



## TERMS AND CONDITIONS

### 1. Reservation

- Reservations are only possible by telephone. sending a fully completed reservation form on our website.
- Your preferred location is not final. The camping spot can be adjusted in consultation.
- When booking, you are requested to immediately pay € 25.00 (administration costs / processing costs), so that we can process your reservation. This amount is included in the calculation of your reservation invoice (no extra costs) and is not refundable in case of cancellation.

### 2. Payment

- Within two weeks after receipt of the reservation confirmation, 50% of the total amount must be transferred. Amounts up to € 300.00 must be paid in one go.
- In the event of late payment of your reservation invoice and no notification for a possible later payment, you will receive a reminder invoice from us and 12.50 (administration costs) will be charged. You are then requested to pay the amount within 5 working days. If you no longer wish to use your reservation, we request that you report this.
- The remaining amount must be on our account no later than 21 days before the day of arrival.
- If you book less than 3 weeks in advance, your reservation is only valid when we have received the full amount.
- Please note: In case of earlier departure or later arrival than reserved, no refund will be made.
- For the rental accommodations, a deposit of € 100.00 will be charged directly with the reservation invoice. A check will take place after your departure. We will refund the deposit (possibly with deduction of extra cleaning costs, damage, broken crockery, sending forgotten items) to your bank account within a week.
- The payments for the reservations for the weekend of the Chassepierre festival must be made in total immediately within two weeks after receipt of your reservation invoice in order to finalize your reservation.

### 3. Cancellation

- If canceled up to three weeks before arrival, you will receive your (down) payment back (except for the amount of € 25.00 (administration costs / processing costs))
- In case of cancellation from three weeks before arrival to one week before arrival, 50% of the rent will be charged.
- If canceled within one week before arrival, no refund will be made.
- Cancellations from July 1st to August 31st, including for the weekend of the Chassepierre festival, will not be refunded.
- We offer you the possibility to move your reservation within the season.
- Not being able to come because of Corona, tested positive or quarantine falls under the same risk as far as we are concerned in the event of a cancellation due to illness, accident, etc. Reservations can still be moved within the season.
- Once rescheduled reservations are non refundable.

### 4. Arrival and departure

- The camping pitch is yours from 2 p.m. and must be left clean on departure before noon. Please check out before 12 noon (payment arranged, fire barrels returned). For departures later than 12 noon, you pay an extra night, unless this has been discussed in advance with the reception.
- The rental accommodations can be occupied from 3 p.m. and must be left clean before 11 a.m. on departure. An extra night will be charged for departures later than 11 am.
- It is possible to buy off the cleaning. (€45.00). At check-out we ask you:

- Leave the location broom clean.
- Take the garbage to the container.
- Have done the dishes and put them back in the cupboard.
- don't forget to empty and clean the refrigerator.

- If you do not pay the cleaning costs, you must leave the rental accommodation as clean as you found it.
- The log cabin, double-decker buses, American School bus, Buggenhout gypsy wagon, Tree house and mobile homes have bedding (mattress covers, duvets, pillows, duvet covers and pillowcases)

- bedding (mattress covers, duvets, pillows, duvet covers and pillowcases).
- Covers for the mattresses are included with the rental tents (yurts, safari tents, Moroccan tents and tipi tents, gypsy caravans and wine barrels).
- There is no bed linen (duvets/pillows) and no linen (duvet covers/pillowcases). You are expected to bring your own bedding and linen.

You must bring your own towels and kitchen linen (bath) towels and tea towels to all rental accommodations.

- The reception is closed between 12:30 and 2:00 PM.
- You must always report to the reception upon arrival. This also applies to guests and visitors.
- The campsite is **pedestrian** and has a barrier that recognizes **license plates**. On arrival you must first park your car (including any caravan/trailer)/motorhome/campervan in the **car park**. You can continue on foot to the reception to check in and activate your license plate for (temporary) access. Access is only valid on the afternoon of arrival and will be granted again for loading on the morning of departure. The car must be left in the parking lot during the stay.
  - Mobile homes** (pitches **C1 to C12**) and **campervans** (pitches **47 to 125**) can go to their pitch after registering at reception and can enter and leave the campsite for the entire duration of the stay.
  - For **camping pitches** and **rentals** in the **accessible by car zone**, you can temporarily go there by car to unload your luggage. You must return your car to the parking lot **as quickly as possible**. This applies to caravan/trailer/tent pitches **47 to 125** and **rentals** located in this area: mobile homes, safari tents, Moroccan tent, yurts, Tipi (74TI), English double decker, horse tram, cabin in the trees, Berlin double decker bus, American school bus.
  - For **camping pitches** and **rentals** in the **pedestrian zone**, you can park your car in front of the canteen. We will drop off the caravans on the pitch. Caravans/folding caravans can be pushed to the pitch. The (camping) equipment/tent can be transported to the pitch with **carts**. Please empty your car as **quickly as possible** and put it back in the parking lot. There are no exceptions for car access to these locations. This applies to caravan/trailer/tent pitches **1 to 46** and **rentals** located in this zone: chalet, Roulotte, Roulotte 1, Roulotte 2, Tonneau à Vin and Tipi (12TI).
- You can arrive at the campsite until 6 pm. After this, the reception is closed and it is no longer possible to check in or arrive at the campsite.

##### 5. Liability/Code of Conduct

- Camping de la Semois cannot accept any liability for loss, theft, damage or injury caused to or by campers. Damage will be charged. Participation in activities organized at Camping de la Semois is entirely at your own risk.
- The guests present on the site must respect the rules of conduct of the campsite. If someone causes nuisance or nuisance, he/she can, after a warning, be removed from the campsite without refund of payments.
- Lodges must be requested in advance. The campsite will decide whether it is possible to receive guests. The total occupancy at the campsite is taken into account.
- Visite is welcome under payment. Visitors must park their car in the car park and always report to the reception.
- It is not possible to camp at the campsite with groups. More than 4 adults is a group for us. With us, more than two families are also a group. Several families are only welcome in the preseason. Together with several families, we determine where you can be placed.
- Open fire is prohibited on the site, but a campfire in a fire bowl is possible after permission from the campsite management.
- Small pets (max. 1 dog) are allowed on the camping pitches.
- One pet is allowed, in consultation, at the locations: tipi tents, safari tents, chalets and caravans (Cat. B and Cat C: 80, 83 and 69). If the location is not left properly, additional cleaning costs may be charged from the deposit. At the other accommodations; Tree House, English Double Decker, Berlin Double Decker, American School Bus, the Yurts, the Moroccan Tent, the Gypsy Wagon, the Gypsy Caravans, the Wine Barrel and the Cat. A are no pets allowed.
- The owner of the pet is liable for any nuisance, damage or contamination. Please keep your dog on a leash over the entire site (including the beach/playing field) and walk it outside the campsite.
- We are a nature campsite, not a festival site. Electronically amplified music and party tents are not allowed.
- Please respect the quiet after 10 pm and the silence from 11 pm to 8 am.