

Reservation conditions

1. RESERVATION

When you make a reservation on www.campingbertrix.be, you book via the booking system directly with the recreation company. If you have questions or encounter problems when making a reservation, you can contact the recreation company where you wish to make the reservation directly.

When buying at a distance (i.e. via telephone, internet or post), the right of withdrawal, also referred to as the cooling-off period, applies within the EU. This right of withdrawal does not apply if you are renting a camping pitch or accommodation from a BestCamp recreational facility. This means that the reservation you make is legally binding. An agreement is concluded between you and the recreation company when you receive written confirmation and an invoice from the recreation company. You do not enter into an agreement with BestCamp.

2. CAMPING PITCH

You can stay on a camping pitch with a tent, trailer tent, camper van or caravan, unless stated otherwise. Caravans and campers wider than 2.5m or longer than 8m (including diesel) with a weight of 3500kg or more are not allowed. On a pitch a maximum of 2 side pieces are allowed. There is an additional charge for this.

3. PREFERRED CAMPSITE PITCH

The recreation company tries to take the wishes and preferences of the consumer into account as much as possible. When you book a preferential pitch, this becomes definitive after receipt of the written confirmation with invoice from the recreation company. The fixing of a pitch number is only valid when a preference has been paid for.

4. PAYMENTS

After receipt of the reservation confirmation, 50% of the total rental sum must be paid within 2 weeks. The payment of the remaining amount must be received by the recreation company 6 weeks before the date of arrival. In the event of a reservation within 6 weeks, the total amount due must be transferred at the same time as the reservation. If the payment deadlines are exceeded, the holiday companies reserve the right to charge administration costs or cancel the booking.

5. PRICES

On www.bestcamp.co and on the websites of the campsites themselves you will receive a price quote on your screen during the booking process. Although these prices have been entered into the system with the utmost care, the campsite reserves the right to go back on a price quote. The total price becomes definitive upon receipt of the written confirmation with invoice from the recreation company. Prices are inclusive of VAT.

6. DEPOSITE

Rental properties: The holiday companies have the right to charge a deposit for renting an accommodation. On departure, the deposit is refunded, provided the rental accommodation is left in a clean and tidy state, no inventory is missing and no damage has been caused to the accommodation or the inventory.

Rental products: Recreation companies can also charge a deposit for renting products. The deposit is refunded at the time that these rental products are returned undamaged.

7. CHANGES TO RESERVATIONS THAT HAVE ALREADY BEEN CONFIRMED

Changes that involve partial cancellation (e.g. shortening the reserved period) are subject to the cancellation conditions for that part. Alteration costs may be charged for all alterations.

8. CANCELLATION

A. In case of cancellation between the date of the reservation confirmation and 6 weeks before arrival 50% of the total rent + reservation costs will be charged.

B. In case of cancellation between 6 weeks before arrival and 1 week before arrival, 90% of the total rent will be charged.

C. For cancellation between 1 week before arrival and the day of arrival itself, the full rent will be charged.

D. No refunds will be given for early departures or late arrivals.

E. You must cancel in writing.

F. Free cancellation only within 24 hours after reservation.

9. CANCELLATION FUND/INSURANCE

Affiliation with the cancellation fund is recommended. By joining the cancellation fund, one can safeguard oneself against the costs of cancelling the rental accommodation/camping site, if one of the travelling companions:

- A. suddenly falls ill or is injured as a result of an accident;
- B. suffers a death in the immediate family, i.e. death of spouse, parents, parents-in-law, children, brothers or sisters.

In addition, this fund compensates you for the cancellation costs if the head of the family becomes involuntarily unemployed. Conclusion of the cancellation fund is only possible at the time of booking. The cancellation fund provides cover from the day of booking until the departure date stated on the booking request.

In the event of premature departure, for one of the reasons mentioned above, a refund will be made in proportion to the number of days of holiday not taken. In this case, you must report the vacancy of the rental facility/pitch to the campsite reception. Consumed and used extras will not be reimbursed in the event of premature cancellation of the holiday. In order to be eligible for payment from the cancellation fund, a cancellation statement and supporting documents must be presented.

In case of cancellation, there will be no refund of the cancellation fund premium and the reservation fee. The premium is 5.5% of the total amount and a handling fee of EUR 5. These are listed as an extra service as standard, but are automatically cancelled if the cancellation fund amount is not paid by the due date.

10. ARRIVAL AND DEPARTURE

You can find the arrival and departure times on your booking confirmation, which you will receive directly from the recreation company. Camping site: Upon departure, the pitch must be vacated and left clean. Rented accommodation: Immediately after arrival, you must report any deficiencies and/or missing inventory to the reception of the recreational company. On the day of departure the accommodation is to be left tidied up and clean.

11. VEHICLES

During the rental period that is stated on the booking confirmation, you have permission to enter the grounds of the recreation park with a vehicle. Per camping pitch or rental accommodation, 1 vehicle is allowed. The vehicle must always be parked on its own pitch. It is prohibited to park on the roads of the campsite. Motorised traffic is not permitted between 23.00 and 07.00 hours.

12. VISITORS

Visitors of campers must always report to the reception of the recreation park upon arrival. Visitors pay a visitor's rate and can park their vehicles in the car park at the entrance.

13. DOMESTIC ANIMALS

Depending on the recreation company, the accommodation or the period, rules apply with regard to pets. Pets must always be kept on a leash. The hygienic walking of dogs must take place outside the camping site. Pets are not allowed in some buildings (e.g. sanitary blocks). It is not permitted to leave pets unattended. The owner of the animal is responsible for any damage or contamination. The owner must also ensure that the presence of his pet does not disturb other guests.

14. ELECTRICITY CONNECTION

For a pitch, the connection to the campsite's electricity grid is done with a euro plug. It is not allowed to charge your electric car at the electricity supply.

15. POOL

If available, access to the swimming pool is reserved for tenants of an accommodation or pitch and any visitors (paying) who have a receipt. The swimming pool regulations (see entrance to the swimming pool) must be strictly adhered to.

16. LIABILITY/ RULES OF CONDUCT

A. The recreation company cannot accept any liability for loss, theft, damage or injury inflicted on or by users of the accommodation offered by the recreation company, irrespective of how this damage or injury arose. Participation in the activities organised by the recreation company or by third parties, shall take place entirely at one's own risk.

B. Campers or users of a rental facility shall respect the rules of conduct, which the manager wishes to see respected by the guests present on his site.

C. Campers or users of a rental accommodation who cause nuisance or inconvenience may, after a warning, be removed from the accommodation or from the recreation park, without reimbursement of payments.

D. Statements by employees of the recreation company, in any function, concerning the liability of the recreation company, do not bind the recreation company.

E. Between 23.00 and 07.00 hours, the recreation park must be quiet.

F. Tenants are jointly and severally liable for damage to the recreation park.

Promotion conditions

- Discount is calculated on the basic rental price (not on extras to be booked/ compulsory extras, tourist tax, electricity costs or final cleaning costs).
- Applies only to new reservations.
- Seasonal pitches are excluded from special offers.
- Not valid in combination with other offers.
- Availability may vary per park/arrival date and is limited.
- Price changes reserved. Misprints and printing errors excepted.