

Booking Conditions for Pitches

The basis for contract conclusion is the reservation form duly completed by the camping site guest as well as payment of an advance by immediate transfer, PayPal or credit card (MasterCard / Visa). By this operation, conclusion of the camping contract is binding.

1. The minimum stay for pitch reservations is 4 overnight stays and 7 overnight stays resp. in the main season.
2. Reservations can only be made directly by the individuals who will also be present for the time period booked (maximum 5 person per pitch). During the main season it's not allowed to receive visitors. Minors are only accepted when a legal guardian is present.
3. Pitches are intended only for caravans and mobile homes. Requests for specific sites are complied with, if possible, but there is no claim to a specific pitch. We reserve the right to reserve another pitch.
4. The camping site guest has to make an advance payment for the reservation, € 50.00 for a reservation of 4 overnight stays, € 100.00 for a reservation of 7 overnight stays. The advance payment can be made via the online booking system by means of immediate transfer, PayPal or credit card (MasterCard / Visa), and will be entirely credited with the final invoice when the reservation is complied with.
5. The pitch booked is available on the day of arrival as from 2 p.m. and on the day of departure up to 11 a.m. When leaving after 11 a.m., the fees incurred will be charged.
6. Arrival must occur by 6 p.m. at the latest. If arrival is delayed, the reception desk must be promptly informed by phone. If the reservation is not used at the time specified, the camping site is entitled to assign the pitch to someone else
7. The camping site guest can cancel its reservation up 28 days prior to the arrival date. The reservation payment will be reimbursed by deducting handling cost for reservation and cancellation in the amount of € 30.00. Withdrawal must be declared in writing.

In the case of withdrawal within less than 28 days prior to arrival date, the advance payment is retained entirely by the camping site.

In the case of withdrawal within less than 7 days prior to arrival date and in the case of non-arrival or premature departure, 65% of the agreed upon invoice value will be charged.

8. We recommend to conclude a travel cancellation insurance.

The valid price list and the current general rules of the Schloss Helmsdorf camping site apply.

