

General conditions of camping Val d`Or

1. Application of general terms and conditions

1.1 These general conditions apply to all offers, reservation requests and agreements concluded with the Val d`Or campsite and relating to pitches and accommodation rented by the Val d`Or campsite.

1.2 Camping Val d`Or reserves the right to modify the following general conditions at any time with or without notice. The very latest of the general conditions can be found on our website www.valdor.lu.

1.3 Camping Val d`Or expressly rejects the application of other general conditions.

1.4 Exceptions to these General Terms and Conditions are only possible if the parties have agreed to them in writing.

2. Reservations

2.1 Camping Val d`Or only accepts reservations from persons 18 years of age or older. Persons who are minors must always be accompanied by an adult present at the time of their stay.

2.2 The contract is concluded after both parties have acted as follows: the campsite, us, have confirmed your reservation, and you, by booking online and completing the form, or by talking to us by telephone as a campsite, have committed yourself to paying the deposit amount. This amount is non-refundable, see art. 2.3. When making your reservation we will take into account as much as possible your possible present wishes and preferences concerning the duration of your stay, the location of your stay, the facilities and services.

2.3 Preference: If you book a pitch or accommodation without a preference, Camping Val d`Or is able to change your pitch number or accommodation number, leaving the type of pitch or accommodation type unchanged. If you have indicated a preference for

a specific number, and has paid the preferential fee, Camping Val d`Or cannot change your pitch or accommodation number.

2.4 Payment: Tenant will pay to camping Val d` Or, after the reservation confirmation, within 4 weeks a deposit of 40% on account number: Bank account number: LU870030520534711000 t.nv. Camping Val d`Or
BIC: BGLLLULL

This deposit is non-refundable. You must take care of any necessary insurance.

2.5 Eight weeks before the arrival date, the tenant must have paid the balance of 60% to the specified account number (art. 2.3). If this is not done after a reminder from Camping Val d`Or, and on the day of arrival no check-in has taken place by the respective tenant, Camping Val d`Or will consider this a cancellation on the effective date of arrival.

2.6 In case of cancellation, the tenant will owe the following cancellation fees:
For cancellation after booking: 30% of the rent (the deposit).
Cancellation up to 4 weeks before the arrival date: 50% of the rent.
For cancellation up to 1 to 4 weeks before the arrival date: 90% of the rent
For cancellation within one week before the arrival date: the entire rent. If canceled on/after the arrival date: the entire rent. You have to take care of the necessary insurances yourself.

2.7 If there is a refund, camping Val d`Or will owe you an amount. For example, if you have already paid 100% for your vacation, and there is a cancellation. Then the total amount minus the cancellation fee (see article 2.6) will be refunded. Refunds will be made within 14 days to the guest's bank account number known to us.

2.8 If you book with another website, there is nothing we can do for you in this. You have made an agreement with a party other than ours. For cancellation and possible refund, you need to contact this party.

2.9 Bringing one car is included the reservation. For an additional car you pay €2.50 per night.

2.10 The reserved place/accommodation will remain reserved for you until 7:00 p.m. on the day of arrival. If you have not arrived by that time,

and not given notice to our campground, your reservation will expire and no refund will be given.

2.11 The maximum number of persons allowed is 8 per camping spot. An additional tent is allowed. An additional tent means a tent with two sleeping places with a surface area of no more than 5m².

3. Check in/out

3.1 From 15:00 to 20:00 you can check in. Upon arrival, guests are required to show their passport or identity card. Pitches and accommodations are available from 15:00 on the day of arrival. If you wish to check in earlier or check out later, this can only be done by agreement and at an additional cost of €15 euros.

3.2 Places are assigned by the staff, or is confirmed by e-mail by reservation. Change of places is allowed only after consultation with-and permission of-staff.

3.3 On the day of departure, you have until 10:00 am to leave your pitch or accommodation free and clean.

3.4 Camping Val d` Or reserves the right to carry out a final check on the departure date from 9:30 a.m., regarding the condition and completeness of the pitch or accommodation you are renting.

3.5 If the accommodation is not left clean or in orderly condition, then there is €40 charge.

3.6 In case of a later arrival or earlier departure, no refund will be made on the rental price and additional costs of the pitch or accommodation.

4. Visitors

4.1 Receiving day visitors is allowed between 08:00 and 22:00. Visitors must be registered the reception desk one day in advance. If visitors stay overnight, visitors must report to the reception desk on the day of arrival, and pay the cost of the overnight stay.

5. Rules of conduct

5.1 Our campground has a speed limit of 5 km per hour.

5.2 From 10:00 p.m. to 8:00 a.m., all activities are prohibited, which would disturb the peace of our guests can disturb. This includes: driving on camping Val d`Or with car or motor vehicle, turning on music and TV, loud talking, depositing glass in containers etc.

5.3 Adults are responsible for the behavior of children entrusted to them. They must not disturb the peace and safety of other guests at Val d`Or campsite.

5.4 Barbecuing is allowed. Always use an object to the on so that the ground and grass cannot be damaged.

5.5 Be extremely careful with fire. Never throw away a burning match or cigarette. Lighting open flames is prohibited.

5.6 Smoking is prohibited in our public areas and accommodations.

5.7 The tap water at Val d`Or campsite is of potable quality. The use of our tap water is not intended for play purposes; please use the River Clèrve for this purpose.

5.8 In case of fire or other serious emergencies; first alert emergency services (call 112). Police (call 113). Fire extinguishers are , see the lampposts. Then report the fire or calamity immediately to the reception desk. Owner and FAFS can always be reached at: 00352-920691.

5.9 Camping Val d` Or reserves the right to make changes in design and opening hours of the facilities of camping Val d`Or.

6. Interim termination of the agreement by the owner

6.1 In case of non-compliance with the regulations/the rules of conduct, the tenant, with his entire family or composition of the company will be asked to leave camping Val d`Or. The owner may terminate the agreement with immediate effect:

-If, despite prior verbal and/or written warning, the tenant, co-tenant(s) and/or third parties do not or do not

comply or comply properly and to such an extent that by the standards of reasonableness and fairness the owner cannot be required to continue the contract.

- If, despite prior verbal and/or written warning, the tenant, co-tenant(s) cause nuisance to the owner and/or co-tenant(s) and/or other tenants at Val d`Or campground, or disrupt the safety or good atmosphere at or in the immediate vicinity of Val d`Or campground.
- If the tenant, despite prior verbal and/or written warning, by using the accommodation or pitch and/or his camping equipment violates the purpose of the premises.
- If the renter's camping equipment does not meet generally recognized safety standards.
- Theft, vandalism, aggressive behavior and drug use are among other reasons for immediate removal of the tenant, with his entire family or composition of the company, from camping Val d`Or.

6.2 In case of interim termination of the agreement, the tenant must ensure that his/her pitch and/or camping equipment is vacated and the premises left as soon as possible, but no later than 4 hours after the termination.

6.3 If the Lessee fails to vacate the accommodation or camping pitch within the stipulated 4 hours (Article 6.2), the Owner shall be entitled to do so at the Lessee's expense. The owner shall not be liable for any damage, resulting from or related to the clearing of the accommodation or camping place, unless the damage was caused by carelessness of the owner. Any storage costs of the tenant's vacated property, shall be borne by the tenant.

6.4 If the tenant believes that the owner has wrongly terminated the contract, he/she must immediately notify the owner and may submit the dispute to the civil court in Luxembourg or, at the latest within 30 days of the removal, to the Disputes Committee in Luxembourg.

6.5 In principle, the tenant remains obliged to pay the agreed amount (articles 2.2, 2.3 and 2.4) to Camping Val d`Or.

7. Waste

7.1 You should separate your waste and deposit it in the designated containers.

7.2 It is forbidden to deposit anything other than household waste in our containers or the garbage alley. In case of violation of this rule, costs for the removal of the object(s) will be charged to the person who wants to deposit the object(s) at Val d`Or campsite.

8. Pets

8.1 Pets are allowed (max 2) but provided they are leashed and be accompanied to outside camping Val d`Or for their needs.

8.2 At the entrance to Val d`Or campground there is a pole with poop bags that you can use and a bin for the used poop bags. Needs must be cleaned up and disposed of in the designated bin. Dogs of the Pitbull/ Dobermann and Rottweiler breeds must wear a muzzle.

9. Own risk

9.1 Tenants of accommodation or pitches and visitors enter our premises at their own risk. We are in no way liable for damages and/or accidents caused by third parties. By entering the grounds, tenants and visitors expressly waive any right to compensation.

9.2. We cannot be held responsible for unforeseen occurrences, force majeure, natural disasters or legal decisions that disrupt, interrupt or prevent your stay and entertainment at Val d`Or campsite.

10. Damage

10.1 Damage should be immediately to the reception, both damage to the rented accommodation and/or resources therein, or on the grounds of Camping Val d`Or. Damage costs and any consequential costs will be charged to the relevant person who caused the damage.

11. Collection costs

11.1 The extrajudicial costs reasonably incurred by the owner after a notice of default shall be borne by the lessee. If the total amount is not paid on time, the statutory interest rate on the remaining portion may be charged after written summons.

12. Applicable law

12.1 These Terms and Conditions are governed by Luxembourg law and in the event of litigation concerning these Terms and Conditions or in relation to this website, the Luxembourg courts shall have jurisdiction.