



## Terms and Conditions

**1) Booking and minimum booking times:** Telephone bookings Monday – Sunday, 07.00-22.00 hrs. Reservation is essential during school holidays, in the months of July and August, and over public holidays. We also advise booking if you require a specific pitch at any time of year. Minimum stay in July and August at least 4 nights. Minimum stay over Easter, Corpus Christi and Ascension Day: 4 nights, and over Whitsun: 3 nights.

**2) Dogs:** Dogs are permitted on some pitches, although fighting dogs are absolutely forbidden. Dogs are not allowed on the beach or in the bathing lake, and must be kept on a lead at all times.

**3) Bookings:** The descriptions and pricing information valid at the time of your visit shall apply exclusively for the contractual services. Telephone information, additional agreements and other assurances of any kind only become an integral part of the contract if we confirm them in writing. You will receive your binding booking confirmation within 4-5 days. This enables you to check that all the booking details are correct. Upon receipt of your booking confirmation, please transfer payment of €50 per pitch within 10 days to the following account: BIC GENODEF1WHO, IBAN: DE74 265639600100227900. Please enter the specified payment reference when making the transfer. The remainder is to be paid no later than 4 weeks before arrival. For packages, holiday houses, apartments and hotel separate terms and conditions apply according to rental contract or booking confirmation.

**4) Journey:** The arrival and departure dates given in the booking confirmation are binding. Your pitch will be available from 12 noon. The barriers are closed between 10pm-07am. Please do not drive through the entrance between these times, but wait on the large car park opposite the main entrance.

**5) Departure:** Your pitch must be cleared by 12 noon. You may depart later than this during the low season provided the pitch has not been allocated to someone else and you have been given permission by Reception to leave later. The arrival and departure days are counted as 1 day.

**6) Changing your booking:** If you wish to change your booking, that is to change the existing contract, perhaps by changing the dates or pitch, then if we agree that you may do so, this will be subject to costs of € 10.

**7) Cancellation:** You are free to cancel the contract at any time. For your own sake and to avoid misunderstandings, please submit your cancellation in writing. We regret this cannot be done by telephone. Our receipt of your declaration of cancellation will apply as the time thereof. Ideally, fax your cancellation to +49 (0) 5464 5837 or email it to [info@alfsee.de](mailto:info@alfsee.de). If you wish to cancel the contract, we are free to charge compensation based on the following schedule: 35-28 days before the booking date 20%, 27-21 days before the booking date 30%, 20-14 days before the booking date 40%, 13-7 days before the booking date 50%. Should you cancel later than this or fail to appear for your booking without notifying us or if you cancel on the first day of your booking or decide not to use some or any of the services, we reserve the right to claim the full booking price, although we will repay any saved costs if it is more than 2 days before the booking. Site administration is free to reuse any pitches that are not occupied one day after a booking is due to commence and for which no agreement has been made regarding later occupation. In this instance, guests who arrive later will be allocated another pitch. Likewise, any pitches that are vacated earlier may be reallocated. The occupation of unoccupied sites by Alfsee GmbH does not represent the occupation by a replacement guest while this guest was accommodated on a different plot on the camp site.

**8) Cancellation insurance:** We strongly advise you to take out cancellation insurance. This insurance will become effective if any members of your party are unable to travel or have to depart early for any of the following reasons: sudden illness or injuries that are so severe that medical opinion deems the party in question unable to remain on the camp site. Death of a first-degree relative of a member of the party. Professional reasons are excluded. The cancellation insurance is valid from the time of the booking to departure.

**9) Other:** Site administration reserves the right to change pitch allocations if necessary for particular reasons. Please note that different opening hours apply for the office, shop, restaurants and other leisure facilities in low season.

**10) Information:** Any telephone information provided by our employees is non-binding, and must therefore be confirmed in writing.

**11) Visitors:** Only the booked number of persons may use the pitch. Visitors must register with reception before they may enter the site.

**12) Liability:** Guests are to look after the inventory and pitch. Guests will replace or make good any damage caused by themselves, their companions or visitors during their stay on the site. Alfsee Vacation and Recreation Park accepts no liability for damage, accidents, loss or other irregularities in association with the use of the site. No liability in the event of force majeure, e.g. freak weather.

**13) Site rules:** The site rules, which can be found at reception and on all the information boards and can be provided on request, apply for all guests during their stay here. Anyone who deliberately violates them, in particular the quiet times, despite warnings will immediately be expelled from the site. Guests are obliged to pay for their entire stay.

**14) Photography:** We make regular film and sound recordings on our holiday park. If you are not happy with this, please let us know.

**15) Changes to catalogue information:** Only the prices and information contained in the booking confirmation shall apply. The offers and prices contained in the brochures are valid at the time of publishing. However, please bear in mind that until your requested booking is sent, there may be changes to prices and services for technical reasons (e.g. increases in the price of energy, mineral oil tax, VAT or other taxes, or if the index increases by more than 2 points).

**16) Severability:** Should any of the regulations in the Terms & Conditions be invalid, impracticable or become invalid or impracticable on conclusion of the contract, this will not affect the remaining points of the Terms and Conditions. The invalid or impracticable regulation is to be replaced by a valid and practicable regulation whose effects are as close as possible to the economic aim pursued by the contracting parties with the invalid or impracticable regulation. The above terms shall apply accordingly in the event of the contract proving to be incomplete.

last updated in December 2014