

## **Booking Terms**

### **Booking:**

After completing your booking, a written booking confirmation will be sent to your email address. Please note that the booking is binding.

### **Cancellation rules:**

You can cancel or shorten your booking by calling us or replying to the email containing your booking confirmation. The following deadlines apply for changes to your booking:

- Camping pitch and tent pitch: No later than 24 hours before arrival day.
- Cabin: No later than 48 hours before arrival day.
- Canoe and boat: No later than 10:00 on the rental day.

### **Refunds:**

If the above cancellation rules have been followed, a 100% refund will be issued. After the specified deadlines, no refund will be given.

### **Insurance:**

You are responsible for obtaining any protection you deem necessary, such as travel insurance, property insurance, etc.

### **Check-out:**

If the camping pitch, tent pitch, cabin, or rented equipment is not vacated on time, an additional daily fee for the item may be charged.

### **Rules and Regulations:**

Our rules and regulations can be found on our website and on our information boards. Violation of these rules may result in removal from the campsite.

### **Complaints and Claims:**

If the rented object does not meet the promised condition, we ask that you report this within 24 hours of arrival so that we have the opportunity to correct it.

### **Age Requirement:**

To book/enter into an agreement with us, you must be 18 years old. Identification may be required at check-in. Meeting the age requirement is mandatory to gain access to the accommodation.

### **Campsite Responsibility:**

The campsite is responsible for any damage caused to you through proven negligence by the campsite host or staff, within the scope of their duties.

The campsite is not responsible for damage caused to you by third parties or other guests, nor for damage outside the control of the campsite.