

Booking conditions for online booking of camping pitches

Camping site operator:

Pavel Hess, Libeň 47, 252 41 Libeň, ČR

IČ: 43096051 DIČ: CZ7306180200

1. RESERVATION

Basic, Standard and Comfort camping pitches can be booked for any date. Only Grand and Premium pitches can be booked during the high season only per week - with arrival and departure on Saturdays.

We always try to meet all the wishes of our guests as best as possible, but we reserve the right, in exceptional cases, to change the specified location of the preferred pitch.

Reservations can be requested max. 1 day before the arrival.

2. PAYMENT

Basic, Standard and Comfort camping pitches - you will be asked to pay a deposit in the fixed amount of 1000,- CZK. This deposit will then be deducted from your final accommodation bill at the campsite. Only if you do not stay whole reserved period and leave earlier, we cannot refund/deduct it.

Grand and Premium camping pitches you will be asked to pay a deposit in the amount of 25% of the price of your stay. This deposit will then be deducted from your final accommodation bill at the campsite. However, if you do not use the reserved time and leave earlier, we unfortunately cannot refund/deduct it.

If the deposit payment is not made within the required time, the reservation will be automatically cancelled!

5. CHANGES IN AN ALREADY CONFIRMED RESERVATION

Changes in an online reservation that has already been is not possible So it is necessary to cancel the existing reservation and make a new one with the correct information's.

6. ARRIVAL

Arrival at the camping pitches is possible after 1 pm, at the mobile homes after 3 pm. Please arrive no later than 10 pm, then the camping site closes for the night!

7. CANCELLATION OF RESERVATION

- A. Cancellation of an online reservation must also be made online - via the link provided in the reservation confirmation.
- B. If the reservation is cancelled 30 days before arrival, the paid amount will be refunded, reduced by 250 CZK only.
- C. If the reservation is cancelled 14-29 days before arrival, a cancellation fee of 35% of the paid amount will be charged, but at least 250 CZK.
- D. If the reservation is cancelled 6-13 days before arrival, a cancellation fee of 75% of the amount paid will be charged, but at least 250 CZK.
- E. If the reservation is cancelled 0-5 days before arrival, a cancellation fee of 100% of the amount paid will be charged.
- F. In the event of an earlier departure than booked, there is no right to a refund of the money paid. The deposit paid will therefore be forfeited/not deducted from the final accommodation bill!

8. GDPR - personal data protection

By making a reservation, you consent to the processing of your personal data entered by you during the reservation.