux.
- 1.3. Guests have no automatic right to a specific mobile home number or location unless expressly confirmed in writing.

2. Rental Price and Fees

- 2.1. Current prices follow the annually updated price list of Camping Clervaux.
- 2.2. Additional charges (tourist tax, energy, cleaning, rental items, pets, linen, optional services) are listed separately and form part of the contract.
- 2.3. Obvious errors in pricing or descriptions are not binding.

3. Payment Terms

- 3.1. Deposit: 50% within 14 days after confirmation, payable to: BCEE – IBAN LU75 0019 4200 1228 5000 – BIC BCEELULL.
- 3.2. Remaining balance: due 6 weeks before arrival.
- 3.3. Last-minute bookings (within 6 weeks): full payment immediately via bank transfer or upon arrival.
- 3.4. If payment is not received on time, Camping Clervaux may cancel the reservation; cancellation fees apply (see article 8).

4. Arrival, Departure & Check-out Conditions

- 4.1. Mobile homes are available from 15:00.
- 4.2. Departure must occur before 10:00.
- 4.3. The mobile home must be left in a swept-clean condition:
 - waste removed,
 - fridge emptied,
 - dishes cleaned,
 - inventory complete and tidy.
- 4.4. Late check-out may result in additional charges.
- 4.5. A cash deposit is required upon arrival and refunded after inspection.

5. Stay / Use of the Mobile Home

5.1. The mobile home may only be occupied by the maximum number of persons stated in the booking confirmation.

5.2. Parties, gatherings or disruptive activities are not permitted.

5.3. Pets:

- only allowed in *Aisvull* and *Panewippchen*,
- maximum 2 pets per mobile home.

5.4. Smoking is strictly prohibited in all mobile homes.

5.5. Open fires are not permitted anywhere on the premises.

5.6. Barbecues on the terrace are allowed if used safely.

5.7. Guests must treat the accommodation and inventory with care and follow all site regulations.

5.8. Visitors must be registered at reception; overnight stays by unregistered persons are not allowed.

6. Obligation to Report Issues

Any defect or issue must be reported immediately, and no later than 24 hours after discovery. Late reports cannot be accepted.

7. Liability

7.1. Guests are liable for all damage caused during their stay unless they can prove no fault.

7.2. Camping Clervaux is not liable for:

- natural occurrences (falling branches, animals),
- loss or theft of personal belongings,
- disruptions beyond its control.

7.3. Liability exists only in cases of intent, gross negligence or personal injury caused by an attributable breach.

8. Changes or Cancellations by the Guest

Changes

8.1. Changes can only be made in consultation with Camping Clervaux and require written confirmation.

8.2. Camping Clervaux is not obliged to accept change requests, even when availability exists.

8.3. A €25.00 administration fee applies.

Cancellations

8.4. Fees apply as follows:

- up to 6 weeks before arrival: 30%
- 3–6 weeks before arrival: 75%
- less than 3 weeks before arrival or no-show: 100%

8.5. No refunds are given for late arrival or early departure.

8.6. Guests may provide evidence that the actual damage is lower than the fixed amount.

9. Other Provisions

9.1. Verbal agreements are only valid if confirmed in writing.

9.2. Camping Clervaux may deny access to guests who violate rules, without refund.

9.3. Luxembourg law applies.