

Important to know ...

Prices

Rents for the tent include rental of the pitch and use of electricity, gas and water. On many sites you pay separately for the use of shower and hot water. Furthermore, you pay the site owner tax (up to € 1.75 per person per night). Finally paid upon arrival at the campsite a deposit of € 75, -. Upon departure you will receive the deposit back. Any damage, loss and / or (extra) cleaning will be deducted from the deposit.

Preferred Booking

If you prefer your reservation (eg for a particular place on the site) have shown, you pay € 15, - extra. We do our utmost to realize your preference, but can not guarantee it.

Arrival and departure

In high season we rent our tents for a minimum of seven nights. In the Netherlands will be visiting in high season on Friday. In other countries, the changeover day Saturday and Wednesday. In the low season you can stay a minimum of three nights. On arrival the tent is available from 15.00. On the day of departure will leave the tent later than 10.00 hours.

Cleaning

For the final cleaning we always € 25, - fee. Would you sure that you have done the dishes, have emptied the trash and wipe clean the tent.

Pets

The price table shows whether it is / is not allowed to bring a pet into the Country Camp tent. If a pet is allowed, we are € 5, - per pet per night. Find out in advance which dog breeds may not be allowed into a country and what documents are needed.

Camping Rules

Want to observe the house rules of the campsite? Advance our thanks! In low season it is possible that some facilities and activities on the site may not be offered. Keep this in mind.

Group rentals

We rent our tents only under strict conditions to groups. Contact us to discuss this option.

Interim changes

For changes after booking we € 20, - administration costs. Changes which include a partial cancellation, are part of the cancellation of the – where applicable. When you are staying at the campsite the reserved period will renew at the extra time directly on the site. This is subject to the prices in our brochure are, in this situation you can not use an offer.



Payment

Within two weeks of receiving the reservation confirmation do a down payment of 40% of the total amount (at least € 150, -) plus the premium of the insurance and the reservation fee. The remainder will then be due eight weeks before your departure date. If you book within ten weeks before departure, you will pay the entire amount at once. In late payment Country Camp has the right to the reservation - after the summons - to cancel, then you are personally responsible for the cancellation. Negligent in paying all costs for your account.

Suitable alternative

Country Camp as the reserved accommodation may not offer the tenant receives this message immediately. You get a similar alternative without increasing the fare. If you make no use, you will receive within two weeks fare and reservation costs. Country Camp is not held in cases of force majeure, such as the imposition of emergency rule in the area of the campsite, the outbreak of infectious diseases to humans and / or animal can be dangerous and threatening floods.

Cancellation

Reservations can be canceled only in writing. The cancellation fees are: 25% of the rental price for cancellation up to eight weeks before the booked period (minimum € 115, -) and 50% of the rental sum cancellation between eight and four weeks before the booked period (minimum € 115, -). Cancellation within four weeks before the booked period, the full rent. If you arrive later or earlier departure than the tent aside, there is no refund.

Liability

Country Camp is not liable for damages and / or injury while staying at one of our sites, regardless of cause. This also applies to loss, theft or damage to personal property or money.

Less satisfied, or a complaint?

We hope you are satisfied with your booked holiday Country Camp. If you have a tent or our services are less satisfied, please let us know. Want your complaint as soon as possible on the spot reporting? Then we can discuss what you can do. If we unexpectedly the complaint is not satisfactorily handle, you may within two weeks after leaving the complaint in writing to Country Camp Roden.