

General Terms and Conditions for the Paid Provision of Camping Sites and Small Bungalows

1. Booking (Contract Conclusion)

The contract between the booking party and Österreichisches Verkehrsbüro AG, the operator of the campsite, regarding the use of pitches or small bungalows is established upon the provision of a valid credit card number and its expiration date or upon a down payment equivalent to one night's stay, provided that an agreement on the essential contract components (price, service, and date) is reached. This results in rights and obligations for the booking party.

Stability of value of the claims and the ancillary claims is expressly agreed. The consumer price index 2020 (2020=100) published monthly by Statistics Austria or an index replacing it is used as the basis to calculate the value stability. The reference value for this agreement is the index number calculated for the month of the signature date. All rates of change have to be calculated to one decimal point.

Upward fluctuation of the index number up to but including 2,5 % are not taken into account. Any exceeding of this margin up, requires a recalculation each time, whereby the first index number outside the applicable margin forms the basis for both, the recalculation of the claim amount and the calculation of the new margin.

2. Late Arrival

In the case of a late arrival, the pitch or small bungalow will be held. However, if the arrival occurs on the day following the reservation day, the booking party will be charged for the missed day.

3. No-Show

No-show occurs when the booking party fails to arrive during the agreed reservation period. In this case, the operator of the campsite is entitled to charge the cost of one night's stay.

4. Contract Cancellation

4.1. For Individual Bookings

Individual bookings can be canceled free of charge by the booking party up to 7 days before the agreed arrival date, without any claims against the operator of the campsite.

4.2. For Group Bookings

Bookings of at least 20 people traveling together are considered group bookings by the operator of the campsite. Group bookings can be canceled free of charge up to three weeks before the agreed arrival date.

4.3. Late Cancellation

If the cancellation, whether for group or individual bookings, does not occur before the time specified in 4.1 or 4.2, the operator of the campsite is entitled to a cancellation fee equal to the rent for the first agreed night's stay. Any cancellation must be made in writing via fax, referencing the arrival date, and sent to the address of the campsite's manager. The date of receipt of the declaration by the campsite manager is the decisive factor for calculating the deadline, with the calculation not interrupted by Sundays or holidays.

5. Payment Conditions

The fee for the agreed period is due before departure or, upon the explicit request of the operator, upon arrival at the reception.

6. Late Departure

Small bungalows must be vacated by 10:00 AM on the day of departure. Departure should take place no later than 12:00 PM. In the event of a late departure, the cost of an additional overnight stay will be charged.

7. Conduct on the Campsite

7.1. Camping guests are requested to register at the reception upon arrival, including visitors who enter the campsite for a short time. The posted opening hours of the reception must be observed. In case the reception is closed upon arrival, please register during the next opening hours.

7.2. Instructions from administrative personnel must be followed when setting up vehicles, caravans, motorhomes, and tents.

7.3. Digging trenches or enclosing pitches is not permitted.

- 7.4. Camping guests are responsible for ensuring that other persons are not endangered by tent pegs, cords, and other tent accessories.
- 7.5. Please leave the sanitary facilities in a clean condition. Small children are only allowed to enter the sanitary and toilet facilities when accompanied by adults.
- 7.6. Use the designated waste containers for all types of waste.
- 7.7. Pets are not allowed to roam freely on the campsite. Pet owners are responsible for ensuring that the campsite is not soiled by pets or that other persons are not injured.
- 7.8. Open fires are strictly prohibited for safety reasons.
- 7.9. Please be considerate of other camping guests and avoid making disturbing noises (radio, televisions, etc.).
- 7.10. Quiet hours are from 10:00 PM to 6:00 AM, with a break from 1:00 PM to 3:00 PM. During quiet hours, moving vehicles on the campsite is not allowed. Guests arriving at night can park their cars at the entrance.
- 7.11. Multi-track vehicles may only be driven on marked paths and at walking speed. Bicycles or single-track motor vehicles are only allowed outside the campsite grounds.
- 7.12. Ball games on the campsite are only allowed in designated areas.
- 7.13. Persons entrusted with administration have the right to exercise house rules at any time: they can refuse entry to persons without reason or remove guests from the campsite if it is in the interest of other guests.
- 7.14. Persons intending to conduct business on the campsite or from the campsite are not allowed.