



### **BOOKING AND PAYMENT**

When you book a stay with your own caravan/motorhome/tent or stay in a cabin/tent, the full amount is paid immediately after the booking has been made.

Once the booking has been placed, we will send a confirmation by e-mail. If you do not receive it, please check your spam mail and/or unsolicited mail.

It is your responsibility to ensure that all the information stated in the e-mail confirmation is correct. If there are errors or omissions in the e-mail confirmation, we must be informed as soon as possible and no later than 24 hours after the booking has been made.

If your stay with us has begun, the booked period is binding and cannot be transferred to others, and there is no refund of the remaining price.

### **RIGHT OF WITHDRAWALATION**

Please note that your booking at Falsled Strand Camping is not covered by the Danish *Forbrugeraftaleloven*. Sale of accommodation (cabins, cottages, camping, etc.) is covered by a special exemption in § 18, 2 No. 12 of *Forbrugeraftaleloven*.

No booking is thus covered by a 14-day right of withdrawal.

### **CHANGES**

Changes to the booking can be made up to 30 days before the day of arrival. An administration fee of DKK 200 will be added. Changes can be a change in the number of people, a change in the date and possibly choice of second place and/or cabin (if possible). The time of the stay can only be changed to a date in the current season and any price difference will not be refunded.

### **CANCELLATION (WITHOUT PURCHASE OF CANCELLATION PROTECTION)**

Cancellation of paid stays, where no cancellation protection has been purchased, does not result in a refund of the amount paid. We therefore recommend that you purchase a cancellation protection.

Your holiday stay cannot be resold or transferred to others.

### **CANCELLATION PROTECTION**

The cancellation protection costs DKK 295 per. booked unit and must be booked at the same time as the stay. After payment for the stay, the cancellation protection can no longer be purchased or canceled.

The protection covers the full price of the stay, except the price of the protection, in the event of cancellation of the lease in cases where the stay is made impossible or significantly difficult:

- As a result of the death of you (the purchaser of the booking) or your spouse, cohabitant, children, parents, in-laws, or children-in-law, or suffering from an acute illness or serious injury that requires hospitalization, doctor-prescribed bed rest or the like.
  
- The cancellation protection covers until kl. 12:00 the day before the day of arrival. The amount is returned by submitting documentation in the form of a medical certificate in the event of illness, confirmation from a hospital or treating doctor in the event of injury or a copy of the front page of the death certificate in the event of death.
- In the event of cancellation where there is no illness, injury or death, an additional administration fee of DKK 500 will be added (however, the maximum price for the stay) which is non-refundable. The following applies:
  - Up to 30 days before the day of arrival, the full amount will be refunded less the price of the protection and the fee.
  - Between 30 days and 14 days before the day of arrival, 50% of the full amount will be refunded less the price of the protection and the fee.
  - No later than 14 days before the day of arrival there is no refund.



### **CHECK-IN AND CHECK-OUT**

Check-in and check-out times for self-brought caravan/motorhome/tent:

- Check-in between 2 and 10pm
- Check-out between 7 and 11am

Outside the reception opening hours, you can drive in and find your pitch and contact the reception when it opens.

Check-in and check-out times applicable to rental units:

- Check-in between 3 and 6pm
- Check-out between 8 and 10am

Arrivals at rental units outside reception opening hours can only take place with a preceding agreement.

### **SMOKING**

Smoking is strictly forbidden in all cabins/rental units. Smoke alarms, activated by smoking, have are installed in all cabins / rental units. E-cigarettes and cigars etc. are also not accepted. If this is violated, a cleaning fee of DKK 1,700 will be charged. In general, please show consideration for other guests, and the risk of fire when smoking in outdoor areas and make sure to throw cigarette butts safely in a rubbish bin. Smoking is also not allowed in any of the indoor areas of the camping site.

### **KEYS**

If you lose your key to our rental units, we will charge a compensation fee of DKK 750.

### **RESPONSIBILITY/LIABILITY**

The guests of cabin/rental units are fully liable for the equipment in the cabin/rental unit. Defects and damages caused by the tenant are settled on the day of departure. The person who is registered for the booking is also liable for damages caused by other guests in the rental period. Cabins and rental units may be occupied by a maximum of the number of people specified and accepted at the time of booking. Persons over the age of 18 must be present in cabin/the rental unit throughout the stay.

Renters of unit pitches (caravan, RV, or tent) must not prune, remove, or destroy planting and/or nature on the pitch area. It is also not permitted to set up, for example, building structures, terraces, fences or the like on the pitch area or the area around it. This will lead to expulsion and possibly claims.

### **HYGIENE CONDITIONS, INCLUDING COVID-19**

Due to hygiene considerations and restrictions, and any orders from the authorities, there may be facilities with limited access during the tenant's stay. There may be areas that are temporarily closed or areas/facilities that will be closed during the entire stay. This does not provide access to reimbursement of parts of your stay or your stay in general.

### **FORCE MEJEURE**

If implementation of the rental of the cabin or rental unit is not possible - or significantly hampered - due to force majeure or conditions that can be equated with this, including but not limited to: War, riots, natural disasters, oil and gasoline rationings, pollution disasters, epidemics, pandemics, suspension of foreign exchange trading, unusual weather conditions, drought, floods, border closure, traffic conditions, strike, lockout and the like that could not be foreseen at the conclusion of the lease, Falsled Strand Camping is entitled to cancel the lease as Falsled Strand Camping cannot be held responsible in the said coincidence . In such cases, Falsled Strand Camping is obliged to notify the customer as soon as possible. The customer will not be reimbursed for amounts paid. The tenant will, however, receive a credit note on the amount paid. Credit notes cannot be transferred to others.