

General rental conditions at Rødgaard Camping

1. Number of guests

The rented unit may only be accommodated by the number of people agreed on in advance. If there are any changes to the number of people, you must inform the campsite before arrival. Any visitors must pay extra.

Persons below the age of 18 cannot rent our units without a parent or legal guardian.

2. Reservation and payment

When booking a unit, a confirmation will be sent from Rødgaard Camping, if the correct e-mail is provided by the buyer. If you do not receive a booking confirmation, you have to contact the campsite.

The confirmation states the overview of the rented unit. When received, it is the tenant's responsibility to check that the period, price, and rental unit is correct. Changes to this must be made in writing within 48 hours.

When Rødgaard Camping has sent a confirmation, a binding agreement is made, and the tenant is responsible for the entire rental amount, cf. our cancellation policy. The reservation is personal and non-transferable.

The agreed prepayment must be received by Rødgaard Camping no later than 10 days after the concluded agreement. The rest is paid upon departure.

If the prepayment is absent, Rødgaard Camping is entitled to cancel the reservation without further notice.

3. Price

Rødgaard Camping reserves the right for any miscalculations in the booking system, so it is always the prices stated at our website that applies.

The rental amount includes rent of the unit, final cleaning (washing up, general cleaning inside and outside, and cleaning of the garden furniture must always be done by the guest), accommodation fee for the registered number of people and consumption of electricity and water.

All prices are incl. 25% VAT. Environmental fee is paid separately.

4. Arrival and departure

Check-in is from 15:00 (during the off-season from 14:00)

Guests who arrive after 18:00 or who are prevented from arriving on the day the rental starts, must contact the campsite in advance. E-mail inforodgaard-camping.dk or phone +45 75163311

For last minute bookings, where the payment has not been made, the unit will be re-let after 18:00, if the tenant has not notified Rødgaard Camping of later arrival.

Departure must be no later than 10:30.

5. Cleaning

The rental amount includes a mandatory final cleaning.

The final cleaning does not release the tenant from leaving the unit in tidy and proper condition, or we are forced to send a extra bill.

Service must be cleaned and in place. The fridge must be emptied. Garbage must be sorted in the right container. Any grill must be emptied and cleaned.

Upon arrival, 400 DKK can be reserved on a payment card, which is released when the unit is checked by our staff. In case of inadequate clean up or damaged items, part or possibly the whole amount may be charged.

6. Responsibility

The landlord takes no responsibility for sudden occurred damages, but will take care, that the damages is corrected as soon as possible.

The landlord takes no responsibility in connection with any occurrences of insects (ants, wasps, etc.) in the rental unit.

The tenant is liable for any damage caused to the rented unit or furniture during the rental period – and which is caused by the tenant himself, or the tenant's guest. Any damages must be reported to Rødgaard Camping immediately. If, upon departure, errors, damage or defects are found at the rental unit, this will be deducted from the deposit.

7A. Cancellation of lease

You have the right to cancel your booking on the following terms:

- If you cancel more than 60 days before arrival, the prepayment will be refunded. With the exception of an administration fee of 175 DKK.
- If you cancel less than 60 days, but more than 30 days before arrival, you get the prepayment refunded, with an exception of an administration fee of 175 DKK and the amount based on the "first-night principle"*
- If you cancel less than 30 days but more than 14 days before arrival, the landlord reserves the right to keep 50% of the total price of the lease.
- If you cancel less than 14 days before arrival, the landlord reserves the right to keep the total price of the lease.
- If the tenant vacates before the end of the tenancy, no refund can be claimed.
- Cancellation is considered concluded from the time the landlord has received it in written form, either per letter or e-mail. In case of cancellation, the tenant's bank details (registration number and account number) must be provided to the landlord.
- NOTE. Our own cancellation insurance can be purchased. See the website for terms and conditions or at the bottom of this page.

7B. Cancellation of lease for smaller group booking (3 to 7 units)

You have the right to cancel your booking on the following terms:

- If you cancel more than 75 days before arrival the payments will be refunded. With the exceptions of an administration fee of 175 DKK.
- If you cancel less than 75 days, but more than 45 days before arrival, you get the prepayment refunded, with an exception of an administration fee of 175 DKK and the amount based on the "first-night principle"*
- If you cancel less than 45 days, but more than 30 days before arrival the prepayment will be refunded. With the exceptions of one administration fee of 175 DKK and the amount corresponding to the first night in each unit.
- If you cancel less than 30 days but more than 14 days before arrival, the landlord reserves the right to keep 50% of the total price of the lease.
- If you cancel less than 14 days before arrival, the landlord reserves the right to keep the total price of the lease.
- If the tenant vacates before the end of the tenancy, no refund can be claimed.
- Cancellation is considered concluded from the time the landlord has received it in written form, either per letter or e-mail. In case of cancellation, the tenant's bank details (registration number and account number) must be provided to the landlord.

7C. Cancellation of lease for large group booking (8 units or more)

You have the right to cancel your booking on the following terms:

- If you cancel more than 75 days before arrival the payments will be refunded. With the exceptions of an administration fee of 175 DKK and the amount based on the "first-night principle"*
- If you cancel less than 75 days, but more than 45 days before arrival the prepayment will be refunded. With the exceptions of one administration fee of 175 DKK and the amount corresponding to the first night in each unit.
- If you cancel less than 45 days but more than 21 days before arrival, the landlord reserves the right to keep 50% of the total price of the lease.
- If you cancel less than 21 days before arrival, the landlord reserves the right to keep the total price of the lease.
- If the tenant vacates before the end of the tenancy, no refund can be claimed.
- Cancellation is considered concluded from the time the landlord has received it in written form, either per letter or e-mail. In case of cancellation, the tenant's bank details (registration number and account number) must be provided to the landlord.

****First-night principle = the amount corresponding to the average price of one night in one unit (the most expensive unit).***

8. Dogs

There are selected units where pets are allowed for a fee. However, pets are not allowed to stay in beds or furniture.

9. Complaint

Any complaints regarding the rental unit must be notified immediately to Rødgaard Camping and no later than the day after arrival. Complaints regarding cleaning must be notified on the day of arrival. The tenant is obliged to give Rødgaard Camping a reasonable deadline to remedy any errors/deficiencies that are complained about by the tenant.

10. Violation

The rules of order as well as the manager's instructions must be observed, as this can ultimately lead to expulsion from the campsite and be considered as an interrupted stay. In this case, no refund can be claimed.

11. Disagreement

In case of any disagreements between the tenant and landlord regarding the lease, the general rules of Danish law applies.

You can buy or **cancellation insurance** when you book your stay. It costs 198 DKK.

The insurance must be booked and paid for when booking the stay or no later than 24 hours after receiving the booking confirmation.

With the cancellation insurance you can get your money back until two weeks before the day of arrival (before 12.00) – regardless of the reason and without a medical statement.

If the stay is cancelled later than two weeks and until the day before arrival at 12.00, due to the tenant, his/her spouse/partner, children or parents being affected by a medical documented serious illness, serious injury or death. A medical certificate must be submitted to get the money refunded.

If the stay is cancelled later than described above, the stay is non-refundable.

With the cancellation insurance, you can also, up to two weeks before the day of arrival (before 12.00) – regardless of the reason and without a medical statement, move your reservation to another available date within the same year. However, the price of the device is adjusted according to the season. The length of the stay cannot be shortened.

The cancellation insurance does not cover the administration fee of 175 DKK.

You cannot purchase the insurance for group bookings.

If you do not choose cancellation insurance, our normal rules for cancellation of lease applies.