

1. Scope:

The following contractual terms comprehensively govern the mutual rights and obligations between Klugmann GmbH & Co. KG as operator of Campingplatz Biehl and the camping guest. Only the offers confirmed by Campingplatz Biehl by email for the travel period apply to the contractual services. Verbal agreements, side agreements and other arrangements of any kind require written form and confirmation by Campingplatz Biehl to be effective.

2. General:

During the season, reception is staffed daily from 9:00 am to 1:00 pm and from 2:00 pm to 6:00 pm.

Our self-service terminal outside reception is available to you 24/7.
(However, arrivals and departures are not possible between 10:00 pm and 7:00 am)

3. Minimum booking periods:

Confirmed bookings are possible from 5 nights, and from 7 nights in July and August.

4. Bookings:

By registering/booking, you make us, as the operator, a binding offer to conclude a camping contract. For the operator, the contract only becomes binding once we have confirmed it in writing or electronically by email.

Online bookings are possible around the clock at www.campingplatz-biehl.de.

The online booking becomes binding in real time once the guest, via the relevant input field, arranges for the binding payment of the deposit of €50.00 or the full amount, by PayPal or credit card, to the operator.

For bookings made 14 days or less before the start of travel, the full amount is due immediately upon booking.

Only the descriptions and prices in the current price list apply to contractual services.
The operator reserves the right to reassign pitches in special situations.

Payment:

The remaining balance can be paid at reception in cash, by EC/debit card or credit card, and is due at check-in.

Payment at the self-service terminal is only possible by card.

5. Arrival and departure:

The pitch is available from 12:00 noon on arrival and must be vacated by 10:30 am on the day of departure.

If you are unable to arrive on the booked arrival day, please let us know in advance. If we receive no notification, we can only hold the pitch until 3:00 pm the following day, after which it will be reassigned without compensation.

6. Quiet hours:

Quiet hours apply across the entire site between 10:00 pm and 7:00 am. Driving on the site during this time is not permitted. This applies both to the pitches in front of and behind the barrier system.

7. Barrier opening hours:

In line with quiet hours, the barrier system is closed from 10:00 pm to 7:00 am.

8. Pets:

Dogs are permitted on the campsite after registration. Dogs must be kept on a leash throughout the site.

9. Visitors:

The campsite may only be used by the registered number of people. Visitors must register at reception and are subject to a fee. Visitors are not entitled to a parking space. Availability must be confirmed with reception.

10. Cancellation:

The guest is entitled to cancel the contract at any time without giving reasons. Cancellation must be made in writing. The date on which the written cancellation notice is received is decisive for determining the cancellation date. In the event of a cancellation, the following flat cancellation fees apply:

Cancellation up to 36 days before arrival:
= €50

Cancellation 35 – 28 days before arrival:
= 20% of the travel price, min. €50

Cancellation 27 – 21 days before arrival:
= 30% of the travel price, min. €50

Cancellation 20 – 14 days before arrival:
= 40% of the travel price, min. €50

Cancellation 13 – 7 days before arrival:
= 50% of the travel price, min. €50

Cancellation from 6 days before arrival:
= 80% of the travel price, min. €50

In all cases the minimum flat fee is €50, but is capped at the agreed total invoice amount. The guest may prove that the operator incurred no loss, or a significantly lower loss, than the flat fee claimed.

We recommend taking out travel cancellation insurance in every case.

11. Early departure:

In the event of early departure, only the local visitor's tax and electricity flat fee (consumption costs) will be refunded. The remaining fees are retained. Pitches vacated due to early departure may be reassigned by the operator.

12. Miscellaneous:

To protect the ability of the lawn to regenerate, no tarpaulins may be laid out in the awning area. Additional tents may not be set up. The use of fan heaters and electric heaters is not permitted.

13. Parking / electric vehicles:

Please do not simply bring additional trailers or extra cars; instead, check parking space availability with us first.

Charging electric vehicles at the pitches is not permitted.

14. Liability:

The guest agrees to treat the campsite and its facilities with care and to compensate for any damage caused during their stay by themselves, their guests or visitors.

For any damage caused by faulty or defective electrical installations downstream of the electrical distribution system, the camping guest is personally liable to any third parties affected.

15. Campsite rules:

The campsite rules are posted at reception and available online. They must be observed at all times and are binding. Serious violations of these site rules, in particular of quiet hours, may result in expulsion from the site.

16. Data protection:

Personal data is stored electronically as part of administration and customer service, to the extent necessary.

Further information on data protection can be found at

www.campingplatz-biehl.de/datenschutz.html

17. Final provisions:

By booking, the camping guest confirms that their personal details are correct. By accepting the booking, the camping guest acknowledges these terms and conditions, including the site rules. These terms and conditions are provided in both German and English. In the event of any discrepancy or ambiguity between the two versions, the German version shall prevail. The statutory provisions and the law of the Federal Republic of Germany apply.

18. Severability clause:

Should individual provisions of these terms and conditions be invalid, the remaining provisions shall remain unaffected. The invalid provisions shall be replaced by provisions that come closest, legally and economically, to the intended purpose.