

Terms and conditions for Cabins, Mobile Homes and Pitches

Who is in charge of rentals?

First Camp owns six different campsites in Denmark.

First Camp Danmark A/S - c/o Bogense Strand Camping A/S, Vestre Engvej 11, 5400 Bogense, Danmark, org. nr: 41026413, phone: + 45 64 81 35 08, e-mail: info@firstcamp.dk - is responsible for the rentals on the following campsites

- First Camp Bogense Strand, Vestre Engvej 11, 5400 Bogense
- First Camp Bøsøre Strand Feriepark, Bøsørevej 16, 5874 Hesselager
- First Camp Skovlund Camping, Kystvejen 1, Båring Vig, 5466 Asperup Middelfart
- First Camp Hasmark Strand, Strandvejen 205, 5450 Otterup

First Camp Lakolk A/S - Lakolk Camping 2, Lakolk, 6792 Rømø, org. nr: 38332406, tel: +45 74 75 52 28, e-mail: lakolkstrand@firstcamp.dk is responsible for the rentals on the following campsite

- First Camp Lakolk Strand, Lakolk 2, 6792 Rømø

Niels Friis ApS - Kummelefort 14, Kollund, 6340 Kruså, Danmark, org nr: 75263619, tel: +45 74 67 88 30, email: frigaard@firstcamp.dk – is responsible for the rentals on the following campsite

- First Camp Frigård – Flensborg Fjord, Kummelefort 14, Kollund, 6340 Kruså

The above companies are mentioned as “First Camp” in this document from now on

Transfer of rights and obligations

We reserve the right to transfer our terms and conditions for each respective booking to another company within our Group.

Sales and delivery terms

Below you will find useful information on the use of the online booking system.

The beginning of the stay and delivery

When you book and pay for a cabin, a pitch for a tent of your own or a pitch for a mobile home of your own, we will send you a booking confirmation, which will itemise the bill for your purchase. It will be sent by email immediately after the purchase if you have provided correct email address. If you fail to receive the booking confirmation that confirms your purchase for any reason and you do not get an error message from the system, you should contact the destination.

Delivery of the booked stay is on arrival at the First Camp destination on the arrival day (and terminated on departure on the departure date). Both these dates are stated in the contract above. The booking cannot be assigned to third parties or converted into cash.

Cabins are available from 3 pm on the day of arrival until 11 am on the day of departure. Unless otherwise agreed, bed linen, towels and cleaning service on departure are not included in the rental price.

Pitches are available from 1 pm on the day of arrival until 11 am on the day of departure.

To be aware of

Youths under the age of 18 years cannot stay at any of our sites unattended by their parents. If youths under the age of 18, nevertheless, make an online booking, we reserve the right to refuse them entrance on arrival, without refunding the money they have paid.

To stay with us, you must provide your personal information and a valid address.

Seasonal stay

Seasonal stay means long-term stay on a campsite for a longer period. For this type of stay, a specific seasonal agreement is conducted, valid for the given time period. Information about this can be obtained from each campsite.

Payment

Unless otherwise specified and clearly evident in each individual situation, all prices in the online booking system and elsewhere on the website are stated in Danish kroner, inclusive of VAT and all charges. Payments are withheld directly after booking. Payments can be made with any of the charge/credit cards approved for the online booking system, including, among other things, Dankort, Visa, MasterCard and Diners. An additional fee is charged for all charge cards.

30% of the price, or min. DKK 500, are paid in connection with online booking. The rest is paid 30 days before arrival.

If the booking is made by phone or in the reception more than 30 days before arrival:

- 30% payable within 10 days. The rest must be paid no later than 30 days before arrival.

If the booking is made by phone or in the reception less than 30 days before arrival:

- 100% payable immediately, for example, directly on our website.

Booking fee

Unless otherwise agreed, a booking fee of DKK 100 is charged for bookings made by email, on the telephone or at our reception desk. No fee is charged for bookings made online.

Information on purchases on the web

Our online booking system makes it possible to securely make purchases. Users are generally secure against the misuse of their credit cards on the web, and there is therefore no excess if your credit card is misused on the web. You can read more on how you as a consumer must proceed in relation to online payments on the following website: www.fdi.dk.

What if I want to change my booking?

If you opt for the Flex option when you make your booking, you will be able to change your booking by 3 pm on the day before your arrival. If you have not opted for the Flex option, you cannot change your booking after making it.

What if I cancel without having the Flex price option?

You can cancel verbally, on the telephone or by email. We will then send you a cancellation confirmation in writing. Since you have not opted for the Flex option, you will still have to pay 100% of the full amount.

What if I cancel while having the Flex price option?

You can opt for the Flex price option when you make your booking. This price option makes it possible for you to cancel until 3 pm on the day before your arrival and be refunded your entire booking cost minus an administrative fee of DKK 100 of the prepaid amount and a booking fee of DKK 100 if the booking is made on the phone or by email and in case of any changes to the booking.

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 refunded any money, regardless if you opted for the Flex or Basis option in the booking.

Storage of personal data

In association with your booking you agree to our privacy policy. Read more here: <https://en.firstcamp.se/about-first-camp/privacy-policy/>

Complaints handling

We always do our best to live up to your expectations. To facilitate rectification of faults, all complaints must be made to the personnel at the reception desk immediately after the fault is discovered. Failure to do so will normally result in loss of the right to subsequently claim damages or compensation. Therefore, we urge all guests to immediately contact us if there is anything that does not live up to their expectations.

Complaints about the booking process, the booking itself or the product (holidays) must be made immediately after you discover or should have discovered the fault by looking through the contract. Complaints can be made verbally or in writing. Unless otherwise agreed, in accordance with Section 83(1) of the Danish Sales of Goods Act, the right to complain expires two years after the product (holidays) is received.

After First Camp receives your complaint about a product, we process the complaint as quickly as possible. First Camp decides if the received product will be refunded, exchanged or if you should get a price discount. We always prefer to solve the problem before your departure, as this gives us the best possibilities for rectification.

What happens if I do not pay? If you do not pay your booking on time, you will be sent a reminder. To cancel the booking, send an email to the destination, and we will send you a cancellation confirmation. If you have ordered the Basis price, you must pay the full amount of the booking, even if you cancel the holidays.

What are my rights?

If we do not provide the cabin or pitch in the promised condition, and if we are not in a condition to offer you another, similar cabin or pitch, you are entitled to terminate the rental. You will be refunded the full rental cost. You can also request that you be compensated with lower rent. If you have a complaint, you must present it to us as quickly as possible after check-in. Any problems that occur must be reported immediately so we have a chance to rectify them.

What are my obligations?

You are responsible for the cabin or pitch for the duration of your visit. You must take care of the cabin or pitch and follow the rules and regulations in force at the campsite. You are responsible for any damage that occurs in connection with the cabin or pitch during your holidays. You must not allow more people to stay at the cabin or pitch than stated when the booking was made. You are responsible for returning all keys to the cabins and key cards to the barriers and showers on departure. Otherwise, you will be charged the full amount for changing the locks. If the cabin is not properly cleaned, you will be charged the cost of the cleaning service afterwards.

Can the Agreement be terminated?

The Agreement is terminated with immediate effect, if;

- You or anyone accompanying you creates a disturbance
- You or anyone accompanying you causes damage
- The cabin or pitch is not used for the intended purpose

If the Agreement is terminated because of any of the circumstances above, you and your party are expected to leave the site. In this case, you are not entitled to any refund for the amount you have paid.