

General conditions:

The following sales terms are applicable to all pitches and rental accommodation of Camping Hohenbusch.

Article 1 - Booking conditions

1.1 All our prices are in Euros and include VAT. The customer accepts our rental payment terms and conditions for both themselves and any other people travelling with them. In case of non-acceptance of our terms and conditions, it is still possible to cancel the booking (in writing) after receiving of the confirmation, for up to 5 days after the date of the reservation.

1.2 Reservations are named, and non-transferable. The stay is only finalised after the deposit has been received. If this payment is still outstanding without notification from the customer, the booking will expire and we will be entitled to lease out the rental accommodation or pitch to someone else. In this case, you will be charged a processing fee of € 12.50.

1.3 Should you arrive later and not have informed the campsite; your reservation will remain valid for two days after the date of arrival stated on your booking confirmation. After this period, all rights to the rental accommodation and/or pitches will expire.

1.4 There is no refund for a late arrival and/or early departure, you should therefore only book the period you actually want to stay for. You should bear in mind that there will be no refund of vacation days you have not taken, or for an earlier departure for any reason. Some insurance policies also provide cancellation insurance cover with a "poor weather clause".

If you leave early, all rights to your pitch and/or rental accommodation will expire.

1.5 Pets are allowed if you are staying in your own camping equipment, but are not permitted in the rental accommodation. Smoking is prohibited in all rental accommodation.

Article 2 - Cancellations

2.1 To avoid disappointment, we urgently recommend that you take out a cancellation insurance policy immediately after booking, at any bank or insurance office, on presentation of your booking confirmation. In the event of a cancellation or unexpected break in your vacation, you will be covered and receive a refund of the sums you have already paid. If you do not have cancellation insurance and want to cancel, the sums you have already paid will be retained. If you cancel within one month before your arrival, you will be charged for the entire stay, even if you are still to pay.

2.2 Special Cancellation Policy: Corona

Most insurers do not provide coverage for a cancellation declared due to the Corona virus.

But when will we provide a full refund of your deposit or payment?

- In case we're required to cancel your vacation due to a forced closure of the campground.
- If a travel ban is in effect at the moment of your departure.
- In the event that you or a member of your travel group is tested positive for Corona, and indeed up to 10 days before your departure date. Verification in the form of a medical certificate shall be required.

Under what circumstances might you receive a refund of a portion of your payment?

- If you are notified that you or one of the persons travelling with you has tested positive for Corona within 10 days of your arrival date or during your stay at our campground.
- In the event a "code red" / negative travel advisory is issued. If a negative travel advisory is issued, this does not mean that travel is prohibited, it is merely a recommendation. You shall decide yourself whether to travel or not.
- You have received a notification indicating that you must be quarantined and you can provide a valid certificate or other evidence to this effect.
- Shortly before your departure, one of the members of your travel group exhibits symptoms and/or fever. You would like to be tested and wait for the test results.

In all of these cases, we will attempt to sublet the rented accommodation or space in consultation with you, if necessary by means of a last-minute offer.

In such a case, your refund will consist of the entire amount paid by the new tenant. Our charge for advertising / processing and management costs is € 35.00. Please keep in mind: though it is often possible, we cannot guarantee that the accommodations or space you have cancelled can be sublet.

When will your payment not be refunded?

You want to cancel because you are afraid, you feel uncertain or you are a member of a risk group. This is not a valid reason for cancelling your vacation.

Article 3 - Force Majeure

3.1 In the event restrictions are imposed regarding the opening and/or non-opening of particular establishments, the matter shall be treated in accordance with the legal doctrine of force majeure.

3.2 The Camping Hohenbusch is located outdoors in the Ardennes. Depending on weather conditions, this can be related to environmental influences, as well as vermin. The campground cannot assume liability for this.

Article 4 - Liability

4.1 Camping Hohenbusch is not liable for any damage, loss or theft of the equipment or property of its guests. The campsite is only liable for its own equipment. If a guest is injured in camping or rented equipment, liability will rest with the client.

4.2 Guests must agree to abide by the camping rules and sleep in rules applicable to the campsite, which are listed on our information board. These are also available on request should you need a copy.

4.3 In accordance with applicable Belgian legislation, the customer agrees to abide by the policies and procedures. In the event of a dispute that cannot be resolved amicably, the courts of Eupen in Belgium will have jurisdiction.