

# General conditions



## Check-in

Upon arrival, all guests need to register at the reception. Visitors also have to sign in at the reception. They can park their car on the parking outside the campsite, along the football field. Visitors may stay on the campsite until 11.00pm at the latest. Visitors wishing to stay overnight have to sign in and pay 4€ pp/night.

## Arrival and departure

Arrivals for pitches can access the campsite after 14.00pm, departure from the pitch should be no later than 11.00am. Later departure is only possible upon permission from the reception, otherwise another night will be charged. Mobile homes have to be left before 10.00am. For mobile homes, arrival is after 3.00pm. In case of early departure before the booked date, no restitution of paid amounts will be made unless you have taken a cancellation insurance with us (see conditions below).

## Rental Accommodation

Camping Birkelt offers 47 fully-equipped mobile homes for rent. Pets are not allowed in these mobile homes. All mobile homes have their own toilet, shower, microwave, coffee machine and TV. Bedcovers, blankets and pillows are part of the inventory, however you should bring your own linen. Alternatively the linen can be rented from the campsite for €7,00pp. Please book the linen ahead.

## At your pitch

Please park your car on your own pitch. Driving on the campsite between 11.00pm and 8.00am is prohibited. For your own comfort, please keep the campsite and sanitary as clean as possible. Please avoid the sanitary while they are being cleaned and use another meanwhile. Please empty used water in the sewage, not in nature. Please don't dig holes under your caravan to let the water flow. We kindly urge you not to use plastic sheets on the grass as it will suffocate. Please do not use stones under your caravan as they represent a hazard with mowing the lawn.

## Electricity

Please use electricity properly, plug in correctly and roll the whole cable off to avoid short circuits and even fire. Per pitch only 1 plug may be used (3pin CEE plug). Each plug is fused with 10A, i.e. you can only use a maximum power up to 2200 Watt at any time. All use of electrical appliances such as electric heaters, grills, ovens and any other appliances consuming more than 6A are strictly prohibited.

## Access cards

You need an access card for site access for which we ask a deposit of €10,00. You need the access card also to use the washing machines and tumblers. To wash or dry clothes, you need to get your card charged at the reception for €5,00 per washing or drying service (this includes powder).

## Waste and Recycling

Paper/carton	Plastic bottles/tetra/cans	Rest	Plastic foils	Glass	Organic waste
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Please separate your waste the best you can according to the codes above and dispose them in the coloured containers. You can find the containers near all sanitary buildings, near the swimmingpool, near the playgrounds and at the main container place. Waste bags for rest waste (i.e. waste that cannot be further separated) are freely obtainable at the reception. Please leave your rest waste bag next to the street, it is collected twice a day. Please don't throw your rest waste bags into the black containers as these will hopelessly overflow.

We would like to inform you about waste-recycling if you don't know how it works. Thank you for your cooperation.

## Safety of the children

Please mind the kids at play, drive only at 5 kph on the campsite.

## Drinking water

Tap water on the whole campsite is drinking water. Please use it accordingly with modesty.

## Barbecuing/Campfires

Respect your neighbours, watch the wind and be careful with the fire. Only charcoal and gas grills are allowed, hence open fire or the use of electrical BBQs are forbidden. It is also prohibited to make camp- or bonfires on the horse field on your own initiative. These are only organized by the campsite within its animation programs.

## Dogs

Dogs are allowed onsite only if leashed. Dogs are not allowed in the shop, restaurant, sanitary buildings and in the swimming pool. You can walk your dog in the forest and around the campsite.

## Noise

Please respect your fellow campers and keep the volume of radios, music etc at a reasonable level. **After 11.00pm, the campsite goes into night rest, hence please be quiet after this hour. After 11.00pm, no groups are allowed on the campsite or around the sanitary buildings.**

## Youth

After 11.00pm, groups of youth are only allowed to hang out on the front sports field at the campsite entrance, if reasonably quiet. They may strictly not hang out on the campsite after this hour, unless they are returning on their own to their pitch. It is forbidden to jump on the trampolines after 11.00pm. Noise will not be tolerated.

**Please always respect the instructions of the campsite crew on duty. Parents are responsible for their children's behavior.**

The management reserves the right to remove people from the campsite who don't abide by these instructions, without any payments refunded. Camping Birkelt handles a strict zero tolerance policy on vandalism. Vandalism will always be reported to the police and the culprits will be removed from the campsite instantly.

## Reception

At the reception you can get more information about the campsite, animation, surrounding & Luxembourg, walking maps, weather, public transport, Luxembourg card, phone & Wifi cards, safety lockers, first aid, doctors, dentists, vets etc. Balloon flights, horse riding (min 3 years experience), massage, sauna and special trips can be booked at the reception.

## Emergencies

There is also an emergency bell next to the reception door. National emergency number: 112

## Communication

Incoming mail can be retrieved from the mail box in the shop. You can hand in your outgoing mail at the reception, we will deliver it to the post office. Stamps are on sale at the reception and in the shop.

To use the telephone cabin near the entrance you need a telephone card which can be purchased at the reception, in the shop and at the restaurant.

For a **cheap use of your mobile**, you can purchase a luxembourgish sim-card with prepaid cards at the reception, the restaurant and the shop.

All information about the campsite and activities on- & offsite are displayed in the blue showcases in front of the reception and on all sanitary buildings.

Internet can be accessed in the coffeebar for 0,15€/min. To access the **internet wireless**, we sell scratch-cards at the reception, the restaurant and the shop. € 4,00 for 30min., € 10,00 for 24h and € 20,00 for a week.

## Shop

Camping gas is on sale in the shop. You can also purchase stamps, telephone cards and hiking maps. You can also hand in your cooling flasks at the shop. For this, there is also a freezer available for guests in the 3<sup>rd</sup> sanitary building. In low season you need to order bread for the next day in the shop. In high season this is not necessary.

## Money

We accept cash, credit card and debit cards payments. To cash money, there are 2 banks (open from Monday to Friday from 9.00am to 4.30pm, closed for lunch from 12.00am to 1.30pm) and cash points in Larochette.

## Cancellation Insurance

We advice you to take part in our cancellation insurance to assure refund of advance payments in case of cancellation or early departure. Our cancellation insurance is available for 6% of the total amount of your stay, with a minimum fee of € 5,00.

Each cancellation insurance is valid only per single pitch or mobile home and only under the following certified conditions:

- In case of death, sudden illness or accident of one of the holiday participants or of family members of the 1.grade.
- In case of involuntary loss or change of home and/or employment of main holiday participant.

**Your holiday is considered cancelled from the moment the pitch or mobile home is free.**

If you cancel your holiday before arrival, the following refund percentages apply:

- Cancellation 2 month or more before arrival - 90% of the paid amount are refunded
- Cancellation 1 month before arrival - 85% of the paid amount are refunded
- Cancellation 2 weeks before arrival - 80% of the paid amount are refunded

If you cancel after arrival, 80% of your remaining holiday stay will be refunded.

**!!! No cancellation insurance = no refund !!!**