

GENERAL TERMS AND CONDITIONS

RESERVATION CONDITIONS

1. We aim to coordinate reservations as efficiently as possible. Pitches and rental accommodations are allocated by us.
2. The reservation is final upon receipt of the deposit.
3. Arrival and check-in are between 2:00 PM and 8:00 PM. Check-out, payments and departure are between 8:00 AM and 12:00 PM. Rental accommodations must be vacated by 10:00 AM.
4. Additional payment conditions apply to reservations for which a previously paid deposit or a voucher issued by us is used.
5. For stays in one of the mobile homes, the apartment or a glamping accommodation, a security deposit of €150 is mandatory. The deposit is pre-authorised on a credit card and released after departure. If any damage or deficiencies in the inventory have occurred, the relevant amount will be deducted from the deposit.

PAYMENT CONDITIONS

1. A deposit of 40% of the total travel price must be paid within 14 days after making the reservation.
2. The outstanding balance of the reservation is paid on the day of arrival.
3. For reservations for which a previously paid deposit or voucher is used, the remaining balance must be paid within 30 days of the reservation date.

CANCELLATION CONDITIONS

1. Cancellations must be confirmed in writing by e-mail.
2. For cancellations up to 30 days before the arrival date, the deposit may be used for a new reservation, to be made within one year after the cancellation.
3. For cancellations within 30 days before the arrival date, no refund will be made.
4. In the event of early departure or late arrival, earlier or later than the departure or arrival date for which the reservation was made, the amount for the entire reserved period remains due.