

## **1. Applicability and conclusion of contract**

In accordance with current legislation, the campsite CAMPING BLEESBRUCK, located in Bleesbruck, campsite license no. 00120837/1, open from April 1 to October 31, is a tourism business with the exclusive purpose of welcoming campers who, during their limited leisure time, use accommodation such as tents, caravans, mobile homes, motorhomes, or rental accommodation offered by the campsite.

The use of camping accommodation as permanent housing or for commercial purposes is therefore prohibited, and in particular the subletting of camping accommodation.

The campsite is private property and the campsite owner can grant permission to stay there.

These terms and conditions regulate the contractual relationship between the camping guest and Camping Bleesbruck. By making a booking, the guest accepts these terms and conditions.

## **2. Booking**

The campsite offers stays for tourist purposes. Permanent stays are not permitted.

A booking is confirmed as soon as the guest has made a request and this has been confirmed in writing by the campsite. This can be done online via the website or booking platform, or by email. The guest will receive a confirmation email. From this point on, the reservation is confirmed. Verbal or telephone reservations are non-binding.

*The law of February 28, 2025, on accommodation forms came into force on September 1, 2025. Every touristic accommodation operator must complete an admission form for each traveler aged 15 and over and for each stay.*

Any person wishing to stay at the campsite must provide proof of identity and fill out a registration form (“fiche d'hébergement”). The person may then use the pitch assigned to them by the manager.

The campsite owner is obliged to request the ID card or passport of every person who wishes to stay at the campsite.

Minors unaccompanied by their parents will only be admitted with written permission from their parents.

## **3. Arrival and departure**

**You must report to the reception upon arrival and departure. On rest days or in the low seasons, the reception is not open all day, so feel free to call us.**

### Campsite pitch

- Check-in: from 2:00 p.m. Check-out: by 12:00 p.m.
- Late check-out ( for an extra charge) is only possible by prior agreement.
- No refunds will be made for early check-out.
- Hikers can arrive at any time (even without a reservation); space for small tents is always available.

### Rental objects

- Check-in: from 2:00 p.m. Check-out: by 10:00 a.m.
- Late check-out ( for an extra charge) is only possible by prior agreement.
- No refunds will be made for early check-out.

#### **4. Prices and payment**

Prices are paid according to the price list displayed, based on the number of nights spent at the campsite, or possibly according to a predetermined fixed rate.

Prices are determined by the campsite and are non-negotiable. The campsite reserves the right to change prices at any time.

Payment is made in euros.

Gift cards may be accepted as payment.

##### Rental objects:

A prepayment of 30% of the total amount is required at the time of booking. For rental properties, the remaining costs are to be paid upon arrival. The deposit for the key is to be paid in cash. The deposit will be refunded to the guest upon departure or within 7 business days to a bank account specified by the guest.

##### Campsite pitch:

A prepayment of 30% of the total amount is required at the time of booking. The remaining amount is to be paid upon arrival.

##### Year / season pitch:

The invoice for the pitch must be paid at the beginning of the year upon receipt. The electricity bill, if applicable, will be sent out in September.

#### **5. Cancellation and withdrawal by the guest**

This applies to bookings made on our website or directly with us.

In the event of cancellation, this must be communicated in written form (by e-mail).

##### Campsite pitch:

- Cancellation more than 3 days before arrival date: we will refund the prepayment, but we will retain a 5€ processing fee.
- Cancellation exactly 3 days or less before arrival date: the prepayment will not be refunded.
- No refunds will be given for early departure from pitches.

##### Rental objects:

- Cancellation more than 3 days before arrival date: we will refund the prepayment, but we will retain the €10 reservation fee
- Cancellation exactly 3 days or less before arrival date: the first night will be charged or the prepayment will not be refunded
- No refunds will be given for early departure from rentals.

##### Year / season pitch:

- No refunds will be given for early departure from pitches such as seasonal and annual pitches.

It is not possible to change the date of your booking after it has been confirmed. If you are unable to arrive on the booked date, you must cancel the entire booking.

It is not possible for someone else to take over the booking. If the main booker is unable to travel, the entire booking must be canceled.

We advise you to take a travel cancellation insurance.

## **6. Withdrawal by the campsite**

1. The campground may terminate the guest's stay with immediate effect:
  - a. If the guest and/or fellow travelers do not comply with the general terms and conditions, the campsite rules, and/or the official regulations, or do not comply with them properly.
  - b. If the guest and/or fellow travelers behave in a manner contrary to the campsite rules and/or negatively affect the good atmosphere at the campsite.
  - c. If the guest and/or fellow travelers do not comply with the intended use of the rental object.
2. The campsite manager or his representative must inform the guest personally about the implementation of the termination. A written statement from the operator is not required.
3. After cancellation, the guest and fellow travelers must leave the premises as soon as possible, but within 2 hours.
4. The guest is obligated to pay the total price agreed upon in the accommodation contract. A refund of the prepayment or the total amount is excluded.

In cases of force majeure (e.g., severe weather, technical malfunctions), we reserve the right to cancel bookings. Any payments already made will be refunded in this case.

## **7. Liability**

- The campsite is not liable for lost or damaged items or for accidents.
- The campsite is not liable for damage caused by force majeure.
- Guests are liable to the campsite for damage caused by their own actions or negligence.

## **8. Obligations of the guest**

Guests agree to follow the campsite rules, not to disturb other guests, and to treat the facilities with care.

## **9. Rest periods**

Quiet hours are from 10:00 p.m. to 8:00 a.m. We ask that you take special care during this time.

## **10. Visitor regulations**

Day visitors may stay at the campsite under the responsibility of the campers who invited them. They must register in advance at reception and pay the visitor fee. Visitors' cars must remain outside the campsite. Visitors are requested to leave the site by 10:00 p.m.

Guests who wish to stay overnight pay the daily rate listed on the price list + €1.50 and must register in accordance with Article 2.

Annual and seasonal pitches that receive overnight visitors are also subject to the daily rate on the posted price list + €1.50.

## **11. Domestic animals**

Dogs are welcome, but must be kept on a leash. The campsite is not a dog toilet at any time. Please always dispose of your pet's waste. Detailed information on the running areas can be found in the "Guidelines for Dogs." Dogs should never be left alone on the campsite. They are not allowed in the sanitary buildings. Respect towards other guests is expected.

**12. Privacy policy**

Your personal data will be used exclusively for processing your booking and will not be passed on to third parties.

**13. Jurisdiction**

The law of the Grand Duchy of Luxembourg applies. The place of jurisdiction is Diekirch. Subject to printing and transmission errors.

**14. Salvatory clause**

Should any provision of these General Terms and Conditions be invalid, the validity of the remaining provisions shall remain unaffected.

CAMPING BLEESBRUCK

# House Rules

## **1. Welcome & Area of Application**

We warmly welcome you to our family-run campsite, which has been in operation since 1965! These campsite rules apply to all guests and visitors.

## **2. Registration & pitch allocation**

- Please register at the reception desk upon arrival.
- Pitch assignment will be made in agreement with the manager.

## **3. Behaviour on the premises and pitches**

- Please be considerate of other guests.
- Please keep radios and music at a reasonable volume.
- Open fires are not permitted (except in designated areas).
- The use of drones or similar devices is not permitted on the campsite without permission from the campsite management.
- Everyone must refrain from any action that could damage the cleanliness, hygiene and overall appearance of the campsite. Upon departure, the pitch must be left clean.
- Any damage to vegetation, fences, the ground or camping facilities is prohibited. Plants and floral decorations must be respected. Do not hammer nails into trees. Do not cut branches or hedges.
- It is forbidden to wash cars on the campsite.

## **4. Rest periods**

The lunch break is from 12:00 to 14:00, and the night-time rest period is from 22:00 to 08:00. We ask that you keep quiet throughout the entire site during these times.

The use of noisy equipment (e.g. lawnmowers) is not permitted on public holidays in Luxembourg.

## **5. Vehicles & traffic**

- Walking speed throughout the entire campsite.
- Vehicles may only be parked in the designated areas.
- Please park your car in your parking space. One car per pitch is permitted.
- If you have more than one car, the others must be parked in the car park in front of the campsite.
- Charging electric vehicles is not permitted on the campsite. Please ask at reception for information about charging stations.

## **6. Waste disposal & recycling**

- Please separate your rubbish carefully and dispose of it in the designated bins behind the sanitary building. This helps us to reduce costs and protect the environment.
- Illegally dumped bulky waste will be disposed of at the cost of the guest.
- It is not permitted to pour waste water onto the ground; it must be emptied into the designated facilities.
- The contents of chemical toilets may only be emptied at the designated locations.

## **7. Barbecues and open fires**

- Barbecuing is permitted, as long as it does not disturb the neighbours. A safety distance of 1.5 metres from combustible materials must be maintained.
- We are always happy to provide you with a stone plate to protect the grass from the heat.
- Open fires are only permitted in designated fire pits.

## **8. Safety**

- Fire extinguishers are available to everyone. In case of fire, immediately inform the campsite management and call the fire brigade.
- Electrical cables must be completely unwound to prevent overheating.
- The first aid kit is located at reception. An emergency bell is located outside reception.
- A defibrillator is located outside reception.
- The campsite management is only responsible for items left at reception. The campsite is not responsible for damage caused by power, gas or water failures.

## **9. Animals**

- Dogs must be kept on a leash at all times.
- Please walk your dog outside the campsite.
- Please use and dispose of the free poo bags provided.

## **10. Visitors**

- Visitors must be registered at reception. They pay the visitor price.
- Day visitors are permitted until 10 p.m. at the latest.

## **11. Play and sports areas**

- The playgrounds may only be used by children under supervision. Parents are responsible for their children.
- Please be respectful of others when playing and playing ball games.
- Playing at water taps and in the buildings is not permitted.

## **12. Sanitary facilities**

Please leave the sanitary areas as you would like to find them yourself. Children under the age of 6 must be accompanied by an adult.

## **13. Violations of the site rules**

In the event of repeated or gross violations, we reserve the right to expel guests from the premises.

CAMPING BLEESBRUCK