

# GTC - GENERAL TERMS & CONDITIONS

Sales and trading conditions as well as e-trade conditions for Gl. Ålbo Camping

## Conditions of sale and trade

Below you will find useful information and guidelines in connection with a booking or online booking. You can read how we process the information you have entered, how to receive your receipt in connection with a Booking/purchase and much more.

We draw your attention to the fact that your booking is not covered by the cancellation right under Danish consumer protection law. Overnight stays in cabins, holiday homes, camping and apartments are covered by an exception in the Danish Consumer Act (Forbrugeraftalelovens §18 stk. 2 nr. 12).

The period of 14 days for withdrawing from the purchase, which is usual in online trading, does not apply to travel. This applies across Europe according to European travel law and is not just a Danish exception. The reason for this lies in the fact that it is often not possible to re-let a reserved cabin/apartment/place that is cancelled a few days before arrival.

## Booking and payment

At Gl. Ålbo Camping you can pay with a payment card. We do not charge card fees. After ordering/purchasing, a receipt/ confirmation of your purchase will be sent directly to your email address. If you do not receive a confirmation email, please check your spam email and/or unsolicited email.

If you book a stay with your own caravan/tent/campervan or stay in a cabin, room or holiday home, the full amount is due for payment immediately after the booking has been made. Immediately after the order, Gl. Ålbo Camping will send a confirmation of the booking. If you do not receive a confirmation email, please check your spam email and/or unsolicited email.

Business customers have the option of receiving an invoice. The credit period is 8 days.

Gl. Ålbo Camping reserves the right to make mistakes in text, pictures and price. We reserve the right to delete your booking, payment, reservation or booking if an error has occurred. You will be contacted as soon as possible in the event of an error.

All prices on the website and online booking are in Danish kroner DKK and include VAT, unless otherwise stated.

## Cancellation (without cancellation insurance)

- If canceled more than 60 days before arrival, the full amount will be refunded minus an administration fee of 500 DKK.
- If canceled between 60 and 30 days before arrival, 50% of the amount paid will be refunded minus an administration fee of 500 DKK.
- Cancellation of stays from 29 to 0 days prior to arrival will not be refunded.

## Cancellation insurance

We recommend that you take out our cancellation insurance if you plan to stay at Gl. Ålbo Camping. This way you are secured if you need to cancel your booking. The cancellation insurance also covers you in the event of illness.

Cancellation insurance costs DKK 299 per booked unit and must be ordered at the same time as your booking.

## Scope of cancellation insurance

- *Illness In the event of illness, the cancellation insurance applies up to kl. 12:00 p.m. on the day of arrival. The full amount (minus the price of the cancellation insurance) will be refunded upon presentation of documentation in the form of a medical certificate.*
- *General cancellation and no illness If canceled up to 14 days before arrival, the full amount will be refunded minus an administration fee of 500 DKK. (Cancellation insurance is non-refundable).*

## Right of Withdrawal and Refund

### GL. ÅLBO CAMPING

Gl. Ålbovej 30, 6092 Sdr. Stenderup - +45 75 57 11 16

[www.gl-aalbo.dk](http://www.gl-aalbo.dk) - [info@gl-aalbo.dk](mailto:info@gl-aalbo.dk)

CVR. 30 83 89 98

We would like to point out that your booking does not fall under the provisions of the Consumer Contracts Act on the right of withdrawal. The sale of accommodation (huts, holiday homes, camping, etc.) is subject to a special exemption in the Consumer Contracts Act, Section 18 Paragraph 2 No. 12. The booking made is therefore not covered by a 14-day right of withdrawal.

#### **Dog**

Dogs are welcome on the campsite, in our cabins, etc. If you have a dog in our cabins or bring them to other rental units, a cleaning fee will be charged. Note that dogs must be aired outside the yard and leftovers removed immediately.

#### **Arrival and Departure (Check-in and Check-out):**

Camping:

- Arrival from 03:00pm.
- Departure no later than 11:00am.
- Specific pitches cannot be guaranteed, but of course we will do our best to accommodate and fulfill your requests.

Holiday Home:

- Arrival from 03:00pm.
- Departure no later than 10:00am.

Luxury and standard cabins:

- Arrival from 03:00pm.
- Departure no later than 11:00am.

Rooms:

- Arrival from 03:00pm.
- Departure no later than 11:00am.

#### **Smoking**

All cabins, rooms and cottages are non-smoking. A cleaning fee of 1,500 DKK will be charged for violations.

*Smoking in general: consider outdoor common areas and remember that cigarette butts belong in the bin.*

#### **Guest responsibility**

Renters of cabins, rooms and holiday homes are fully responsible for the furniture in the rental unit. Defects and damage caused by the tenant will be repaired upon departure. The person who concluded the rental agreement is also liable for damage caused by other residents and guests on the rental agreement. Cabins, rooms and holiday homes may be occupied, booked and paid for by the maximum number of people specified in the price list.

#### **Liability and Risk of Rental Equipment**

For rental equipment, including boats, SUP, diving gear and other equipment, the renter must fill out separate documents regarding liability and risk.

#### **Gift cards**

Gift cards will not be exchanged for cash and are non-refundable.

Gift cards from our gift card portal can be reserved/booked physically at the campsite, by phone and used in our online booking.

A gift card for GL. Ålbo Camping is a bearer certificate and can be equated with banknotes and coins. This means that if it is lost or otherwise lost, it cannot be replaced. It is therefore always the person in possession of the gift card who can redeem it. If you experience any problems or lose your gift card, please contact us. Then we will of course try to help you as best we can.

#### *Right of withdrawal for gift cards*

Purchasing a gift card, cf. The Danish Consumer Act involves a right of withdrawal of 14 days from the moment you have received an order confirmation from the provider of the gift card portal by e-mail.

#### *Gift Card Redemption*

When redeeming, bring a copy of the gift card in the form it was received: physical printed version, email, or SMS. GL.



Ålbo Camping writes down the gift card's unique code or scans the unique QR code, whereby the redeemed gift card is registered as redeemed.

#### *Gift card validity*

Gift cards are valid for 3 years from the date of issue. It will always be clear when it expires.

#### **Complaints**

At Gl. At Ålbo Camping we will do everything to make your stay extra special. However, errors can always occur. If you as a guest are dissatisfied with things, you must contact the reception as soon as possible. Should a rental unit not be adequately cleaned, or should the rental unit that we have overlooked become damaged, you must contact reception immediately upon arrival to have the defect rectified. Complaints about, for example, cleaning that is only carried out on departure will not be dealt with.

Gl. Ålbo Camping cannot be held responsible for the appearance of animals and insects as the location is in a natural and coastal area.

If you want to complain after your return, you can send us an email to [info@gl-aalbo.dk](mailto:info@gl-aalbo.dk) no later than 7 days after your departure.

In case of disagreement, a possible lawsuit will be brought before the court in Kolding and the cases will have to be decided according to Danish law.

#### **Prices and Discounts**

The prices at Gl. Ålbo Camping are index regulated and adjusted on an ongoing basis. The current prices can be found on our website. We reserve the right to rescind a rental agreement due to typing and/or typographical errors. Discounts cannot be combined.

#### **Force Majeure and Similar Conditions**

If the execution of the rental agreement is not possible due to force majeure or similar circumstances such as war, riots, natural disasters, oil and petrol rationing, pollution disasters, epidemics, pandemics, suspension of foreign exchange trading, unusual weather conditions, drought, floods, border closures, traffic obstructions, strikes, lockouts and the like, which were not foreseeable when the rental agreement was concluded, becomes impossible or considerably more difficult, Gl. Ålbo Camping is entitled to withdraw from the rental agreement and cannot be held liable for this.

In such cases, Gl. Ålbo Camping is obliged to inform the tenant of this as soon as possible. The renter will not be reimbursed for the amounts paid. However, the renter will receive a credit for the amount paid. The credit can be used towards the purchase of a new stay within a period of 3 years.

#### **Personal Data Policy**

##### **Privacy**

Gl. Ålbo Camping is responsible for the data in accordance with data protection legislation. Inquiries about data protection are in to be made in writing to [info@gl-aalbo.dk](mailto:info@gl-aalbo.dk).

Gl. Ålbo Camping processes the personal data that the tenant provides in connection with the booking, as it is necessary to complete a booking and thus also to be able to fulfil the rental agreement and other obligations arising from the between Gl. Ålbo Camping and tenants. As a tenant, you have the right to object to the processing of your personal data for these purposes at any time.

Gl. Ålbo Camping will pass on the relevant information contained in this agreement to partners (e.g. cleaning companies, credit card companies, insurance companies and authorities) to the extent necessary to complete the rental, calculate the correct and secure payment or to the extent necessary in accordance with the respective applicable legislation is required.

Gl. Ålbo Camping only transfers personal data to countries outside the EU / EEA to the extent necessary and only if there are adequate guarantees for an adequate level of protection in accordance with the applicable legislation.

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Personal data will only be stored for the period of time necessary for the specific purpose or in accordance with applicable law.

As a registered tenant, the tenant has the right to be informed - and to receive a copy of the data - that GL. Ålbo Camping has registered and corrected or changed this information / data if it turns out to be incorrect. The tenant also has the right to have information / data deleted if they are no longer necessary to fulfil the purpose for which they were collected or if the processing is unlawful. Finally, the tenant has the right to GL. Ålbo Camping to restrict the processing of the data in question.

GL. Ålbo Camping uses server-side cookies and a secure connection to provide security for the information that you provide as a guest on our website.

When paying by credit card, registration takes place via a secure server, where the information is encrypted before it is sent over the Internet.

#### **BUSINESS INFORMATION**

GL. Ålbo

GL. Ålbovej 30

6092 Sdr. Stenderup

Tel.: +45 75 57 11 16

E-Mail: [info@gl-aalbo.dk](mailto:info@gl-aalbo.dk)

Cvr.: 30 83 89 98

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