

# Terms and conditions for camping and renting

- General information:** 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) or if you have special wishes concerning a certain pitch or rental object. Please be attentive of the minimum booking durations and certain arrival and departure days during some of the seasons, see pricelist.  
The management of the campsite reserves the right to change pitches or rental accommodations if this is necessary due to special reasons.
- 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. Due to insurance reasons, we need to know each name of the fellow travellers during booking. 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 50,00 €, with an indication of the reason for payment to account number: 249 001 7603, bank code number: 240 60 300 Volksbank Lüneburger Heide e.G., SEPA-process: BIC: GENODEF1NBU, IBAN: DE59240603002490017603. 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.  
Bookings by teenagers under the age of 18, travelling by themselves, are not permitted and will be cancelled by Südsee-Camp!  
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 stated in the booking confirmation, are binding. **Commencement of hire is 3:00pm.** Please park on the big car park opposite the reception.
- Departure:** Cottages, chalets and caravans cleaned by Südsee-Camp need to be checked out before 10:00am. These accommodations are always cleaned by us. **If you clean your rented caravan by yourself, you can stay until 12:00pm. Touring pitches also have to be checked out by 12:00pm.** Please leave your keys and the transfer protocol at the reception. Lost keys will be charged with 25,00 € each.
- Change of reservation:** If you want to change your booking concerning the number of members, touring pitch or accommodation object, there accrues a fee of 10,00 €. If you want to change the dates after the 45th day before your arrival, the change will be counted as a cancellation.
- Cancellation:** Cancellations must be notified in writing. The date of incoming cancellation is the binding date. You can send a fax to +49 (0)5196 980299, an e-mail to [info@suedsee-camp.de](mailto:info@suedsee-camp.de) or you can send it by post. Until the beginning of your stay it is possible to find a substitute hirer. In this case you only pay the fee of 10,00 € 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 according to the following list:
- We charge a handling fee of 15,00 € and additionally a cancellation fee of:**
- |                         |  |
|-------------------------|--|
| 0% of the full price:   | until 45 days prior to arrival date  |
| 25% of the full price:  | 44 – 30 days prior to arrival date   |
| 50% of the full price:  | 29 – 22 days prior to arrival date   |
| 80% of the full price:  | 21 – 0 days prior to arrival date  |
| 100% of the full price: | If there is a later cancellation, a late or 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. |
- Travel cancellation insurance:** A cancellation is only accepted once it is returned to the reception in written form including an official (i.e. medical) certificate. 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 or need to leave earlier 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 %.
- Parking:** Next to every caravan, chalet, and ‚Sommarby‘ cottage type A there is a parking space for one vehicle, next to the cottages type B and C for two vehicles. **Additional vehicles will incur a charge and a parking space can be rented.** These vehicles must be registered at the reception. It is not allowed to park on the car park opposite the reception.
- Guests:** Only registered guests are allowed to use the Südsee-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 with advanced reservation!
- Dogs:** Dogs are allowed on some areas of the campsite and in some chalets. **Attack dogs are not allowed (see Hundeverordnung Niedersachsen).** Dogs need to be leashed on the whole campsite area. Dogs are not allowed at the beach or in the lake.
- Miscellaneous:** Please be attentive to the restricted opening hours of the supermarket, swimming pool and all other facilities during the low seasons. There are some military training areas close to the campsite. Please, be aware of possible disturbances, mainly during the low seasons. Guest refunds less than 5,00 € will only be paid back in cash or can be credited to the guest accounts.
- Liability:** Every guest has to treat the facilities and the accommodations with respect. Guests also have to give information to the reception about damages, and may have to pay compensation. Südsee-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. 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 to 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 2011