

GENERAL CONDITIONS

RESERVATIONS

Reservation for a pitch or mobile home can be booked via telephone, e-mail, fax or directly on our website. Our offer will be based on available capacities, upon your request and sent as soon as possible. At on-line booking system, guest's credit card information has to be submitted or a prepayment via bank transfer is required. The valid card is required as a guarantee for the pitch's reservation and guest's card will be charged for the amount of the reservation fee. We require reservation fees for pitches that are non refundable. For the reservation of a mobile home, apartment and bell tents a prepayment (20% of total amount of reservation) via bank transfer is required. Send a copy of the deposit as proof, not later than the date given in the offer; or You can send the credit card data. If the prepayment is not deposited until the given date, or if the credit card data has not been received, the reservation will be considered invalid.

CHANGE AND CANCELLATION OF A RESERVATION

In case of a reservation via online booking, the reservation can be changed or canceled according to the rules of a cancellation reservation. If the booking was made via direct correspondence, then we need to be informed about all changes or cancellations. We are obligated to notify the acceptance of a change or a cancellation in written form. Reservation fee for pitches is nonrefundable. The amount of the prepayment for mobile homes ,apartment and bell tents is only refunded in case of a cancellation 30 days before the arrival, but it is reduced by the amount of the bank expenses. In case of a cancellation that is not done on time, 30 days or less, or if the guest doesn't arrive, the amount of the prepayment is retained, or the credit card is deducted to the extent of the designated prepayment.

CAMP

– ARRIVAL AND DEPARTURE

PITCH

Check in: 14:00. Check out: 11:00

Later Arrival: The reserved pitch will be kept until 14 h of the following day, but the whole reserved time period will be charged.

Earlier departure: If there's no compelling reason for the shortening of the detention time, the guest is obliged to pay the whole reserved time period.

Later departure: for the stay in the camp after 11 h an additional day will be charged. On the departure, before leaving a control of the pitch will be made. Pitches must be left clean and tidy; any holes need to be adequately covered while respecting vegetation. Every change, late arrival or leaving before the date to which the reservation is confirmed, must be promptly reported to reception.

The minimum stay is 1 night

MOBILE HOME – ARRIVAL AND DEPARTURE

Check-in: 15 h. Check-out: 10 h

Later Arrival: The reserved mobile home will be kept until 15 h of the following day, but the whole reserved time period will be charged.

Earlier departure: If there's no compelling reason for the shortening of the detention time, the guest is obliged to pay the whole reserved for the time period.

Later departure: for a stay in the camp after 10 h an additional day will be charged. On the departure day, before leaving a control of the mobile home will be made. The mobile home must be left clean and tidy, with entire inventory, without items that are not the part of the same. Every change, late arrival or leaving before the date to which the reservation is confirmed, must be promptly reported to the reception.

The minimum stay is 2 nights

TENTS

Check-in: 15 h; Check-out: 10 h

Later Arrival: The reserved tent will be kept until 15 h of the following day, but the whole reserved time period will be charged.

Earlier departure: If there's no compelling reason for the shortening of the detention time, the guest is obliged to pay the whole reserved for the time period.

Later departure: for a stay in the camp after 10 h an additional day will be charged. On the departure day, before leaving a control of the tent will be made. The tent must be left clean and tidy, with entire inventory, without items that are not the part of the same. Every change, late arrival or leaving before the date to which the reservation is confirmed, must be promptly reported to the reception.

The minimum stay is 2 nights

APARTMENT

Check-in: 15 h; Check-out: 10 h

Later Arrival: The reserved apartment will be kept until 15 h of the following day, but the whole reserved time period will be charged.

Earlier departure: If there's no compelling reason for the shortening of the detention time, the guest is obliged to pay the whole reserved for the time period.

Later departure: for a stay in the apartment after 10 h an additional day will be charged. On the departure day, before leaving a control of the apartment will be made. The apartment must be left

clean and tidy, with entire inventory, without items that are not the part of the same. Every change, late arrival or leaving before the date to which the reservation is confirmed, must be promptly reported to the reception.

The minimum stay is 3 nights

RESORT CONDITIONS

For guests staying at Pitches, price includes maximum 1 car and 1 accommodation unit, usage electricity, water, swimming pool on site, an additional person are not included in the price. For guests staying in mobile home price includes a maximum person that is signed at pricelist, bed linen and towels are included, consumption of the electricity, gas, and water, kitchen utensils and cutlery, 1 parking spot close to the mobile home, additional persons are not included in the price. For daily visitors staying in camp is possible from 07:00 till 22:00. They have to check in at reception and pay a daily ticket for visitors according to our official pricelist. Pets are allowed only with prior approval, respecting the rules „APF“, with extra charge. Entering into the Camp guest agrees all mentioned conditions and respect the house rules.

INSURANCE

Management is not responsible for any thefts, accidents, damages for property and injuries. Likewise, the management accepts no responsibility for damage caused by thunderstorms, hail, fallen trees, branches, pine cones, illnesses, epidemics, fires, natural catastrophes and other. The guests are recommended to ensure themselves at an insurance company of their choice, against possible risks during their stay in the camp.