

General Terms DCH (Den Caravan Holidays)

DEPOSIT AND BALANCE

At the moment of the reservation, we will ask for a deposit of 50% of the total amount and it has to be paid per bank within 14 days from the confirmation of your booking.

If the deposit has not been received the reservation will be cancelled.

The balance of your stay (tourist tax is not included and it must be paid during the check-out at the cash office of the campsite) has to be paid always per bank within 30 days from the arrival day in the campsite.

If the reservation is done in the timing of less than 30 days from the arrival in the campsite it is possible to pay your entire vacation in one advance payment including deposit and balance, or to anticipate the deposit by bank transfer and pay the balance the day before your departure paying to a specific colleague in the campsite. At the moment of the reservation timing and method of payment will be communicated.

TERMS AND CANCELLATION POLICY

Guests who cancel their booking have the right to refund for the deposit paid if written notification is sent via letter or e-mail. The DCH management has the right to retain part of the deposit paid as penalty and to cover reservation costs. For Guests who cancel their booking with written notification sent within **30 days** before the date of arrival stated on their booking the **50%** of the deposit will be retained.

For Guests who cancel their booking with written notification sent less than 30 days before the date of arrival stated on their booking and guests who do not turn up will have no right to a refund and the DCH will keep the deposit paid as penalty. If the reservation is done within 30 days from the arrival in the campsite and then there is a cancellation, the 50% of the deposit will be retained.

In case of late arrival or early departure the amount for the entire vacation has to be paid.

If the caravan you booked won't be occupied within 2 days from the stated date of arrival and no written communication on late arrival won't be sent DCH reserve the right to rent it again denying any reimbursement right. Any damage caused by carelessness to the caravan and to its furnishings are on the expense of Guest.

Confirmation of the booking implies acceptance of the general terms and conditions.

INSURANCE

The DCH management will not be held liable for theft, accidents or damage to property or persons, nor will it be held liable for damage caused by storms, hail, falling trees, branches or pine cones, illness, including that of plants, epidemics, fire, force majeure, etc.

Guests are advised to take out insurance covering both their equipment and campsite risks.

Furthermore it is kindly required to read the general terms of Union Lido that is on the website www.unionlido.com

These regulations are presented to Guests when they arrive.

They are displayed at the Arrivals Office and inside UNION LIDO.

By entering the campsite, Guests automatically accept them in full