

Terms and conditions Camping Reisdorf

1. Application terms and conditions

- 1.1 These general terms and conditions apply to all offers, reservation requests and agreements that are concluded with camping Reisdorf and relate to camping pitches and accommodations that are rented out by camping Reisdorf.
- 1.2 Camping Reisdorf expressly rejects the application of other general terms and conditions.
- 1.3 Exceptions to these general terms and conditions are only possible if the parties have agreed in writing.

2. Reservations

- 2.1 Camping Reisdorf only accepts reservations from persons who are 18 years or older.
- 2.2 The agreement is concluded after we have confirmed your reservation, and you undertake to pay the deposit amount, non-refundable, see art. 2.3, to comply. Your wishes will be taken into account as much as possible when booking.
- 2.3 The tenant will make a deposit of 30% to camping Reisdorf within 7 days after the reservation confirmation to account number:
IBAN: LU26 0029 3971 0811 1300 | BIC: BILLULL

This deposit is non-refundable. **You must take care of the necessary insurance yourself or make use of the cancellation fund ¹.**

- 2.4 Four weeks before arrival you must have paid the remaining payment to the specified account number (art. 2.3). If this is not done after a reminder, and the relevant tenant has not checked in on the day of arrival, we consider this as a cancellation on the commencement date of the agreement.
- 2.5 In case of cancellation , the tenant owes the following cancellation costs:
In case of cancellation after reservation: 30% of the rent (the down payment).
In case of cancellation up to 4 weeks before the day of arrival : 60% of the rent.
If canceled 1 to 4 weeks before the day of arrival: 90% of the rent. If canceled within a week before the day of arrival: the entire rent.
In case of cancellation on/after the commencement date: the entire rent
You must take care of the necessary insurance yourself or use the cancellation fund.
- 2.6 One car is included in the reservation. For an extra car you pay €2.50 per night.
- 2.7 **The reserved pitch/accommodation will remain reserved for you until 7:00 PM on the day of arrival.** If you have not arrived at that time without any notification to our campsite, your reservation will be canceled and no refund will be given.
- 2.8 The maximum number of persons allowed is 6 per camping pitch, of which a maximum of 4 are adults (from 15 years). A side tent is allowed. **A small tent is understood to mean a tent with two sleeping places with a surface area of no more than 4m² .**

¹The following fall within the cancellation fund: serious illness, death of yourself or one of the travel companions, of parents (in-law), brother, sister, brother-in-law, sister-in-law or your own children or natural disasters.

3. **Check-in/out**

- 3.1 You can check in from 3:00 PM to 7:00 PM. Upon arrival, guests are required to show their passport or identity card. **Camping pitches and accommodations are available on the day of arrival from 3:00 PM.**
- 3.2 The places are assigned by the staff, or confirmed by e-mail by reservation. Change of place is only allowed with the permission of the 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 Reisdorf reserves the right to carry out a final inspection from 9:30 am on the departure date regarding the condition and completeness of the camping pitch or accommodation.
- 3.5 If the accommodation is not left clean or in an orderly condition, €40 will be charged.
- 3.6 In case of a later arrival or an earlier departure, no refund will be granted.

4. **Visitors**

- 4.1 Visitors must be registered at the reception.
- 4.2 Visitors pay a daily rate. For an overnight stay you pay the price that applies in the relevant period.

5. **Code of conduct**

- 5.1 Our camping site has a maximum speed of 5 km per hour.
- 5.2 from 10:00 PM to 8:00 AM, all activities that may disturb the peace of our guests are prohibited, such as driving on the campsite by car or motorcycle, turning on the radio and TV, talking loudly, 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 the camping guests.
- 5.4 Barbecuing is allowed. Be extremely careful with fire and never throw away a lit match or cigarette. Lighting an open fire is prohibited.
- 5.5 The use of tap water is not intended for play purposes. Use the river Sûre for this.
- 5.6 It is prohibited to smoke in our public areas and accommodations.
- 5.7 In case of fire or other serious calamities; report immediately to the reception and alert the emergency services (112). Police (113). Fire extinguishing equipment is present, see the lampposts.
- 5.8 Camping Reisdorf reserves the right to make changes to the design and opening hours of the facilities of the campsite.

6. **Premature termination of the agreement by the owner**

- 6.1 In the event of non-compliance with the regulations /rules of conduct, the entire composition of the group is requested to leave the campsite. The owner can terminate the agreement with immediate effect: - if the tenant, fellow holiday

maker(s) and/or third parties do not or do not properly comply with the obligations under the agreement, the camping regulations and/or government regulations, despite prior verbal and/or written warning or comply to such an extent that, according to standards of reasonableness and fairness, the owner cannot be required to continue the agreement. - if the tenant, fellow holiday maker(s) causes nuisance to the owner and/or the other tenants, despite prior verbal and/or written warning, or spoils the good atmosphere on or in the immediate vicinity of the campsite. - if the tenant, despite prior oral and/or written warning, acts contrary to the destination of the site by using the pitch and/or his camping equipment. - if the camping equipment does not meet the generally recognized safety standards. - Theft, vandalism, aggression and drug use are among others reasons for immediate removal from the campsite.

- 6.2 After cancellation, the tenant must ensure that his pitch and/or camping equipment is vacated and the site is vacated as soon as possible, but at the latest within 4 hours.
- 6.3 If the tenant fails to clear the pitch, the owner is entitled to do so at the expense of the tenant. The owner is not liable for damage resulting from or related to the vacating of the pitch, unless damage is caused by carelessness on the part of the owner. Any storage costs are for the account of the holiday maker.
- 6.4 If the tenant is of the opinion that the owner has wrongly terminated the agreement, he/she must immediately inform the owner of this and he/she can submit the dispute to the civil court or at the latest within 30 days after the removal to the Disputes Committee.
- 6.5 In principle, the tenant remains obliged to pay the agreed amount.

7. Waste

- 7.1 You must separate your waste and deposit it in the designated container. At the reception you will receive a garbage bag for PMD waste.
- 7.2 It is prohibited to deposit anything other than household waste in our containers. Violation of this rule will result in charges. There is always surveillance by means of CCTV.

8. Pets

- 8.1 Pets are allowed on camping pitches (max 3) but provided they are kept on a leash and accompanied outside the campsite for their needs Clean up needs and deposit in the designated waste bin. Pitbull/Doberman and Rottweiler dogs must wear a muzzle.

9. Own risk

- 9.1 Campers and visitors enter our site at their own risk. We are in no way liable for damage and/or accidents caused by third parties. By entering the site, campers and/or visitors expressly waive any right to compensation.
- 9.2. We cannot be held responsible for unforeseen events, force majeure, natural disasters or legal decisions that disrupt, interrupt or prevent your stay and the animation/facilities at the campsite.

10. Damage

- 10.1 Damage must be reported to the reception, both damage to resources in our accommodation and on our site. Damage costs and any consequential costs will be charged.

11. Collection costs

- 11.1 The extrajudicial costs reasonably incurred by the owner after a notice of default are payable by the tenant . If the total amount is not paid on time, the legally determined interest rate on the remaining part can be charged after written demand.

12. Applicable law

- 12.1 These General Terms and Conditions are governed by Dutch law and in the event of a lawsuit about these General Terms and Conditions or in relation to this website, the Dutch court has jurisdiction.
- 12.2. Camping Reisdorf has the right to adjust the following general terms and conditions at any time with or without notice. The latest version of the general terms and conditions can be found on our website www.campingreisdorf.com