

OUR TERMS AND CONDITIONS

GENERAL TERMS AND CONDITIONS FOR CAMPING SERVICES

The following terms and conditions apply between the camping guest and Camping Resort Rülzheim GmbH (hereinafter referred to as "Camping Operation"). By registering, the camping guest expressly acknowledges the content of these terms and conditions. Deviating and/or additional agreements require the express written confirmation of the Camping Operation.

1. CONCLUSION OF THE CAMPING CONTRACT/BOOKING

By submitting the written registration, the camping guest makes a binding offer to the Camping Operation to conclude a camping contract for the specified period and the stated number of persons. The camping contract is only established upon the written booking confirmation by the Camping Operation. There is no entitlement to a specific pitch. Verbal information, side agreements, and other assurances of any kind are only part of the contract if confirmed in writing by the Camping Operation.

2. BOOKING / PRICES

The prices to be paid by the camping guest are based on the current price list of the Camping Operation. It is the responsibility of the camping guest to inform themselves of the applicable prices for the registration period before registering.

Reserving a specific preferred spot is possible, subject to availability, for a reservation fee of €20.

Upon receiving the booking confirmation, please check it immediately for accuracy! The Camping Operation reserves the right to modify the booking equivalently if required for special reasons. Registrations from unaccompanied minors under the age of 18 are not accepted and will be canceled. Exceptions are minors accompanied by an adult supervisor.

Early arrival before 2:30 PM is only possible upon agreement, availability of the pitch/rental unit, and payment of a €10.00 fee.

For late departure after 12:00 PM (subject to agreement and availability of the pitch), a €10.00 fee will be charged. For departures after 3:00 PM, an additional overnight stay fee will be charged.

Arrival after 8:00 PM (up to a maximum of 10:00 PM) is only possible by prior arrangement and payment of a €10.00 fee.

In the "tent area," only tents with a maximum size of 25 square meters are allowed.

The booking of the camping guest is binding only after receipt of the deposit amount.

3. CONTRACT CHANGES

For changes such as the period, name, or pitch, a rebooking fee of €15.00 will be charged. Bookings with a deposit already made can only be rebooked for the same calendar year.

4. GENERAL USAGE RULES

Only one family (maximum of 6 persons) is permitted per camping pitch. Additional tents for visitors are not allowed. For rental units, the number of persons (maximum 4) is limited to the allowable occupancy. Camping at rental units is not permitted. Only vehicles with a valid gas inspection according to G 607 are permitted on the Camping Resort Rülzheim grounds. An exception applies to vehicles without built-in gas systems that are used for camping purposes.

5. DEPOSIT / PAYMENT

After receiving the payment request, the guest must transfer a deposit of 33.3% of the total amount within six days.

The remaining balance must be paid upon arrival.

When transferring payments, it is essential to state the booking number and name as indicated in the payment request. Combined payments for multiple bookings are not desired and will be refunded and canceled. Payments that cannot be allocated will also be refunded, and bookings will be canceled.

Camping pitches vacated due to early departure may be reassigned by the campsite management without credit unless the guest proves that the Camping Operation suffered less damage than the payment made.

No refunds are provided for early departures.

6. CANCELLATION BY THE CAMPING GUEST

The camping guest may withdraw from the camping contract in writing after the deposit has been received. The date the written cancellation notice is received by the Camping Operation is decisive for the cancellation timing. If the camping guest withdraws from the contract, the Camping Operation is entitled to appropriate compensation per § 651i BGB, per pitch and/or rental accommodation, as follows:

- Cancellation up to 45 days before the stay begins:
€35.00 cancellation fee

- Cancellation from 44 days before the stay begins:
20% of the total price confirmed at the time of booking, but at least €35.00
- Cancellation from 21 days before the stay begins:
100% of the total price confirmed at the time of booking

No refunds are provided for early departures.

7. NO-SHOW / DELAYED ARRIVAL

In the event of an arrival after 6:00 PM, the guest must notify the Camping Operation via email at info@camping-rülzheim.de (emails are not read after 6:00 PM) or via telephone at +49 (0)7272 7701455. Otherwise, the pitch/rental unit will be reassigned from 2:00 PM the following day. Refunds of payments already made are excluded (see Section 8).

Rental units left unoccupied due to no-shows may be reassigned by the campsite management without credit. Refunds of payments already made are excluded unless the guest proves that the Camping Operation suffered less damage than the payment made.

8. ARRIVAL AND DEPARTURE

The arrival and departure dates specified in the booking confirmation are binding. Early arrival (if available before 2:30 PM) or late departure (after 12:00 PM) will incur a €10.00 fee (see Section 2).

For late departures after 3:00 PM, the full overnight price for the extra night will be charged.

The camping pitch or rental unit is available to the camping guest from 2:30 PM on the day of arrival. Please avoid arriving earlier to prevent traffic disruptions at the campsite entrance.

9. CAMPSITE RULES

The camping guest is obligated to follow the regulations outlined in the campsite rules, which are available for review at reception. Specific hours and restrictions must be strictly adhered to.

The Camping Operation reserves the right to terminate the camping contract without notice if the guest endangers or persistently disturbs others or violates the contract to such an extent that immediate termination is justified. In this case, the Camping Operation retains the right to the agreed total price as a flat-rate compensation under Section 7.