

# General Terms and Conditions

The guest, hereinafter referred to as 'Guest' or 'you', and Camping de Wulp, hereinafter referred to as 'Operator', agree as follows:

## 1. Application

- 1.1. These general terms and conditions apply to all offers, bookings and agreements relating to the camping pitches, accommodation and facilities of Camping de Wulp.

## 2. Bookings

- 2.1. The Operator only accepts bookings by persons from the age of 18 and reserves the right to refuse non-standard bookings, such as groups.
- 2.2. An online-booking request from the Guest requires the Operator's written confirmation and a deposit before it will be final.

## 3. Payments

- 3.1. A deposit is required for bookings. The full amount must be paid before the arrival date. In case of late payment, the Operator may refuse the use of the accommodation and/or facilities.

## 4. Cancellation

- 4.1. Cancellation fees apply depending on the time of cancellation.
  - 4.1.1. If cancelled more than 28 days before the arrival date, 50% will be charged.
  - 4.1.2. If cancelled within 28 days of the arrival date, 100% will be charged.
- 4.2. Cancellations must be notified in writing.
- 4.3. Guests are advised to take out cancellation insurance of their own.

## 5. Staying at the campsite

- 5.1. The Operator reserves the right to refuse Guests. Even if the Guest has a booking confirmation.
- 5.2. Guests must comply with the campsite's internal rules and staff instructions.

## 6. Liability

- 6.1. The campsite is not liable for loss, theft or damage to Guests' property.
- 6.2. Guests are advised to take out travel insurance of their own.

## 7. Risk and damage

- 7.1. Use of camping facilities is at your own risk.
- 7.2. Damage in and to the accommodation must be reported and compensated.

## 8. Substitution

- 8.1. Providing the accommodation or your pitch to persons other than those mentioned in the agreement/booking is not allowed.

## 9. Additional costs

- 9.1. Tourist tax is payable in addition to the accommodation or camping-pitch rental fee.

## 10. Arrival and departure

- 10.1. The following subsections apply if the Guest has booked accommodation.
  - 10.1.1. Accommodation can be occupied from 3 p.m. on the day of arrival.
  - 10.1.2. Accommodation must be vacated by 10 a.m. on the day of departure.
  - 10.1.3. If the stay is extended, the Operator may assign another accommodation.
  - 10.1.4. There is no right to a refund in case of early departure.
- 10.2. The following subsections apply if the Guest has booked a camping pitch.
  - 10.2.1. The pitch can be occupied from 2 p.m. on the day of arrival.

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- 10.2.2. The pitch must be vacated by 12 noon on the day of departure.
- 10.2.3. If the stay is extended, the Operator may assign another place if possible.
- 10.2.4. There is no right to a refund in case of early departure.

### **11. Regulations**

- 11.1. Guests must abide by the campsite's internal rules, which are published on the website and include:
  - 11.1.1. Pets of Guests and of their visitors are not allowed on the campsite.
  - 11.1.2. Night's rest applies from 10 p.m.
  - 11.1.3. Nuisance to other Guests must be avoided.
  - 11.1.4. Guests must be able to identify themselves at check-in.
  - 11.1.5. Camping de Wulp is a car-free campsite. Cars must stay at the car park.
  - 11.1.6. One car per pitch/accommodation is allowed inside the campsite car park. Driving cars or riding motorbikes and/or mopeds inside the campsite is not allowed. Mopeds and motorbikes may be parked near the camping site or accommodation, however, their engines must be turned off at the campsite entrance.
  - 11.1.7. Rubbish must be deposited in the containers in sealed bags. Separate waste bins for paper, plastic and glass are moreover available. The site should be kept and left in a clean state of maintenance. Children under 7 years of age are not allowed access to the toilet block without adult supervision.
- 11.2. The following additional conditions apply if the Guest has rented accommodation.
  - 11.2.1. Smoking is not allowed in the accommodation.
  - 11.2.2. The accommodation may only be occupied by the number of persons stated during the booking.
  - 11.2.3. The organisation of parties, events or gatherings attended by invited Guests, who are not part of the travelling party stated in the booking, is not allowed. If this rule is not observed, Camping De Wulp reserves the right to immediately remove you (the Guest), and all other users from the campsite, without refund of the rental fee or any part of the rental fee.
  - 11.2.4. Tents are not allowed near the accommodation for safety reasons.
  - 11.2.5. The Guest must leave the accommodation clean (i.e. leaving no dirty dishes, removing and folding bed linen and placing it in the hall, cleaning the kitchen, and putting the rubbish bag in the designated container).
  - 11.2.6. If the campsite management has serious suspicions that the Guest of an accommodation is acting contrary to the law, public order and/or morality, the management will be authorised to gain access to the accommodation.
- 11.3. The following additional conditions apply if the Guest has rented a camping pitch.
  - 11.3.1. Upon arrival, you must first go and check in at the reception. We will allocate or assign the pitch. It is not permitted to occupy a pitch other than the one allocated at the reception without the campsite's permission.
  - 11.3.2. A maximum of 5 persons are allowed to stay overnight on each pitch.
  - 11.3.3. You are welcome with a tent, folding car/caravan, motorhome and touring caravan, as long as it is not more than one camping unit. Depending on the pitch, putting up an additional tent will be allowed for a fee. Most comfort pitches can accommodate an extra tent, but a standard pitch can't. For standard pitches, you will have to discuss with the Operator whether and where another camping units can be placed.
  - 11.3.4. If you receive visitors or short-term visitors, they must report to the reception and leave the campsite no later than by 10 p.m. The fee for a (day) visitor is € 1 p.p. Visitors must park alongside the road outside the campsite.

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- 11.3.5. If you receive Guests to stay overnight, they must be signed on and are required to register upon arrival. The amount due must be paid before departure. Guests must park alongside the road outside the campsite.
- 11.3.6. In case of a change of persons during the camping period, the new vacationers must also register upon arrival and pay for any additional person(s).
- 11.3.7. Barbecuing is allowed provided that the weather permits (not too much wind and not too dry) and that you take the necessary precautions. Use a safe barbecue, keep fire extinguishers (e.g. bucket of water) at hand and do not use spirits but lighter cubes. Open fire/fire baskets/torches are not allowed. Ashes and charcoal residues from the barbecue should not be disposed of in the containers until they have cooled down or have been extinguished.