



RESERVATION PROCEDURE

1. Reservation enquiry is possible via E-mail or the reservation questionnaire, available on our website.
2. After receiving your enquiry, the campsite books the reservation which is finally confirmed after the campsite receives the requested prepayment on the bank account.
3. The campsite is entitled to reject or invalidate the reservation in the following cases: if a customer does not settle the prepayment costs in due time; if a customer misuses the system; and/or if a customer is known for causing problems, being in debt or being a non-payer.
4. In order for the reservation to become valid, the prepayment must be paid in 14 business days after the offer is sent. If the prepayment is not paid in due time, the reservation is invalid.
5. The total amount / the receipt is payed 6 weeks before arrival.
6. If by any measures you would need to cancel your reservation, we will cooperate with you to get you all the paperwork you need to send to your insurance company to receive your refund.

(If you do not receive an answer within 3 days, please check your junk mail, otherwise send us another E-mail.)

CHANGING A RESERVATION

1. It is possible to change the reservation at least one month before the arrival date – depending on the availability (date or the accommodation type).
2. If it comes to a change in the number of people for parcel reservation, the accommodation of the people present will be charged according to the valid price list.
3. If it comes to a change in the number of people for a mobile home or a bungalow reservation, only fee is charged additionally.
4. If the number of people in a mobile home or a bungalow exceeds the maximum allowed number, the accommodation for every additional person will be charged extra.

