

Corona Information - Frequently Asked Questions

As last season went very well considering, we are positive about the upcoming season. However, we understand that guests may have questions related to a possible reservation. Below you will find the answers to the most frequently asked questions.

Can I make a reservation or cancel without obligation?

A reservation is binding for both parties; you cannot make a non-binding reservation or cancel. After last year, everyone knows the increased risk when booking at Corona times. Guests who feel very insecure are advised to wait and make last minute reservations, which of course reduces the chance of availability.

Are there insurances that cover our accrued holiday costs in case of Corona?

Since the Corona virus was officially declared a pandemic on 11 March 2020, most insurers no longer cover cancellation due to the Corona virus. This is because insurers often no longer consider it an unforeseen event. If you are ill and cannot travel, the travel cancellation insurance will cover the costs. We recommend that you check with your insurer before taking out travel cancellation insurance.

Will I get a refund if there is a forced closure of campsites or an entry ban at the time of my holiday?

In this case, you can choose between a rebooking, a voucher (valid for 12 months) or a refund to your bank account.

What happens if I want to cancel because I feel unsafe or belong to a risk group?

This is not a valid reason for cancelling your holiday free of charge.

If one of the members of my group was tested positive for the Corona virus, can I cancel and get a refund?

In this case you also have the choice between a rebooking, a voucher (which is valid for 12 months) or a transfer back to your bank account. This is possible up to a maximum of 10 days before arrival. A medical certificate is required for this.

In which cases might you get part of your payment back?

- 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 these 4 cases, we will attempt to sublet the rented accommodation or plot 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 plot you have cancelled can be sublet.