

# TERMS & CONDITIONS

## PAYMENTS

The down payment comes to 20% of the total travelsum. When you have concluded the cancellation insurance, these costs will be added to the total cost. The down payment should be received on or before the date stated on the booking confirmation. The remainder of the payment should be received on or before eight weeks prior to departure by the bookings office. In case the booking confirmation is made within 6 weeks prior to departure, the total travelsum has to be paid at once. The charges of this are the client's responsibility. In case the payments are not received within the stated period, the travel organization has the right to consider the traveler as having cancelled the trip and the traveler will be responsible for paying the cancellation fees. The traveler pays a deposit of 50 euro on the spot (which will be returned if the accommodation is left without damages or losses of the inventory)

## CANCELLATIONS BY THE TRAVELER

In the case you have to cancel a trip, please inform us during office hours, namely from Monday until Friday from 08.00 hr until 16.00 hr. The cancellation should be confirmed in writing. If a traveler has to cancel the trip, there is a possibility to let someone else take that place. In case the agreement is cancelled, the traveler might be due to pay any bookings fees and the traveler is due to pay the following cancellation fees:

- a.) A cancellation till the 42th day (exclusive) prior to departure: the down payment;
- b.) A cancellation from the 42th day (inclusive) until the 28th day (exclusive) prior to departure: 35% of the travelsum;
- c.) A cancellation from the 28th day (inclusive) until the 21th day (exclusive) prior to departure: 40% of the travelsum;
- d.) A cancellation from the 21th day (inclusive) until the 14th day (exclusive) prior to departure: 50% of the travelsum;
- e.) A cancellation from the 14th day (inclusive) until the 5th day (exclusive) prior to departure: 75% of the travelsum;
- f.) A cancellation from the 5th day (inclusive) until the departure: 90% of the travelsum;
- g.) A cancellation during the departure or later: the total travelsum.

**WE STRONGLY RECOMMEND TO TAKE OUT A CANCELLATION INSURANCE. YOU MIGHT THEN BE ABLE, IF YOU HAVE A VALID REASON FOR THE INSURER, TO GET BACK YOUR AMMOUND PAID TO CANCELLATION FEES.**

## CHANGES BY THE TRAVELER

After realization of the agreement the traveler can request changes in the reservation until 28 days prior to arrival. In case this change is possible, it will be confirmed in writing. The fees are EUR 27,- a change. Our booking system is arranged in a way that there is as less vacancy as possible in the accommodation. That's why it's not always possible to extend or shorten an existing booking, or you should book a period that is indicated in advance, for example when you book the last mobile home. We hope you have sympathy for this. The booked period can only be extended during your stay when the accommodation is vacant at the campsite. The extra nights should be paid on the spot to the host or hostess. No claim can be laid on the 14=12-discount or any other actions. For changes to another campsite a fee of EUR 27,- should be paid. This fee should also be paid to the host or hostess. For changes on a partial cancellation, the cancellation conditions only apply for that part.

## AVAILABILITY OF ACCOMMODATION

From 15.00 hr your mobile home is at your disposal. At the day of departure you should leave your accommodation before 10.00 hr. At a late arrival in the mobile home, or an early departure no refund is given for the non-use of the accommodation. Additional booked services at the campsite should have the same period as the booked period of the mobile home. In case we cannot offer you the booked reservation for whatever reason, for example because of insufficient interest or circumstance beyond our control, then you will receive information immediately. As far as possible you will be offered an alternative of the same quality, without consequences for the travelsum. In case you don't want to use this opportunity, you will get a total refund.

## USE OF ACCOMMODARION

The guests should use and maintain the accommodation with care and according to the purpose. The design of the mobile homes can differ a little in size and shape, also at the same campsite. In case of damage and/or loss of our

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belongings which are at the guest's disposal, we can recover the costs from the guests. When any damage and/or loss do appear, this should be reported to the host or hostess. They will make sure that the failing will be repaired as soon as possible. We recommend not to occupy the mobile homes with more than 6 persons. The maximum amount of people that is allowed in a mobile home is 6+1 persons (on the additional bed in the living room). A juniortent (additional tent) cannot be used to exceed the maximum amount of people allowed in an accommodation. The holidays are based on a family, travelling with 1 car. Deflect from this can result in running up against difficulties at some campsites, and are at the travelers own risk. We do not accept any responsibility for loss, theft, damage or injury that caused harm to the hirer and user of the accommodation provided by Adriatic Kamp. The use of the little safe is at own risk, Adriatic Kamp cannot be held responsible for theft and damage out of the little safe. Users of the accommodation provided by Adriatic Kamp should respect the rule of conduct, which is laid down by the campsite owner. Our staff at the campsite is not authorized to pronounce upon any liability at the side of Adriatic Kamp. In the early and late season the campsite owners are sometimes forced to keep some facilities like the swimming pool and the stores closed or partly open. This website is made up with great care and with data known at November 2007. We do nevertheless not take any responsibility for any changed circumstances during the season.

We also take no responsibility for external influences like among other things weather conditions, building activities on site and circumstances which the campsite owner is responsible for. The photos on the website serve to give an impression of the destination. No rights can be extracted from this. In circumstances which the travel- and booking conditions do not provide information, the direction will decide.

## PREFERENCES

When you go on a holiday with two or more families, you might want to get places next to each other. Or you would like to have a place in the shadow or close to the pool. A preference should be reported by the booking. Obviously we try to comply with your preference but we can nevertheless not guarantee that we can comply with your preference. An early booking does also not guarantee that we can comply with your preference. A mobile home with your preference should just be vacant at the day of your arrival.

## MISTAKES

Mistakes and errors on this website do not bind us. We keep the right to change these by erratum.

## COMPLAINTS

We do our utmost best not to give any causes for complaints, but in spite of this it can happen that you have a reason to complain. Report this complaint directly to our staff at the campsite. They will, when they have the possibility, do everything reasonably possible to resolve the problem. In case important complaints are not reasonably solved according to your opinion, you must contact the bookings office directly by phone. When you are not satisfied with the presented solution, you should report the complaint in writing within 1 month after the last stay. Complaints that are reported after this period cannot be dealt with anymore. When you did not report the shortcoming as stated, we are unfortunately not able to deal with it afterwards.

## TO CONCLUDE

The holidays on this website are, how luxury and comfortable they are, still camping holidays. Especially for people who have never camped before, it is important to know that the campsites are normally fully booked in the months July and August. When peace and privacy are the demands for your holiday, we strongly recommend to avoid these months. A holiday in a foreign country means other people and habits, a different culture and different standards and values. This is something to take into account by your expectations.