

Terms of trade for Hansthholm Camping

Terms and conditions Below you will find useful information in connection with the use of online booking or booking by telephone or in writing. You can read about how we process your entered information, how you receive your receipt in connection with a purchase and much more.

When HANSTHOLM is written below, it is used as a synonym for Hansthholm Camping. Payment All prices stated in the price list on www.hansthholm-camping.dk or on the HANSTHOLM online booking system are, like everywhere else on the website, stated in Danish kroner including VAT and all taxes unless otherwise stated and clearly stated in the situation in question. Payment is made by using one of the approved payment cards / credit cards in online booking, including Dankort, Visa, Mastercard, Diners Mobilepay or FIKort. There is no charge for trading that takes place through online booking.

Information about trading on the Internet

You can safely shop on the Internet through our online booking system. As a consumer, you are basically protected in relation to any misuse of your credit card online, therefore there is no deductible for misuse of your payment card via the Internet. You can read more about how you as a consumer should relate to payments online at the following websites: www.betaling.dk, www.fdi.dk.

Shipping and delivery

When booking and paying for a cabin, a rental tent, a place for your own tent, or a place for your own caravan, you will be presented with a confirmation from HANSTHOLM, in which the accounts for your purchase appear.

The confirmation or receipt can be printed out from the website after the booking has been completed, and will also be sent via e-mail immediately after the purchase, if the correct e-mail address is provided by the buyer. Delivery of the ordered product takes place on arrival in HANSTHOLM on the day of arrival (and ends on departure on the day of departure). Both of these times are stated in the above contract.

Travel cancellation insurance and Right of withdrawal and refund

Booking of stays at campsites is not covered by the Consumer Contracts Act's right of withdrawal, as the rental of temporary accommodation for holiday purposes is exempt, cf. the Consumer Contracts Act § 18, subsection. 2, pkt. 12. Therefore, we recommend that you take out a cancellation insurance. Travel cancellation and Insurance.

The customer is not released for payment of the rent, if the customer due to personal circumstances or force majeure (war, strike, natural disasters, epidemic, closure of boundaries and the like) is prevented from exercising the right of use according to the lease agreement.

You have the ability, directly related to your order to buy an extra travel cancellation "Ordinary by illness" and Cancellation insurance "Extended in all cases."

Travel cancellation "Ordinary by Illness"

Covers only in cases of medical documented illness among one of the tour participants. If you want an extended Cancellation insurance then select "Travel cancellation insurance in all cases." The insurance for illness covers so that the entire amount paid, - minus the payment for the insurance - refunded to the tenant - but only in cases of documented illness. This cost 7% of total rental cost.

Travel cancellation in all cases

Covers in all cases, regardless of cause. The insurance covers so that the entire amount paid, - minus the payment for the insurance - refunded to the tenant. It covers until arrival or until the day of arrival at 11 a.m.

This cost 12 % of total reservation cost.

Travel cancellation in all cases PLUS FLEX

Travel cancellation in all cases PLUS FLEX which applies to day of departure, that is, if you cut your holiday short during your stay, you will be refunded the remaining amount, which costs 18% of the trip price.

If you have ordered travel cancellation insurance, it covers until arrival or until the day of arrival at 11 a.m. If you have ordered travel cancellation insurance PLUS FLEX, this is valid until day of departure.

The cancellation insurance cover until arrival at 12:00 hours on the arrival day, or if you have PLUS FLEX it covers up to day of departure, this means that if you shorten your holiday stay before departure day, you will have the remaining time refunded.

In case of cancellation without having bought Travel Insurance, there will **not** be any refund or back payment.

Registration of information

HANSTHOLM registers your name, address, e-mail and other information submitted in connection with the purchase in its customer directory. The information is not passed on, but HANSTHOLM retains the registration for 1 year. HANSTHOLM uses server-side cookies and a secure connection to create the security of the information you provide on the site. When paying by credit card, the registration is done via a secure server, where the information is encrypted before it is sent over the Internet.

Rental conditions

The tenant is obliged to treat the holiday home, with all that belongs to it, carefully and in an appropriate manner, as he is unlimitedly liable for all damages that he or the persons accompanying or are guests with him have caused. If damage occurs, whether this has happened by accident or intentionally, the tenant is responsible for the entire cost of both repair and replacement of the damaged one with corresponding new furniture or object. The tenant is liable for all damages during the period he has rented the house or the space, also for damages that have occurred while he was not in the house. This applies to damage to glass, windows, sanitary ware, oven and stove, extractor hood, floors, walls, curtains, furniture, beds and mattresses, etc. etc. The tenant accepts that all buildings are smoke-free, violation of this means that the tenant gets an extra cleaning bill of at least 800, - kroner. Lost key to the house costs DKK 500 The tenant is not released from payment of the rent if he due to personal circumstances or force majeure (war, strike, natural disasters, closed borders and the like) is prevented from exercising the right of use he has according to his order.

Complaint processing

If for any reason you do not receive your contract confirming your purchase and you have not received an error message from the system, then you can write to the address or telephone number below. Complaints about the booking process, the booking itself or the product (stay) must be made within a reasonable time after you have discovered the error or should have discovered the error by regular review of your contract. You can complain in writing or orally. One year after receipt of the goods (stay), the right to complain ceases in accordance with the Purchase Act §83, paragraph. 1, unless otherwise agreed. When HANSTHOLM receives your complaint about an item, the complaint will be processed as soon as possible.

HANSTHOLM will decide whether the item received should be refunded, exchanged or whether a price reduction should be granted.

Venue

Venue is the Court in Thisted.

Business information

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