



# Ostseecampingplatz

## Familie Heide ★★★★★

### Mobil home - Holiday Rental Agreement 2024

**Owner:** Helga & K.P. Heide GbR  
Address: Strandweg 31, 24369 Waabs  
Phone: +49 4352 – 2530  
Fax: +49 4352 – 1398  
E-Mail: [info@waabs.de](mailto:info@waabs.de)

**Full name (Tenant):** \_\_\_\_\_

**Address:** \_\_\_\_\_

**ZIP Code/ Place of residence:** \_\_\_\_\_

**Phone/ Mobil:** \_\_\_\_\_

**E-Mail:** \_\_\_\_\_

**Vehicle Nr. plate:** \_\_\_\_\_

**Guests: Full name, Date of Birth (Month, Day, Year)**

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

4. \_\_\_\_\_

**Additional desired services (bookable up to 4 days before arrival):**

**Quantity**

Bedlinen and towel set. <b>Your bed is made upon arrival.</b> Linen set includes: 1 bed sheet, 1 head and duvet cover, 1 hand towel and 1 bath towel	20,00 €	Price/per person	_____
Bedlinen set (Bedlinen and towels), <b>you make your own bed.</b>	13,50 €	Price/per person	_____
Additional cleaning (No change of bedlinen) - Appointment by arrangement	40,00 €	One-time payment	_____
Final cleaning ( <b>this is done by us</b> )	55,00 €	One-time payment	_____
Baby travel bed with bedlinen ( <b>Max. 1 bed / pro mobil home</b> )	13,50 €	One-time payment	_____
Baby chair	5,00 €	Price/ per child	_____
Baby accessories (changing mat and dishes)	5,00 €	One-time payment	_____
Grill set (Charcoal grill + tongs) – <b>incl. in „Romantik Huus“</b>	7,00 €	One-time payment	_____
Outdoor seat cushions	8,00 €	One-time payment	_____

W-LAN Basic (Up to 2Mbit/s) **FREE**

W-LAN Premium / **“For a fee” Book at reception**

**Dogs are allowed only with registration** (Max. 1 dog per mobile home according to the valid price list from Ostseecamping Heide, + special pet cleaning: € 30.00 per stay); *dogs are not allowed in the mobile home "Chalet".*

**The following holiday rental contract for the mobile home will be for:**

**Mobil home type:** \_\_\_\_\_ **Rental price:** \_\_\_\_\_ **Euro**

**Arrival date:** \_\_\_\_\_ **Departure date:** \_\_\_\_\_ **Additional services:** \_\_\_\_\_ **Euro**

**Number of adults (over 18 yrs.):** \_\_\_\_\_

**Number of children (under 17 yrs.):** \_\_\_\_\_ **Total amount:** \_\_\_\_\_ **Euro**

The rental price corresponds to the daily price per night booked according to our price list.  
The total amount includes mobile home rental and utilities (electric, water and waste disposal).  
Please note that the initial supply of bed linen and towels is only included in the mobile home types "Chalet" & "Romantik Huus";  
In the mobile home types "Ostseelodge" & "Landhaus" you can also bring your own bed linen.  
A detailed invoice will be issued to the tenant upon departure. All prices include the current statutory VAT.  
Each guest must pay a **deposit of € 200.00** in the form of a SEPA direct debit mandate (direct debit authorization) at the latest on site.

**Payment: 30% upon receipt of the reservation confirmation. The remaining payment must be made no later than 6 weeks before arrival. For short-term bookings, the total amount must be transferred (please bring proof of payment with you).**

**Bank: Ostseecampingplatz Fam. Heide IBAN: DE89 2105 0170 0000 7376 01 BIC: NOLADE21KIE**

# Terms and conditions of the rental/accommodation contract

Dear guests, these are the terms and conditions of the rental/accommodation contract with the Ostseecamping Fam. Heide, company Helga & K.P. Heide GbR, Strandweg 31 in 24369 Klein Waabs (hereinafter referred to as landlord)

V.

## Conclusion of the accommodation contract

I.1 With the booking, which can be made in person, in writing, by telephone, fax or e-mail, the guest makes a binding offer to the landlord to conclude an accommodation contract.

I.2 The accommodation contract between the guest and the landlord is concluded with the booking confirmation.

I.3 The booking is made by the guest making the booking, also for all persons listed in the booking, for whose contractual obligations the guest making the booking is responsible as for his own obligations.

Unaccompanied minors, groups up to 25 years of age and more than 6 persons per pitch are not accommodated.

I.4 The contract shall only become binding for the landlord once it has been confirmed in writing or electronically. Information provided by telephone, ancillary agreements and other assurances of any kind are non-binding and only form part of the contract if they are confirmed by us in the aforementioned written form.

## I. Reservations

II.1 Non-binding reservations, which entitle the guest to withdraw free of charge, are only possible with a corresponding express agreement with the landlord. If such an agreement has not been made, the reservation in accordance with Sections I.1 and I.2 shall in principle result in a legally binding contract for the landlord and the guest.

II.2 If a non-binding reservation has been agreed, the guest shall notify the landlord by the agreed date whether the reservation is to be treated as a binding booking. If this does not happen, the reservation is cancelled without further notification obligation by the landlord.

II.3 Changes to the contract, such as subsidiary agreements and additions to the contract, as well as all legally relevant declarations, must be made in writing.

II.4 All accompanying persons are to be specified by name and date of stay at the time of booking for insurance reasons.

## II. Prices/ Services

III.1 The valid price list is part of the rental/accommodation contract. III.2 The prices stated in the reservation (II.) or the accommodation contract are final prices and include all obligatory additional costs for the rental objects/mobile homes, unless otherwise stated. They are valid per rental object. III.3 The services owed to the lessor result exclusively from the content of the booking confirmation in conjunction with the valid price list. Should the statutory VAT change, it shall be adjusted accordingly in the rental price. III.4 The amount of rent and additional services can be found in our price list. We will confirm it in writing. It is considered as firmly agreed. Changes in the actual length of stay do not reduce it. If discounts are claimed, only the highest discount rate applies. Further granting of discounts is excluded.

## III. Payment

IV.1 The lessor may require a deposit according to the booking confirmation.

IV.2. camping: 100,- € deposit immediately after receiving the confirmation. The remaining amount is due 6 weeks before the beginning of the rental period.

IV.3. rentals/mobile homes: 30% deposit immediately upon receipt of confirmation. The balance is due 6 weeks before the beginning of the rental period. IV.4 All payment dates are printed on the confirmation. We ask for punctual compliance, otherwise your booking will be in jeopardy. If the payment dates are exceeded by more than 7 days, the landlord has an extraordinary right of termination without special prior notice. The guest has to bear the costs according to III.4.

## IV. Deposit

The landlord makes the transfer of the vacation object dependent on a deposit. The deposit serves, among other things, to secure the interest of the lessor of the vacation home in the event of any damage to the rental property or lack of or inadequate cleaning. Every guest has to pay a deposit of 200,- € in form of a direct debit authorization on the spot. Only when this direct debit authorization is received, the keys for the rental accommodation will be issued. If at the end of the stay it turns out that damage has occurred, then the amount in question plus a handling fee of 20,- € will be automatically deducted from the guest's account. If the sum of the mentioned deductions exceeds the 200,- €, the remaining amount

will be charged to the tenant. Should no damage have occurred, the direct debit will be destroyed within three weeks, after departure.

## VI. Arrival and departure

Camping: Arrival is possible from 15:00. The departure has to take place until 12:00 o'clock. Rental object/mobile home: Arrival is possible from 16:30. The keys of the rental object will be handed out at the reception at Ostseecampingplatz Heide from 16:30. Upon departure, please note the following: The object is to be handed over by you neat and clean. This includes: vacuuming/sweeping the floor, cleaning the dishes, cooking pots, cutlery, etc., emptying the refrigerator, disposing of garbage and recyclables such as glass waste and plastic. If the object is not handed over properly, the final cleaning will be charged according to the current price list. The keys are handed over at the reception of the Ostseecampingplatz Familie Heide (see house rules) and must be handed over at the latest on the day of departure at 9:30 am.

Early Bird Discount: In case of departure in the high season, tenants will receive the amount of 10,- € after handing over the key, of the rental objects, on the day of departure before 8:00 am. In case of departure after 9:30 a.m., on the day of departure, 50,- € will be charged for each started hour. There will be no refund in case of early departure.

VI.1. no-show/late arrival

In case of arrival after 9:00 p.m. a notification (info@waabs.de) is necessary. Refunds of payments already made are excluded. Otherwise the pitch/mobile home will be assigned to another person from 14:00 on the following day. Refunds of payments already made are excluded.

Mobile homes that are not occupied due to non-arrivals can be assigned by the site management without credit. Refunds of payments already made are excluded.

## VII. Dogs/Pets

The bringing and keeping of pets is only permitted with the prior written consent of the landlord and the payment of the appropriate fee. The landlord reserves the right to withdraw the permission at any time if other guests feel inconvenienced by this. "Dangerous dogs" are not allowed. In accordance with the law on keeping dogs of the state of Schleswig-Holstein, from now on all dogs must be electronically identified with a microchip under the skin in accordance with ISO standards 11784/11785, and must have dog liability insurance: this applies to all dogs on the campsite premises, regardless of origin. For each dog this must be proven, the European pet passport must be carried and a copy must be deposited at the reception or sent in advance electronically or by post with the registration. Dogs must never be left unattended in the rental properties. For bookings of rental properties/mobile homes with dogs we charge a cleaning fee of 30,- €. In addition, a general leash obligation applies on the entire campsite area.

## VIII. Cancellation and rebooking

VIII.1 In case of withdrawal, the lessor's claim for payment of the agreed travel price remains unaffected. The Lessor shall take into account any other use of the accommodation and saved expenses.

VIII.2 Depending on the date of receipt of a cancellation notice, the following rates shall be charged (in each case as a percentage of the tour price): up to 75 days before departure - 25% of the tour price, up to 45 days before departure - 40% of the tour price up to 30 days before departure - 50% of the tour price, up to 3 days before departure - 80% of the tour price and thereafter or in case of no-show - 100% of the tour price.

VIII.3 Cancellation of the booking must be addressed to the Lessor and should be made in writing in any case.

VIII.4. contract changes are possible in principle, if the lessor agrees. In case of rebooking (in the same calendar year), or changes in the rental contract, a rebooking fee of 30,- Euro will be charged.

VIII.5 Extraordinary withdrawal and termination: In case of gross violations of the house rules, Helga & K.P. Heide GbR, as landlord, is entitled to extraordinary cancellation and the guest is obliged to leave the facility immediately. In this case, the guest has no right to a proportional reimbursement of the costs of the stay. The landlord is also entitled to extraordinary cancellation of the contract for objective reasons, for example, if - force majeure or other circumstances for which the landlord is not responsible make the fulfillment of the contract impossible; - bookings are culpably made under misleading or false statements of facts essential to the contract, e.g. the Lessor has reasonable grounds to assume that the use of the accommodation service may jeopardize the smooth operation of the business, the safety or the public reputation of the Lessor, without this being attributable to the Lessor's sphere of control or organization.

VIII.6 The conclusion of a travel cancellation insurance is recommended.

## IX. Liability

IX.1 The guest is obliged to treat the inventory, the rental object and the

stand with care. He is also obliged to compensate the lessor for any damage caused by him. In this case the additional claim is due immediately.

IX.2 The lessor is not liable for material damages or losses caused to the guest, his fellow travelers or visitors, as far as there is no intentional or grossly negligent behavior of the lessor or his vicarious agents. In particular, not for flora, fauna and weather-related damage. With regard to claims for damages, liability for damages caused by gross negligence and for damages resulting from injury to life, body or health caused by a negligent breach of duty on the part of the lessor or a vicarious agent shall also remain unaffected.

IX.3 In case of burglary in a caravan, a rented object/mobile home (locked), the guest's household insurance or luggage insurance is liable. A burglary must be reported to the police and the landlord immediately upon detection.

IX.4 The guest is also liable for his fellow travelers.

IX.5 The contractual liability of the Lessor for damages that are not bodily injuries (including damages due to violation of pre-contractual, collateral and post-contractual obligations) is limited to three times the price of the stay.

IX.6 The Lessor shall not be liable in the event of impairment prior to the commencement of the journey, during the vacation or of the rented property due to force majeure.

IX.7. the lessor is not liable for incidents for which the guest himself is responsible and/or for which the persons accompanying the guest are responsible.

#### **X. Complaints**

The guest is obliged to inform the landlord immediately (within 24 hours after arrival) about defects of the rental object/mobile home. If there is no feedback within the set period, the rental object is considered free of defects. Claims for non-fulfillment of contractual services (especially claims for rent reduction) are then no longer admissible.

#### **XI. WLAN (Hotspots)**

The provision is free of charge, voluntary and is not part of the contractually agreed service. The transmission speed may be subject to fluctuations and disruptions. As a rule, surfing the Internet and sending and receiving e-mails is made possible at various locations.

#### **XII. Site rules**

The house rules and the rules of conduct and hygiene for the Corona Pandemic are to be followed. We have posted these for our guests at the reception desk and published them on our website [www.waabs.de](http://www.waabs.de). This is part of the general terms and conditions of guest accommodation. In case of non-observance of the house rules, the landlord is free to make use of the house rules and to withdraw from the rental contract with immediate effect. During the quiet hours from 22:00 to 07:00 and from 13:00 to 15:00 the barrier is closed and any car traffic on the campsite is prohibited. In the quiet hours absolute silence is required, radio, television, loud games, music and festivities in the tents and caravans are to be kept in such a way that they do not disturb the neighbor. Noise and music, on the entire site, is strictly forbidden in the quiet hours. Driving on the site is allowed only with the registered vehicle at walking speed. On the whole site the road traffic regulations are valid. We reserve the right to prescribe a fixed set-up order when setting up the camping, living and other units in order to be able to guarantee compliance with the legally prescribed minimum fire protection distance of 3 meters. In addition, the official regulations for camping and weekend sites in Schleswig-Holstein apply, which are posted at the reception or can be viewed there. Planting of thuja and cherry laurel is prohibited. Open fires cannot be permitted under any circumstances for safety reasons. Only charcoal grills are allowed. Fire accelerants, such as spirit, are prohibited. Barbecue ashes may only be poured into the designated containers. Movement and ball games are not allowed on the site and between the

tents and caravans. A sports field is provided for this purpose. Electricity is only supplied to tenants who, as consumers, observe and maintain all VDE regulations. Electricity will be handed over at the electricity meter.

Unauthorized withdrawal will be punished by legal action. The reception and supervisory staff will ensure the maintenance of security, peace and order and the observance of the campsite rules. Anyone who resists will be committing trespass. In case of any violation of the campsite rules or camping and weekend site regulations, a penalty of 50,- € will be charged. Additional rules for annual pitches according to the annual pitch contract.

#### **XIII. Data protection**

With the binding booking and entering the campsite premises, the guest agrees that his personal data collected in the context of customer service for the fulfillment of the accommodation contract and for guest communication and support in the EDP of the landlord or the third-party software providers commissioned by him for this purpose will be stored and processed in accordance with DSGVO. The guest acknowledges the privacy policy of the landlord & agent, in which this is detailed and which is published at [www.waabs.de/datenschutz](http://www.waabs.de/datenschutz). In case of incorrect behavior on our part, please address your concerns to [info@waabs.de](mailto:info@waabs.de). Tenant acknowledges that portions of the facility are under video surveillance at several locations to protect against vandalism and that the video files are temporarily stored for analysis. The Lessor is entitled to take photographic recordings, in particular aerial photographs for marketing purposes. If persons or property of the tenant are to be recognized here, which are not in the foreground, the tenant undertakes to agree to the use of the recordings.

#### **XIV. Miscellaneous**

The guests are obliged to treat the object and its contents with care and to use it only with the contractually agreed number of persons. Reservation of errors: We reserve the right to correct errors such as printing and calculation errors. The place of jurisdiction for both parties is Eckernförde For Helga & Karsten Heide GbR, registered traders, for guests, for persons who do not have a general place of jurisdiction in Germany, as well as for persons who have moved their place of residence or habitual abode abroad after conclusion of the contract or whose place of residence or habitual abode is not known at the time the action is brought, as well as for passive litigation.

**Validity: from 01.11.2022**

**Place of residence, Date:**

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**SIGNATURE OF THE TENANT**