

BOOKING

Cancellation Policy Individuals

The booking is confirmed in writing by email at the time of booking. The guest is obliged to check the booking confirmation himself. If something is wrong, it shall be reported immediately. Promises made by booking staff that are of significant importance to the guest, must be noted in the confirmation to be able to be invoked. Cancellations are confirmed by email.

Accommodation / camping can be canceled free of charge until 11.00 day of arrival (Note, Special conditions apply for group booking). Refunds will be made within a few banking days after we have received the required information.

If canceled after 11.00 the day of arrival, 50 % of the booking price will be charged. In case of no-show without cancellation, 100 % of the booking price will be charged.

Cancellation Policy Groups

Written cancellation, with written confirmation from us, must be made 14 days before the day of arrival. If canceled later, 50% of the booking price will be charged. In case of no-show without cancellation, 100% of the booking price will be charged. In cases where an order contains different arrival dates for the participants, 14 days applies from the earliest date stated in the order. The booking is valid only after the booking fee has been paid.

Changes can be made until 14 days before arrival. After that, 10% of the total number of room nights can be canceled without charge until 3 days before the arrival date.