

GENERAL TERMS AND HOUSE RULES

CAMPING BLEESBRUCK

1: THE CAMPSITE

According to the legislation in force, CAMPING BLEESBRUCK, located in Bleesbruck, camping permit N°00120837/1, is open from 01/04 to 31/10. It is a tourist establishment with the exclusive aim of welcoming campers who, during their leisure time, use accommodation such as tents, caravans, mobile homes, camper vans or rent accommodation offered by the campsite.

The use as fixed accommodation or for commercial purposes is therefore prohibited, as well the subletting of an accommodation.

The campsite is a private area and the owner can give permission to stay here.

2: REGISTRATION

In order to gain access to the site, even for a simple visit, or to stay there, one must obtain permission from the administrator or his representative.

The fact of staying at the campsite implies the acceptance of the instructions of these house rules and the will to comply with them.

Any violation can result in the expulsion of the guest.

Any person who wishes to remain at the campsite must declare his/her identity and complete a data form ("fiche d'hébergement"). The person can then make use of the pitch provided by the manager.

The owner of the campsite is obliged to demand proof of identity from any person who wishes to remain at the campsite.

Minors unaccompanied by their parents will only be admitted with the written consent of their parents.

3: ACCOMODATION COSTS

Accommodation costs will be paid according to the price list posted, based on the number of nights spent at the campsite, or according to a pre-determined flat rate.

- Rental objects:

For rental properties, the final bill must be paid in complete upon arrival.

Departure is until 10h, in case of a later departure we have the right to ask for an additional charge.

After 12h, an additional night will be charged.

- Camping pitch:

The guest must pay for his stay 1 day before departure at the latest.

The pitch must be left by 12:00 noon. If you leave later, you will be charged an extra night.

- Season / Annual pitch

The invoice for the pitch must be paid on receipt, at the beginning of the year.

Pitches (seasonal and annual) that leave early will not be refunded.

4: VISITORS

Daily visitors can stay at the campsite under the responsibility of the campers staying on the campsite. The visitors have to present themselves at the reception, and pay the visitor fee.

The cars of the visitors stay outside the campsite and are requested to leave before 22:00.

Visitors who would like to stay overnight at a friend or relative, pay the daily price +1,5€. They are requested to register in the reception according to article #2.

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

5: NOISE AND TRANQUILITY

Everyone is asked to avoid noise and conversations that can disturb the neighbours.

General rest and quietness is obligatory between 22:00 – 8:00 o'clock.

The use of noisy machines (lawn mowers) is not permitted on public holidays and Sundays.

The use of drones or similar devices is prohibited on the campsite without permission from the owner.

6: ANIMALS

Dogs and other pets must be kept on a leash and should not stay alone on the campsite while the owner is gone.

They are not allowed in the sanitary buildings. The dog should also be on a lead on the pitch.

The owner will take care of the cleanliness.

The campsite is at no time a dog toilet. For detailed information on walking areas, please refer to the guidelines for dog owners.

7: TRAFFIC

Motor vehicles drive in a moderate and adapted manner on the campsite. Internal car traffic on the campsite must be kept to a minimum.

The vehicles must be parked on their own parking space at the caravan pitch or on designated parking spaces on the campsite or outside.

It is prohibited to park vehicles on access routes and internal routes.

Only the camping guests' vehicles are allowed on the campsite. No visitor cars.

8: CHARGING AN ELECTRIC OR HYBRID CAR

Charging an electric car or hybrid is generally not allowed on the campsite without permission from the owner.

We will provide you with information about charging stations in the surroundings at the reception.

9: CLEANLINESS

Everyone must refrain from any action that could damage the cleanliness, hygiene and overall appearance of the campsite. The pitch should be left clean on departure.

Any violation of the vegetation, the fences, the ground or the camping installations is forbidden. Plantings and flower decorations must be respected. Do not hit iron nails in the trees. Do not cut branches or hedges by your own.

It is not allowed to let service water run on the ground, it must be emptied into the designated facilities.

The content of chemical toilets must be emptied in the designated places.

Household waste and any other waste are to be separated and disposed into the recycling corner.

Bulky waste (furniture/ building material) must be taken away by yourself and will be charged for illegal delivery.

The sanitary facilities must be respected. Washing clothes or dishes must be done in the designated basins.

It is forbidden to wash cars on the campsite.

10: SECURITY / EMERGENCIES

Open fire is forbidden.

Mobile barbecue facilities are permitted if the safety distance of 1.5m to combustible materials is maintained.

Fire extinguishers are available to everyone. In case of fire, inform the campsite administration immediately and call the fire brigade.

Electrical cables must be completely unwound to avoid overheating.

The first aid kit is in the reception. An emergency bell is located outside the reception area.

The campsite management is only responsible for items handed in at the reception. The campsite is not responsible for any damage caused by electricity, gas or water failure.

11: CHILDREN

Parents are responsible for their children at all times, especially on the playgrounds.

Children should not remain alone on the pitch.

12: PRESERVING THE HOUSE RULES

The campsite manager or his representative is responsible for ensuring that these house rules run smoothly.

In case of non-observance, the manager will warn the guest orally or in written form to stop.

According to the Grand-Ducal Regulation on the Classification and Conditions for the Opening of Camping Sites of 25 March 1967, Chapter 2, Article 9, "the manager or his representative shall be entitled to prohibit the stay at the campsite to persons who do not respect the house rules and to those whose behaviour constitutes a threat to public order".

Any serious or repeated violation of the house rules may, after warning, result in the exclusion of the guest.



RESERVATION CONDITIONS

CAMPING BLEESBRUCK

Reservation is possible:

- Online: www.camping-bleesbruck.lu
- Via Mail: please only in case of extra wishes or difficulties info@camping-bleesbruck.lu
- Directly at the reception
- We do not accept reservations by telephone

Data for the reservation:

We need the following data to complete the reservation

- Name
- Address
- Place of birth + date
- Identity card number / Passport number

Your personal data will be used for statistical purposes only and will be retained only for the fulfilment of your request or reservation, for a reasonable period of time.

CAMPING PITCH

1. Your reservation is only valid if you have received a booking confirmation by e-mail. The invoice must be paid on arrival.
2. In case of **cancellation**, this must be communicated in written form (by e-mail).
3. Arrival is from 14h
4. Departure is till 12h
Late-Checkout (departure in the afternoon) is possible, please inform us on arrival. An extra fee will be charged.
 - In case of a later departure, a supplement of 2€ per hour will be charged.
 - After 15h, we will charge another night of the pitch.
5. If you wish to extend your stay, please let us know as soon as possible.
6. Early departure: no refund if you leave earlier than booked.
7. The house rules of „Camping Bleesbruck“ apply on every guest or visitors on the campsite. Everyone is asked to follow them. You can find the house rules on the information point at the entrance.

RENTAL ACCOMMODATION

1. Your reservation is only valid if you have received a booking confirmation by e-mail. After you have received the confirmation, you must pay an advance payment of 30% of the total amount of the reservation to our bank account. (Information about the amount and our bank details can be found on the booking confirmation).
10€ are **reservation costs**, the rest of the advance payment is a guarantee of the booking. The final invoice is to be paid on arrival. We ask you to pay the **deposit cash** on arrival.
2. In case of **cancellation**, this must be communicated in written form (by e-mail).
 - Cancellation more than 3 days before your arrival date, we will refund the advance payment, but we will keep the 10€ reservation costs.
 - Cancellation exactly 3 or less days before your arrival date: we will charge the first night in the accommodation, or the deposit will not be refunded.
3. Arrival is from 14h
4. Departure is until 10h, in case of a delayed departure we have the right to ask for an extra fee.
After 12h, we will charge another night's stay in the accommodation.
Late-Checkout (in the afternoon) is only possible if requested at the time of reservation or at the latest on arrival. An extra fee will be charged. This is not possible if there is already a second booking on the same day for this accommodation.
5. If you wish to extend your stay, please inform us as soon as possible.
6. Early departure: no refund if you leave earlier than booked.

The house rules of „Camping Bleesbruck“ apply on every guest or visitors on the campsite. Everyone is asked to follow them. You can find the house rules on the information point at the entrance