

Terms and Conditions for Camping and Renting

- General information:** Booking by telephone: Monday to Sunday 8.30 am - 8 pm.
A pitch can only be booked by one family (max. 6 pers./ except biological children)! For the rental accommodations the number of persons is limited to the maximum occupancy! Booking is essential for all vacation times, public holidays, July and August (season I). Pre-bookings between 10th of July and 21th of August 2010 (Season I) with a minimum duration of stay = 7 nights, arrival and departure on Wednesdays and Saturdays only. Easter and Ascension Day = 4 nights; Whitsun, Corpus Christi, Christmas and New Year = 3 nights. In other times booking can be done on every day of the week. Minimum duration of stay in the renting objects = 2 nights.
- Booking:** Only the descriptions and prices of the current price list apply for the contracted services. Age statements relate to the time of your stay. Arrangements by telephone or subsidiary agreements are only binding with a written confirmation. **The contract comes into effect once you receive the booking confirmation by post or E-mail** which should arrive 4 to 5 days after booking. After receipt of your booking confirmation please transfer a deposit of 20 %, minimum € 50, with an indication of the reason for payment to account number: 2490017603, bank code number: 25891636 Volksbank Lüneburger Heide, SEPA-process: BIC: GENODEF1SOL, IBAN: DE92258916362490017603. Please transfer the remaining part of the payment 4 weeks prior to arrival. With no payment receipt to the contracted date, we reserve the right to send a reminder or a cancellation with costs. Short term booking: If you book only 14 days prior to your arrival the whole amount becomes due.
- Arrival:** Times of arrival and departure as in the booking confirmation are binding. **Commencement of hire is 3 pm.** The barriers are closed from 1 pm until 3 pm. Please park on the big car park opposite the reception.
- Departure:** **Cottages, chalets and mobile homes (with pet) have to be left until 10 am. These accommodations are always cleaned by SSC. Touring pitches have to be left until 12 am, if you clean your rented caravan or mobile home by yourself, you can stay until 12 am.** Leave your keys and the transfer protocol at the reception. Lost keys will be charged with € 25 each.
- Change booking:** If you want to change your booking in the number of members, touring pitch or accommodation object, there accrues a fee of € 10. If you want to change the dates after the 45th day before your arrival, the change will be counted as a cancellation.
- Cancellation of the contract:** Cancellations must be notified in writing. The date of incoming cancellation is the binding date. You can also send a fax to +49 (0)5196 980299 or an E-Mail to info@suedseecamp.de.
Until the beginning of your stay it is possible to find a substitute hirer. In this case you only pay the fee of € 10, but you are still liable to the substitute's payment of booking. In case of cancellation you have to pay compensation, as per paragraph 651 a ff, BGB to the following list:
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| Cancellation until 45 days before stay | } | = handling charge of € 15
of the full price, at least the
price of two nights
plus a handling charge of € 15 |
| 44 – 30 days before stay: 25 % | | |
| 29 – 22 days before stay: 50 % | | |
| 21 – 0 days before stay: 80 % | | |
- When there is a later cancellation, a non - arrival or if you leave earlier, we have the right to claim the payment of the full price minus possible charges for energy etc.. Touring pitches and accommodations, which are not used on the second day of stay, will be hired out. It is no replacement, as long as we have got an alternative touring pitch or accommodation.
- Insurance of cancellation:** We recommend a conclusion of a travel cancellation insurance. The period of validity of the insurance is from the date that you receive your booking confirmation until departure. This insurance covers, if one or more persons are not able to arrive because of the following reasons: for reasons of serious health issues, only with a medical certificate, or death in the immediate family. It is not possible to claim the insurance for other reasons. In case of cancellation as per reasons stated, you get all the payment back, minus your **own contribution of 20 %**.
A cancellation is only accepted when it is returned to the reception with the filled form and for example the medical certificate.
- Others:** It is possible that the reception has to change the pitch or rental accommodation because of urgent reasons. Camping next to the rental accommodations is prohibited. Next to every caravan, mobile home, and ‚Sommarbÿ‘ cottage type A there is a parking space for one vehicle, next to the cottages type B and C for two vehicles. For more vehicles there are parking spaces to rent. These vehicles must be registered at the reception. It is not allowed to park on the car park opposite the reception. Please be attentive to the restricted opening hours of the supermarket, swimming pool and all other facilities in the low seasons. Guest refunds under € 5 will only be paid back in cash or can be credited to the guest accounts.
There are some military training areas to use the area. Please, be aware of possible disturbances, mainly in the low seasons.
- Guests:** Only registered guests are allowed to use the Sdsee-Camp area. Please, register your guests at the reception.
- Groups:** Groups, clubs and school classes with a minimum of 10 members per group and 1 supervisor. Just advanced reservation!
- Dogs:** Dogs are allowed on some areas according to their size. In the mobile homes pets are allowed up to 35 cm only. Attack dogs are not allowed.
- Liability:** Every guest has to treat the facilities and the accommodations with respect. They also have to give information to the reception about damages, and may have to pay compensation. Sdsee-Camp is not liable for damages, lost property, injuries or other occurrences connected to the campsite. We are also not liable for the weather (God's will) or strike.
- Site rules:** The site rules are binding to every stay. You can get a copy of the site rules at the reception. Guests that do not apply to the site rules get a penalty. In this case they have to pay the full price and leave the campsite.
- Pictures and TV:** Sometimes there are appointments with media or television. If you do not wish to be involved, please inform the photographer or the camera team directly.
- Changes of the brochure:** The offers and prices in these documents are subject to change. A change in energy prices, taxes, VAT or INDEX for example might have an impact on prices. Therefore, the prices at the time of booking and those in your booking confirmation could possibly diverge. We will inform you as soon as possible about potential changes.
As per: October 2009