



### 1. Reservations

- Reservations are only possible if you send us a fully filled out reservation form.
- The spot you select is not definitive. This can be adjusted at any time.

### 2. Payment

- Within two weeks after receipt of the reservation confirmation, 50% of the total amount must be paid. Amounts lower than € 200 must be paid in full.
- When the payment has not been done on time and we have not been notified of a possible late payment, you will receive a reminder of the note of reservation and a €12.50 transaction fee will be accounted. There you will be asked to pay the amount in the next 5 working days. However, we would ask you to be so kind as to notify us when you no longer want to use your reservation.
- When you do not use a reservation that was made within 3 weeks of the arrival date, without payment and cancellation, we will account for a transaction fee of €25,00.
- The remaining amount must be on our bank account at the latest 21 days before your arrival date.
- If you book less than 3 weeks in advance, your booking is not valid until the entire sum has reached us.
- Attention: If you leave earlier or arrive later than the dates mentioned on your reservation, there will be no refunds.
- For rental (cottage, mobile home, wine barrel and tents) a deposit of 100 € (or €150 for the double-decker, big gipsy caravan or big yurt) by bank transfer will be directly asked with the reservation note. Each location is controlled by our cleaning staff. From the deposit will be deducted the possible damage (damage not transmitted, broken crockery, bad maintains...) and will then be refunded to your bank account within a week.
- Discounts (-10%) for early bookings are for reservations of more than five nights, done before the first of January of the concerned year. The payment for the reservation with an early reservation discount needs to be done within fourteen days starting the day of the reception of the note. After those fourteen days the discount expires.
- The payments for the reservations for the weekend of the Chassepierre festival will have to be paid entirely within 2 weeks of reception of the confirmation of the reservation for the reservation to be seen as definitive.

### 3. Cancellation

- You can cancel free of charge up to three weeks before your arrival; only the processing costs amounting to € 25 will not be refunded.
- In case of a cancellation within three weeks before your arrival up to one week before your arrival, 50% of the rental fee will be billed.
- In case of a cancellation less than one week before your arrival, no refund will be possible.
- By cancellation within 3 weeks before arrival for the weekend of the Chassepierre festival there will be **no** restitution.

### **SUPPLEMENT FOR AND DURING MEASURES AGAINST COVID-19 (Corona virus)**

- We offer you the possibility of moving the reservation to another time this season. We will see if we can extend our season to provide more opportunities for our campers.
- We offer you the possibility of moving the reservation to the 2021 season. We would like to keep you as a customer and appreciate your solidarity when we can give you this guarantee.
- We offer you the possibility of receiving a gift voucher for the amount paid, so that you can return it later or transfer it to third parties.
- We would be grateful if you could take advantage of one of these opportunities with confidence to support our company in this situation.
- Unfortunately we cannot refund you. Your advance payment will be deducted from a subsequent booking in 2020 or 2021.

### 4. Cancellation insurance

- You cannot purchase cancellation insurance with us. To do so, it is advisable to contact an insurance agent or your travel insurance company.
- Cancellations are only valid in case of accident, illness or unexpected death of a close family member. It is by no means possible to cancel due to bad weather.

### 5. Arrival and departure

- You can access the camping spot from 2 PM. You can arrive on the campsite until 7 p.m.. After this the reception is closed and it is no longer possible to check-in.
- On the day of your departure, you should leave the spot clean before 12 o'clock noon. If you leave later than 12 o'clock, you

- have to pay for an extra night, unless this has been discussed beforehand with the receptionist.
- The trailer, the cottage or rental tents can be accessed from 2 PM and have to be left clean on the day of your departure before 11 AM. By later departure time, an extra night will be counted.
  - Between 12:30 PM and 2 PM, the reception desk is closed. We ask of you to have entirely checked out before 12 o'clock (this means having done all payments, brought back the fire barrels, etc.)
  - Please report at the reception desk upon your arrival. You should also do this if you travel in a group or are visiting. Day visitors must park their cars in the parking lot.
  - We wish to minimize the number of cars and the amount of car traffic on the camping site. Spots 1 to 46 are car free. We will place caravans, trailers and camper trailers on these spots. We provide carts to bring your belongings to your spot. Spots 8 to 22 cannot be reached by car and are not suitable for caravans.
  - The other spots (47 to 125 and the rentals in this area) are only accessible by car to load and unload and the car will have to be parked on the car park.
  - You can arrive on the campsite until 7 p.m.. After this the reception is closed and it's no longer possible to check in.

#### 6. Accountability/Rules of conduct

- Camping de la Semois cannot be held accountable for loss, theft, damage or injury to or by campers. Participation to activities organized on the grounds of Camping de la Semois will be at your own risk.
- Guests present on the site will respect the rules of conduct of the camping site. If someone causes nuisance or disturbances, he/she can be removed from the campsite after fair warning, without restitution of fees.
- Overnight guests need to be discussed in advance.
- Visitors are welcome under payment
- More than two families coming to camp together count as a group on our campsite. We decide which spots groups can stay on our campsite. Groups/multiple families can only come in the pre-season.
- Open fires are prohibited on the site, but after having obtained the authorization of the campsite management, a camp fire in a fire bowl is however possible. We have a fire area that you can use after consultation.
- Small pets (2 dogs max. during off-season months and 1 dog max. during peak season months) are allowed, in which event the owner will be accountable for possible nuisance, damage or soiling. Please keep your dogs on a leash anywhere on the grounds (including the beach / playing field) and walk them outside the camping grounds.
- Music by means of radios, sound equipment, laptops, DVD players, etc. is not allowed.
- Keep things peaceful after 10 PM and quiet between 11 PM and 8.00 AM.