



Erholungsgebiet Waldvelen
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General Terms and Conditions (Camping)

Dear guest,

the following general terms and conditions (GTC) govern the contractual relationship between You and us. Please note that you accept these terms and conditions with your booking.

- **§1 Conclusion of the contract**

a.) The contract is bindingly concluded when the pitch is ordered and confirmed or promised or provided at short notice.

b.) The booking in advance can be made verbally or in writing (also by email or fax). What has been recorded on the booking confirmation is considered as agreed. This will be, if time permits, in written form (preferably by email) sent to the guest.

c.) The booking guest is liable as the client for all obligations arising from this contract jointly and severally.

- **§2 Services, prices and payment**

a.) The lessor undertakes to provide the pitch booked by the guest (or a pitch of at least equivalent) and to provide the agreed service.

b.) The agreed prices include all consumption-dependent ancillary costs (water and electricity), unless otherwise agreed. For the use of the sanitary facilities may incur extra costs.

c.) With the conclusion of the contract an advance payment in the amount of 20% of the agreed price. The request is made on the booking confirmation. If the credit to the account of the lessor does not occur within 14 days after sending the confirmation of reservation, the landlord is entitled to withdraw from the contract (see §5 a.).

d.) Unless otherwise agreed in writing between the contracting parties, the agreement has been made, the payment of the balance (in case of short-term Rent the total amount) in cash, by EC- or credit card upon arrival, at the latest on departure.

e.) If an agreement on payment against invoice has been made, the invoice no later than 8 days from the date of the invoice settle.

- **§3 Arrival and departure**

a.) Unless otherwise agreed in writing between the contracting parties, the pitch agreement has been made between the contracting parties, the pitch

shall be available to the guest arrival day from 15:00 o'clock at the disposal. It must be occupied by 8 p.m. at the latest or by arrangement.

b.) The occupation of the pitch can be done only by the registered persons. On arrival, if necessary, it is requested to present the identity card.

c.) On the agreed day of departure must be no later than 10:30. On later departure is also possible, depending on the follow-up booking. On Sunday and public holidays a later departure is possible, if not otherwise communicated.

- **§4 Duties of the guest**

a.) The guest is obligated to treat the rented and provided items with care.

b.) During the stay the midday and night rest must be observed.

c.) On the day of departure, the household waste must be disposed of in the containers provided at the garbage place.

- **§5 Resignation of the guest (cancellation)**

a.) Any withdrawal must be made in writing.

b.) In case of cancellation:

1.) up to 29 days before the day of arrival, the full amount of the deposit will be or remains on request as credit for a later booking in the same calendar year.

2.) 28 to 15 days before the day of arrival, the deposit for a later booking in the same calendar year.

3.) 14 days or more before the day of arrival the deposit will be retained. The calculation basis of the period is the day on which the cancellation is received by the lessor has been received. In order to avoid cancellation fees, it is recommended to conclude a Travel cancellation insurance with a provider of your choice. The landlord is held in good faith, the unused apartment to rent out to others to avoid breakdowns.

- **§6 Withdrawal of the landlord**

a.) If an agreed advance payment is not made within the period of time stated in §2 c., the lessor is entitled to withdraw from the contract.

b.) Furthermore, the lessor shall be entitled to withdraw from the contract for objectively justified reasons to withdraw from the contract extraordinarily, for example if:

1.) Force majeure or circumstances for which the lessor is not responsible fulfillment of the contract impossible.

2.) Parking spaces under misleading or false statements of essential facts, e.g. in the person of the customer or purpose, are booked.

c.) The lessor must immediately inform the guest of the exercise of the right of withdrawal the aforementioned facts should arise.

d.) In the event of justified withdrawal by the lessor, the customer shall have no claim for compensation.

- **§7 Liability**

a.) The lessor is liable for the proper provision of the contractually agreed services.

b.) If the rented pitch exhibits a defect that goes beyond a mere inconvenience, the guest shall immediately notify the lessor or the lessor's Landlord or his representative of the defect without delay. Upon knowledge of the defect, the lessor will then endeavor to remedy the situation. The customer is obliged to contribute reasonable contribution to remedy the fault and to avoid possible damage to keep to a minimum.

c.) The landlord is not liable for objects brought in.

d.) The client is obliged to compensate for any damage caused by him/her upon becoming aware the landlord or his representative immediately and to inform them in such a way as low as possible.

e.) The customer shall be liable for any damage caused by his own fault to 100%.

f.) Parents are obliged to exercise due diligence towards their children otherwise there is no liability claim to the landlord.

g.) The landlord shall not be liable for the games and games equipment provided for use Sports equipment is excluded.