

General Terms & Conditions: rental properties (rental accommodations and camping pitches)

All contractual services are provided in accordance with our applicable price list only. Information provided over the phone, side arrangements (of any kind), cancellation, rebooking and booking modification arrangements are not considered part of the contract unless confirmed by us in writing.

Terms of payment:

Booking/reservation terms:

Rental properties require a down payment amounting to 50% of the booking total per booking and property. Rental accommodations require a down payment of €50. This amount must be transferred to the designated account within 7 days upon receipt of the booking confirmation notice. If the down payment is not received within 14 days of the booking, we reserve the right to cancel the booking.

The down payment will be credited in full towards the total trip price.

The booking/reservation becomes legally binding once you receive our written confirmation. Cancellations must be made in writing within three days.

In case of bookings/reservations made on short notice (up to 21 days before arrival for rental accommodations and up to 7 days before arrival for camping pitches), the down payment policy does not apply. Instead, the full trip price is due within 3 days of the booking confirmation. In case of non-payment, we also reserve the right to cancel the booking and, if applicable, make claims for compensation.

We do not charge booking/reservation fees.

Online bookings, e.g. via camping.info-BVCD-Marktplatz, are subject to a down payment of 50% or at least €50 for rental accommodations and 50% or at least €20 for camping pitches.

Cancellations / no-shows / rebooking / substitute quest:

1. In the event of a cancelled booking/reservation or no-show, we may request compensation for the resulting expenses and arrangements on our part. Our cancellation fee is calculated based on the processing expenses incurred as a result of cancellation and the potential lost booking revenue. Please refer to #2 for the amount of the cancellation fee. You have the right to submit evidence that no damages were incurred by us or that the damages were lower than the amount claimed.
2. Bookings are subject to the following cancellation penalties (cf. #1): Up to 30 days before the arrival date, 20% of the booking.
From 14 to 29 days before the arrival date, 40% of the booking. From 7 to 13 days before the arrival date, 60% of the booking. Up to 6 days before the arrival date, 80% of the booking.
In case of a no-show, we reserve the right to charge you for the full price of the booking.
3. We are willing to modify travel dates upon request. However, if alternate dates are not available, the fees incurred will be the same as for a booking cancellation. Minor booking modifications unrelated to dates are subject to a service charge of €25.00.
4. You can transfer the booking to someone else until the arrival date. If the existing contract is transferred to someone else, you and your replacement shall be jointly liable for the booking cost and any additional costs incurred as a result of the substitution.
5. We recommend purchasing trip cancellation insurance.
6. The cancellation policy for online bookings made through camping.info-BVCD-Marktplatz is as follows:
 - Reservations can be cancelled at no cost up to 7 days from the booking date
 - Cancellations made after 8 or more days are subject to the cancellation fees indicated in #2.

Arrival/departure:

1. Your rental property will be ready for you as of 12:00 on the day of arrival.
2. Rental properties must be cleared out by 10:00 on the day of departure.

Liability:

Every visitor is responsible for handling park property and equipment with care. Visitors will be held liable for any damage caused by them or their guests. Any damage must be reported to park staff immediately.

Pets:

If you intend to bring pets, please check with us in advance. Your request must be expressly approved by the holiday park.

General info:

Please follow all posted park regulations throughout your stay. The accommodations/pitches and park may only be used by registered visitors.

ROHLOFF Ferienpark GmbH
Mülheim an der Ruhr

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