

Booking conditions

Who is responsible for rentals?

First Camp owns 9 different destinations in Denmark. Below is a list of contacts for the campsite where you have booked your stay.

(1) First Camp Danmark A/S

CVR no.: 41026413, address: c/o Bogense Strand Camping A/S Vestre Engvej 11, 5400 Bogense, Denmark, e-mail: info@firstcamp.dk, tel.: +45 64 81 35 08, is the contractual partner for bookings and is responsible for rentals at the following destinations:

- **First Camp Bogense City – Fyn**
- **First Camp Børsø Strand – Fyn**
- **First Camp Skovlund – Lillebælt**
- **First Camp Hasmark Strand – Fyn**
- **First Camp Frigård – Flensborg Fjord**
- **First Camp Råbjerg Mile – Skagen**
- **First Camp Klim Strand – Nordvestkysten**
- **First Camp Aarhus - Jylland**

(2) First Camp Lakolk A/S

CVR: 38332406, address: Lakolk Camping 2, Lakolk, 6792 Rømø, Denmark, e-mail: lakolkstrand@firstcamp.dk, tel.: +45 74 75 52 28, is the contractual partner for bookings and is responsible for rentals at the following destinations:

- **First Camp Lakolk Strand - Rømø**

The companies (1) - (2) above are collectively referred to as "First Camp", "we", "ours", or "us". Our destinations, which are listed under (1) - (2) above, are collectively referred to as "Destinations" and individually as a "Destination".

1. General rules

1.1 In order for you to book and stay at our Destinations without a guardian, you and everyone else in your party must be at least 18 years old. This does not apply to parents/parents travelling with children. Valid identification must be presented upon request.

1.2 Notwithstanding the above, the age limit for certain Destinations may be higher than 18 years in certain periods, in which case this will be stated in connection with the booking.

1.3 Accommodation booked with us is exclusively for leisure or business use. Permanent residence at our Destinations is not permitted.

1.4 We reserve the right to remove you and your party from the Destination if the above requirements are not met. You will then lose your right to use the hired accommodation or to have the paid amount refunded.

2. When does the booking become binding?

A binding agreement is entered into immediately upon your booking, regardless of the channel through which the booking takes place (for example via telephone, e-mail, the website or via our app) and regardless of whether it is an oral or written booking.

3. Booking fee

No booking fee is charged for booking via our website www.firstcamp.dk and the associated pages ("the website") or via our app. For bookings other than via the website or our app (for example via e-mail or telephone), a booking fee of DKK 100 per person per tent pitch/cabin will be levied, unless otherwise agreed.

4 Right of withdrawal

Your booking is not covered by the provisions of the Danish Consumer Contracts Act on the right of withdrawal, as the sale of accommodation

(cabins, tent pitches, etc.) is covered by a special exemption in the said Act. The booking made is thus not covered by a 14-day right of withdrawal. For changes or cancellations of bookings see points 5 and 6.

5. What if you want to change or cancel a booking with Flex?

5.1 If you choose the Flex price option when you make your booking, you will be able to change your booking by 3 pm on the day before your arrival.

5.2 If you have booked with the "Flex" option, you also have the right to cancel your booking by 3 pm the day before arrival and get the entire booking amount repaid minus an administration fee of DKK 100 and a possible booking fee of DKK 100 per booked camping place/cabin if the booking is made in another way than via the website or our app. No changes can be made and no refunds will be made on your booking after 3pm the day before arrival or during your stay.

5.3 A confirmation that your booking has been changed or cancelled will be sent to the e-mail address provided in connection with the booking.

6. What if you want to change or cancel a booking without Flex?

If you have made your booking without the "Flex" option, you do not have the right to change your booking afterwards. In the event of a cancellation without "Flex", you are not entitled to a refund of the amount that you have paid. In the event that the cancellation occurs before full payment has been completed, you must pay the remaining amount to us according to clause 8.3.

7. Payment

All prices in the booking system on the website or via our app, as elsewhere in www.firstcamp.dk, are stated in Danish kroner (DKK) including VAT. Just like any other fee, unless otherwise stated in a clear and unambiguous manner in the situation in question, payment will be debited immediately after booking. You pay by using one of the approved payment cards for booking online.

- **Payment with card** (Dankort, Visa, MasterCard and Diners): You can pay the full amount immediately upon booking or choose to pay 30% (at least DKK 500) if the booking is made more than 30 days before arrival. Then you pay the remaining amount no later than 30 days before arrival. If the booking is made less than 30 days before arrival, the full amount will be paid immediately.

8. What happens if I do not pay?

8.1 If you do not pay your booking within the specified deadline, a reminder will be sent to the email address provided at the time of booking. The booking will then be cancelled if the full payment is not received by us no later than by the due date stated on the reminder.

8.2 In the event that an unpaid booking, which is cancelled in accordance with point 8.1, is not booked through the "Flex" option, you are obliged to pay the full amount for such a booking despite the fact that it has been cancelled due to late or non-payment. If you do not pay for the booking in accordance with the above, we reserve the right to forward the case to a debt collection company.

8.3 If you cancel a booking that has not been made through the "Flex" alternative before full payment has been made, you are obliged to pay full payment for such a booking despite the cancellation. If you do not pay the booking in full, we reserve the right to forward the case to a debt collection company.

9 Special rules for renting a cabin

9.1 You can check-in to the booked cabin from 3 pm on the day of arrival. You must check out no later than 11.00 am on the day of departure.

9.2 Unless otherwise stated on the booking confirmation, bed linen, towels, cleaning (including final cleaning), high chairs or cots are not included in the rental price.

10 Special rules for renting a camping place

10.1 You can check into the booked camping place from 1.00 pm on the day of arrival. You must check out no later than 12.00 am on the day of departure.

10.2 In addition to your car, we allow the setting up of a maximum of one camping unit per booked camping place (i.e. max. of one free-standing tent or alternatively a caravan or motorhome with an associated tent extension or awning).

11 Special rules for season hire

These terms also apply to season hire (long-term stay at the campsite), unless otherwise stated in the specific season agreement. If a provision of the season agreement violates a term of this document, the provision of the season agreement shall prevail.

12. What if I want to cut my holidays short?

If you have started your holidays and are forced to cancel for any reason, you will not be eligible for a refund, unless you selected the Flex or Basis option when booking.

13. What are your rights?**Complaints handling**

We always do our best to live up to your expectations. If you are still dissatisfied with your booked accommodation, please contact the reception at the relevant Destination. Complaints and claims must always be made quickly and in direct connection with the issue being identified, so that we have a chance to rectify it. If the complaint is not made in due time, you will lose your right to make a complaint. First Camp will process your complaint as soon as we can after being notified thereof.

13.2 If we are not able to reach agreement with you regarding your complaint, you have the right to contact the Danish Competition and Consumer Authority (<https://www.forbrug.dk/>), which impartially arbitrates in disputes between consumers and businesses.

14 What obligations do you have?

14.1 You undertake, with the purchase of accommodation, to follow our at any time valid rules of comfort and order at the Destination the booking refers to and to follow the instructions of our staff. One of the most important comfort and order rules we have at our Destinations is that you and your party must observe the greatest consideration and silence towards other guests (see Website). If you, or someone in your party, does not follow the instructions of our staff or the applicable welfare and order rules, we reserve the right to reject you and your party from the Destination. You then lose your right to use the purchased accommodation or get back what you paid.

14.2 If you, or anyone in your party, destroys or damages anything in the booked accommodation or at that Destination, the price for this will be charged to you. We also reserve the right to remove you and your party from the Destination if damage is caused. You will then lose your right to use the hired accommodation or to have the paid amount refunded.

14.3 Smoking is prohibited in cabins, rooms, glamping tents and common facilities. Whether there is a ban on pets for the accommodation you have booked is shown on the Website. If you, or someone in your party, violates the applicable prohibition, you will be charged a fee. If the cost of remediation exceeds such amount, you will be charged an amount equal to the cost of remediation. You are also charged for lost revenue for the days that the accommodation is not in a condition to be rented out to new guests.

14.4 If you or someone in your party, through a proven violation of the Destination's comfort rules or booking villas, causes a security guard to be called out, a fee will be charged.

14.5 You are responsible for ensuring that all keys and barrier gate cards that were issued at check-in are returned at check-out. If you lose a key or barrier gate card, you will be charged the price of replacement (in the case of a key also of the lock).

14.6 It is not permitted to sublet the accommodation that you have rented or 'lend' it to third parties. Nor may more people stay overnight in the booked accommodation than stated in connection with the booking or in a special written agreement with us. Otherwise we reserve the right to remove you and your company from the Destination. You will

then lose your right to use the hired accommodation or to have the paid amount refunded. In the event of unauthorised assignment of the right of use, we also reserve the right to hold you liable for the any violation by the unauthorised assignee and his company of the terms that apply in accordance with the agreement between us and you.

14.7 Cleaning of rented cabin is not included in the price. If the cabin is vacated without being cleaned, you will then be charged for the cost of cleaning.

15. Force majeure

Neither you nor First Camp is responsible for defects in the implementation of the agreement, if it is due to one or more of the following reasons for waiver, which are immediately notified to the other party. Reasons for waiver in accordance with this point 15 include war, natural disasters, floods, labour conflicts, prolonged interruptions of water or energy supply, fires or other similar major events that neither you nor we have been able to predict or influence. Even when a subcontractor of First Camp is affected by such a circumstance, this constitutes a ground for waiver for First Camp. A ground for waiver exempts the invoking party from damages and other legal consequences.

16 Storage of personal data

In connection with booking, you accept our privacy policy. Read more about it on our website: <https://firstcamp.dk/om-first-camp/integritetspolitik/>

17. Miscellaneous

17.1 We reserve the right to transfer our rights and obligations in connection with our agreement to another company within our group. You may only transfer your rights and obligations in connection with our agreement after written approval from First Camp.

17.2 Please note that there may be exceptions regarding the booking conditions at the various Destinations at special events and during certain periods. Information regarding relevant deviations is attached to your booking confirmation, but can also be viewed on the relevant Destination website.