



# Horsens City **CAMPING**

- BY BEACH AND FOREST

## **E-commerce conditions for Horsens City Camping**

### **Sales- and delivery terms**

Below you will find useful information regarding the use of our online booking system. You can read about the handling of the information given by you, when you will receive a confirmation of your purchase and lots more. When mentioned below, HCC is synonymous with Horsens City Camping

### **Rental terms**

We recommend that you read carefully and keep to the terms of rental, as well as booking- and payment conditions.

If conditions are not complied, you may lose the right to the holiday accommodation, without being released from the payment obligation to HCC.

The holiday accommodation and accompanying ground is not to be used by more persons than stated in the max. number (see description of the cottage) which also apply for children regardless of their age.

When you make your deposit, you also declare that you have read and agree to the terms of rental and payment.

Tickets, WIFI code, showercards and other are personal and may not be disclosed, lent, or sold and cannot be exchanged for cash. By abuse will be immediate expulsion from the campsite without any compensation.

It is always the customer's responsibility to check the opening hours of attractions etc. Horsens City Camping cannot be held accountable for bad weather, changed opening hours etc. or the customers lack to control the opening hours.

All prices are including 25 % tax. Changes in prices, taxes and other fees are reserved.

### **Payment**

All prices mentioned in the HCC online booking system are, as everywhere else on the website, in Danish kroner and include VAT and all taxes, unless stated clearly in the specific situation.

Payment can be done by using any one of the accepted debit/credit cards stated in the online booking system, among others VISA or Mastercard.

Information regarding e-commerce

It is safe for you to shop on the internet via our online booking system. As a consumer you are generally insured against any kind of misuse of your credit card, therefore there are no deductibles for misuse of your credit card online. You can read more about how to act as a consumer, when shopping or paying over the internet on the following website [www.fdi.dk](http://www.fdi.dk).

## Shipping and delivery

When booking or paying for a cabin, a pitch for tent, caravan or camper you will always receive a booking confirmation from HCC, in which your purchase will be listed. The booking confirmation can be printed from the website after completing the booking, and it will also be sent to you via e-mail immediately after completing the booking, if an correct e-mail address has been listed by the customer.

Delivery of the product ordered is upon arrival at HCC on arrival date (and ends upon on departure date). Both dates are specified in the booking confirmation.

## Cancellation and refunds

Booking a stay at a campsite is not included in the Danish Consumer Contract Act. According to § 18, stk. 2, pkt. 12, renting a temporary accommodation for holiday purposes, is excepted from the general terms of the Act. Because of this we strongly recommend, that you take out a cancellation insurance.

You have the opportunity to take out a "cancellation insurance – illness" or a "cancellation insurance – no matter what", when you book your stay with us.

After the purchase, the booking can't be cancelled or changed by the customer. The customer has the right, upon payment of a fee, to cancel a booking as follows. The Insurance Premium, however, is never refundable:

- If cancelled more than 30 days before arrival, the full amount paid will be returned, with a deduction of DKK 150,-, however payments under DKK 400,- will not be returned.
- If cancelled less than 30 days before arrival, the full amount paid is lost, unless you have taken out a cancellation insurance.
- If you have taken out a "**cancellation insurance – illness**", the entire amount paid will be returned, with the exception of the insurance premium and any credit card fees, if the conditions stated in "cancellation insurance – illness" are applied to.
- If you have taken out a "**cancellation insurance – no matter what**" the entire amount paid will be returned, with the exception of the insurance premium and any credit card fees, if the conditions stated in "cancellation insurance – no matter what" are applied to.

The customer is not released from payment of the rent, if the customer due to personal circumstances or force majeure events (war, strike, natural disasters, epidemic, border closures and the like) is prevented from exercising the right of use, which the customer has according to the booking.

## Cancellation insurance – no matter what

This insurance covers no matter what the reason for cancelling is. This means that the insurance covers the entire amount paid, with the exception of the insurance premium and any credit cards fees.

The insurance covers until 12.00 am the day before booked arrival.

The cancellation is only valid in writing or via email.

## **Cancellation insurance - illness**

This insurance covers any case of medically documented acute illness or death of one of the travelling parties. This means that the insurance covers the entire amount paid, except for the insurance premium and any credit cards fees, but only if properly documented by the customer.

The insurance covers until 12.00 noon the day before booked arrival.

The cancellation is only valid in writing or via e-mail.

### **The following conditions apply for the cancellation insurance:**

1. The insurance covers the part of the rental price, except insurance premium, that HUSODDE will not repay by cancellation of the booking, in cases where the insured party's stay in the premises is prevented or significantly impeded:
  - a. As a result of the insured party's: spouse, partner, children, parents, in-laws (brothers, sisters, children, or parents), grandchildren, siblings, grand parents or travelling companions dies or suffers acute illness or serious injury requiring hospitalization, bed rest or what can be assimilated.

Acute illness:

Acute illness covered by the insurance is a newly discovered serious illness or strong suspicion of a serious illness.

- b. By considerable damage due to fire or burglary in the insured party's private home or by fire, burglary, or illegal strike in the insured party's own business.
2. Special conditions:

It is conditional for insurance cover that HCC receives proof of insurance event i.e. medical certificate, death certificate or police report.

3. Insurance period:

The insurance covers the period from subscription until arrival date at HCC.

Any kind of fees for a medical certificate or death certificate must be paid for by the customer.

In case of injury or serious illness a confirmation from the hospital or attending physician is required. In case of death a copy of the death certificate is required. In case of fire or burglary a copy of the police report is required. Additional documentation of the incident may be required.

## **How to cancel?**

It is conditional for insurance coverage, that the cancellation is received by HCC no later than 12.00 noon the day before arrival. In any case the customer have to inform HUSODDE immediately after the

incident as well as returning the booking confirmation, if possible along with any documentation required, in accordance with the terms listed above.

Insurance premiums are not refundable.

At what time have you made the cancellation?

The cancellation is valid on the date/time when HCC has received it in writing or e-mail.

## **Recording of data**

HCC keeps a record of your name, address, e-mail and any other information given by you in connection with the purchase in our customer database. The information will not be passed on to a 3<sup>rd</sup> party but is kept in our customer database for five years.

HCC uses server side cookies and a secure connection to ensure your safety in regard to the information given by you on our website.

Payment by credit card is made via a secure server, and the information is encrypted before being sent over the internet.

When buying products, stays, etc. at Horsens City Camping, you accept that Horsens City Camping may send news and offers on an ongoing basis. Horsens City Camping does not assume responsibility for incorrect information. You can unsubscribe from the newsletter at any time.

## **Complaints handling**

If, for some reason, you do not receive a confirmation of your booking, and you have not received an error message from your computer, you can contact us on the address or phone number below.

Complaints about the booking process, the booking or the product (stay) must take place within reasonable time after you discovered the defect or should have discovered the mistake by going through your booking confirmation. Complaints can be made in writing or orally. The right to complaint expires one year after beginning your stay at HCC, in accordance with the Købelovens §83, stk. 1, unless other terms are agreed.

When HCC receives your complaint, it will be handled as soon as possible. HCC will decide whether to grant a possible refund, exchange, or price deduction.

## **Extending or shortening your stay**

An extension of your stay must be paid for at normal prices per night. An extension of your stay is only valid when accepted in writing by HCC.

If you arrive later or leave earlier than stated in your booking, there will not be any compensations given, regardless of the reason for this.

## **Photography**

We frequently take pictures at the campsite, for instance of participants in arrangements or activities at the campsite.

The pictures are used in the marketing of HCC on the internet and in brochures. If you or your travel companions are not interested in being shown on such pictures, please make this clear directly to the photographer, so that we can take this into consideration. You are always welcomed to see the pictures taken at the arrangements and have any unwanted pictures of you or your companions deleted.

We are only responsible for pictures taken by us or an officially appointed representative and cannot be held responsible for pictures taken by other private persons.

We only re-sell pictures if an agreement on this has been given in writing by the persons in the pictures.

Larger photo- or video recordings will be announced on notices in the reception etc. and are always made in agreement with the persons participating in the session. All photographers taking pictures for us or our business-partners are accompanied by a member of the staff at HCC.

Should you regret your participation at a later time, you are always welcomed to contact us via e-mail, and the pictures will be deleted.

## **Business information:**

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