

General terms and conditions – campsite „Auf dem Simpel“

Translation for information purposes only! In the event of questions regarding interpretation of the present terms and conditions, only the German text shall be authoritative.

General:

All our pitches meet the requirements of a comfort pitch and are equipped with electricity, water connection, sewage hook-up and partly cable TV connection. Pitches in front of the barrier, as well as on the tent and group meadow are excluded from these standards.

A max. of one caravan, motorhome or tent is allowed per comfort pitch. For additional caravans, motorhomes or tents an extra fee will be charged according to our price list.

Rental properties may only be occupied by as many people as there are sleeping facilities. Camping on the rental property is not allowed.

Mobile homes and holiday homes can only be booked for a minimum stay of 2 nights. Deviations from this rule can be found under the heading "Booking".

Booking:

In addition to the written reservation, as well as a binding online reservation, we accept telephone reservations daily from 08:00 to 13:00 and from 14:00 to 20:00. After a telephone reservation, the guest must reconfirm our optional reservations or a down payment must be made.

For the long Easter, Ascension and Pentecost weekends we only accept bookings of 3 nights or more in the camping area and for rentals of 4 nights or more. Depending on the occupancy rate, these minimum nights can be further increased.

For rental caravans, mobile homes and holiday homes a minimum stay of 4 nights during the summer months of July and August is required.

A smaller number of overnight stays will be accepted, if occupancy gaps can be closed like that.

Persons under the age of 16 are only allowed in the company of an adult responsible for them or with a written consent, indicating telephone availability, of a legal guardian.

For groups, the campsite operator may charge a security deposit.

Conclusion of contract:

The contract comes into force upon receipt of our written booking confirmation, which we will send by e-mail, mail or on request also by fax. Please check immediately after receipt for accuracy!

Only the descriptions and prices of the valid price list for the travel period apply to the contractual services. Age information refers to the time of the stay.

Telephone information and assurances are only part of the contract if we have confirmed them in writing.

Payment:

Depending on the type of accommodation, we ask for a deposit or full payment before the arrival date in our booking confirmation. For rental accommodation, we ask to settle any open balance on the day of arrival with our reception staff, in the case of camping pitches, the final bill has to be settled on the day of departure. However, booked packages always have to be paid on the day of arrival.

Please pay all down payments mentioned in the booking confirmation stating your booking number to the following account:

IBAN: DE78 2585 1660 0000 1709 36
SWIFT-BIC: NOLADE21SOL

Arrival and Departure:

Arrival and departure dates stated in the booking confirmation are binding. Changes require our written consent.

Check in time for camping pitches is 12:00 (noon) and for rental accommodations 15:00. If your camping pitch or your rental accommodation is already available before, you can use it without extra charge.

Please note when planning your arrival that our reception desk and the barrier are closed between 13:00 - 15:00 and no registration can be made in this time.

Departure time for camping pitches is by 12:00 o'clock (noon) and rented accommodations by 11:00 o'clock at the latest. Keys and handover note of the rental accommodations are to be provided upon departure.

The camping pitch can be used for a small fee until 18:00, if approved by the reception.

Cancellation:

In case you cannot start your journey, please cancel your booking in writing by mail, fax or e-mail. Telephone cancellations cannot be accepted.

Address:

Campingplatz "Auf dem Simpel"
Auf dem Simpel 1

29614 Soltau

Fax: (+49) 05191 16095

E-Mail: info@auf-dem-simpel.de

If cancelled up to 3 days before date of arrival, no fee will be charged. If you cancel later or do not start your journey, we charge 100% of the accommodation costs. For costs that don't incur in this case, such as cleaning of the rental accommodation, we charge 10% of the accommodation costs or a maximum of 50.00 €.

Should we be able to rent your camping pitch or rental property partially or for the entire time of your cancelled stay, the cancellation fees will be reduced accordingly.

If a cancelled camping pitch or rental accommodation is rent out by the campsite operator it does not mean that it was given to a spare tenant, as long as there are comparable pitches or accommodations elsewhere at the campsite available.

Advance payments will be refunded minus a processing fee of € 5.00 or may be retained for a later stay with us.

Pets:

Pets are not allowed in our rental accommodations!

Pets must be kept on a leash or in a cage on our campsite. There is no division in "pet areas" or "non-pet areas".

Pet owners are responsible for the cleanliness and behaviour of their animals. On playgrounds, as well as in the outdoor pool and the sanitary facilities, pets are not allowed.

Pets must be accompanied outside the campsite for their needs. The pet owner must remove dirt immediately.

In case of conspicuous behaviour and/ or complaints of guests, the campsite operator may expel the pet and its owner from the campsite.

Campsite rules:

The campsite rules posted on the information board are binding for all stays. On request, the rules are also handed out in the reception. In case of a violation of the campsite regulations, especially of the night rest period from 22:00 - 07:00 o'clock, guests can be expelled from the campsite after one warning. The obligation to pay the entire stay remains in that case.

Parking:

On comfort pitches, one vehicle can be parked free of charge. Further vehicles on a comfort pitch are only allowed after registration and for an extra fee.

You may enter the tent meadow with a vehicle to set up and take down the tents. After that vehicles have to be parked in front of the tent meadow or on designated parking spots.

There is one free parking space in front of each rental accommodation.

In front of our barrier in the entrance area there are further free parking spots for our guests.

Visitors:

Only the registered number of persons may enter the campsite. Visitors must register at the reception. Visitors do not have to pay a daily rate.

Liability:

Each guest is obligated to replace damages incurred during his/ her stay by him/ her, his companions or visitors. We may repair damages caused by guests, if necessary and will charge our currently valid hourly rate of 29.75 €.

The campsite "Auf dem Simpel" assumes no liability for damages, accidents, losses or other irregularities that come up in connection with the use of the campsite. Influences by force majeure, such as weather conditions, exclude any liability.

Changes of catalogue information:

Only the prices and dates mentioned in the booking confirmation are binding! The offers and prices in brochures are correct at the time of printing. Please understand, however, that due to objective reasons changes in prices and services (such as increase of energy costs, increase in mineral oil tax, value added tax or other taxes, etc.) may be possible until the booking request is sent to you.

Severability:

If individual regulations of these terms and conditions should be ineffective or unworkable or after the conclusion of the contract become ineffective or unworkable, then this does not affect the effectiveness of the remainder terms and conditions. The ineffective or unworkable regulation is replaced by an effective and workable regulation the effects of which come closest to the economic intention followed by the parties with the ineffective or unworkable regulation. The existing provisions apply accordingly in the event that the contract is shown to have omissions.

Current Status: January 2019

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