

# **GENERAL TERMS AND CONDITIONS FOR THE ASSIGNMENT OF BENEFICIAL USE OF CAMPING PLACES AND BUNGALOWS**

## **1. Booking (Contractual agreement)**

The contract between the customer and the Österreichisches Verkehrsbüro AG, as operator of the camping area, in relation to the use of parking or bungalow space, goes into effect upon the notification of a valid credit card number and its date of expiry, or a downpayment over the amount of one overnight stay. An agreement on the contractual components (price, service, and dates) constitutes a valid contractual agreement which brings with it rights as well as liabilities for the customer.

## **2. Late arrivals**

In the event of a late arrival, the parking or bungalow space will be kept available. Should the late arrival take place the day after the original reservation, the missed day will be charged.

## **2. No Show**

A no-show occurs then when the customer does not arrive within the agreed upon time frame of the reservation. In this case, the operator has the right to charge a fee over the amount of one overnight stay.

## **4. Cancellation of the contract**

### **4.1. Single reservations**

A single reservation can, without extra charges being levied, be cancelled up to 7 days prior to the date of arrival.

### **4.2. Group bookings**

Bookings of at least 20 persons travelling together are considered by the operator to constitute a group. Group bookings can, without extra charges being levied, be cancelled up to three weeks prior to the original date of arrival.

### **4.3. Late cancellations**

Should a reservation not be cancelled according to points 4.1 and 4.2, then the operator has the right to charge a fee amounting to one overnight stay as booked.

All cancellations must be sent in written form by fax to the address of the operator and in reference to the planned date of arrival. Significant for the cancellation deadline is the date of arrival of the notification which is then calculated towards the reservation date. Sun- and holidays are included in the calculation.

## **5. Terms of payment**

The payment for the agreed upon time frame is to be paid before departure, or upon arrival if requested by the operator.

## **6. Late Departures**

The bungalows are to be cleared by 10.00 a.m. on the day of departure. The departure deadline is 12.00 noon. In the case of a late departure a charge of one overnight stay will be levied.

## **7. Rules of conduct on the camping grounds**

7.1. Our guests are requested to register at the front desk immediately upon arrival. This also applies to all guests visiting the grounds. Opening hours of the reception desk are to be taken notice of. In case the desk is not open we request you to register during the following opening hours.

7.2. When setting up or situating cars, mobile homes or tents, please follow the instructions of our authorised personnel.

7.3. It is not permitted to dig holes or fence off the parking spaces.

7.4. The guests are to make sure that no one is endangered by tent pegs, ropes or other equipment.

7.5. We ask you to keep the sanitary facilities in clean condition upon leaving. Small children must be accompanied by an adult when using the facilities.

7.6. All garbage is to be disposed of in the provided containers.

7.7. It is not permitted to allow house pets to run freely on the premises. Pet holders are required to ensure that their pets do not spoil the grounds or cause harm to other guests.

7.8. For security reasons it is strongly prohibited to start an open fire.

7.9. We ask you to respect the other guests and avoid making noise that may disturb others (radio, television sets, etc.)

7.10. Night time officially begins at 10.00 p.m. and ends at 6.00 a.m.. Midday silence is from 1.00 p.m. to 3.00 p.m.. During these rest periods it is not permitted to move automobiles on the camping grounds. Guests arriving at night may park their vehicles at the front entrance

7.11. Multi-lane vehicles may only drive on marked paths and at a walking pace. The use of one-lane cars and bicycles is only permitted off the camping grounds.

7.12. Ball games are restricted to the facilities provided for them.

7.13. The management reserves the right to not admit on, or expel anyone from, the camping grounds without question, should this be necessary or in the interest of other paying guests.

7.14. Persons planning to carry on a trade on or from the camping grounds will not be allowed access.