



Booking Terms and Conditions

Dear guest,

the Lynx Camp is a place of relaxation and tranquillity, far away from the hustle and bustle. We only assign our places after prior booking with at least 14 days in advance. Unfortunately, we cannot accept unscheduled arrivals. Since we are a small camp with few places, customers are advised to book early to secure their place. Bookings are subject to the following general conditions:

- 1.) Customers must fill out the booking request form on my website for further processing. After processing, we inform customers whether their request can be met. If so, they will be provided with a link to a binding booking. After completing the binding booking, customers receive the corresponding deposit invoice. Customers must bear in mind that spaces remain available to other potential customers until their booking is completed.
- 2.) Available payment options:
 - a) 100% down payment = you save yourself and me twice the effort and pay the entire booking amount in one step.
 - b) Down payment + final payment = we charge €20 per night as a booking fee (down payment). Customers must pay all other fees (final payment) no later than 14 days before their arrival.
After receiving the corresponding invoice, customers must transfer the amount within 7 days. For short-term bookings, payments must be issued immediately via PayPal or SEPA transfer. Customers paying via international transfer must bear any associated transaction costs. The customer's space is reserved once their payment is received. Please bear in mind we will not be sending any further confirmation of receipt of payment or reservation.
- 3.) Available cancellation options:
 - a) We will retain the full deposit in the event of a complete or partial cancellation on the customer's part.
Of the retained amount, we charge €20 per night by way of cancellation fee. Any remaining amount (e.g. 100% down payment) will remain in the customer's account until redeemed on a later stay. There is no reimbursement and no recalculation. This applies to customers informing us of their cancellation in writing by email no later than four (4) weeks before their arrival, and who have completed the requested cancellation form. Otherwise, all fees for the planned stay will apply.
 - b) In case of early departure, the total amount of the booked stay will be charged.
There will be no reimbursement of fees already paid. We book all fees for unused days as cancellation fees.
 - c) We will retain the full deposit in the event of cancellation due to illness.
Of the retained amount, we charge €20 per night by way of cancellation fee. Any remaining amount will remain in the customer's account until redeemed on a later stay. There is no reimbursement and no recalculation. This applies to customers informing us of their cancellation in writing by email, enclosing a medical certificate, indicating the stay reference and period, and filling out the requested cancellation form. Otherwise, all fees for the planned stay will apply. For customers shortening their stay due to illness, this rule applies to the remaining days of the originally planned stay.
 - d) Subletting the space to third parties is not permitted.
- 4.) On the day of the customer's arrival, we will ask for their ID number as part of the visitor's tax report. By providing us with their ID number, customers grant their consent to the storage of their information in our files.
- 5.) Our pitch arrangements are posted in the reception building and are also available online on our website. Customers confirm to have read the rules there and assure that they will comply with them without exception and thus contribute to the well-being of all my guests.
- 6.) Dogs are very welcome here at Lynx Camp. Please note the details in our location arrangements.
- 7.) Family, friends and acquaintances who would like to visit customers during the day are also very welcome, but we must be provided with the visitor(s) first name, surname and date of birth. Overnight visitor stays are not permitted unless the corresponding person (s) have already been registered as guests in advance as part of the booking request. For reasons of hygiene, visitors are not allowed to enter/use our sanitary facilities.
- 8.) Sustainability and proper waste separation are important to us. Customers must prepare themselves accordingly and join in.
- 9.) In winter/when there is snow, customers are responsible for keeping their pitches free of snow and iciness during their stay. Snow shovel and grit are available in the camp.
- 10.) On departure, the pitch must be left in a perfect and clean condition. Any damage to the pitch or the facility/sanitary facility must be reported to us immediately. This also applies to the time during the stay.

We are looking forward to seeing you and we wish you a wonderful stay here with us at Lynx Camp.

Best regards! Nicole from Lynx Camp

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