

Terms and Conditions

Payment

When booking, the deposit of 20% must be 6 weeks before arrival the entire travel sum

Cancellations

We will only process a cancellation by email.

Upon cancellation, the holiday maker shall pay a fee to the entrepreneur. This amounts to;

- For cancellation more than 30 days before arrival 0%
- For cancellation within 30 days and 8 days before arrival 75%
- For cancellation within 7 days before arrival 100%

If you have made a reservation with a third , please contact them directly terms and conditions and handling.

Change

If we can no longer offer your vacation due to imposed measures by security region, you will be informed by us. We will contact by email. In that case you are entitled to a voucher or rebooking.

Liability

The operator shall not be liable for any accident, theft or damage on its premises unless it is the result of a failure attributable to the operator.

The entrepreneur is not liable for consequences of extreme weather or other forms of force majeure.

The entrepreneur is not liable for utility failures. However, he shall do everything possible to prevent failures.

Failure to use and leave an accommodation properly may result in additional charges.

Complaints

Despite all the care taken by our staff, it is possible that you may have a legitimate complaint.

You should make this complaint known on the spot so that we can resolve it to your satisfaction.

House Rules SMUK Recreation

- Arrival time 3:30 p.m. and departure time 10:30 a.m.
- Parking the cars in the parking lot
- No pets allowed
- Smoking prohibited in the stays and indoor areas
- Possessing and using narcotics are prohibited
- Upon departure, we expect you to leave everything neat and clean
- Beds please collect
- Garbage in the designated containers
- Is the dishes done
- The stuff back in place
- Emptying the refrigerator
- Check carefully that you brought all your stuff and cords... If you forget something afterwards that we can send, we charge 15 euros per package.
- It is mandatory to accompany small children 0-4 years old on the grounds

- Silence after 10 p.m. and the use of sound equipment is not permitted after this time. Also

Making a nuisance during the day is not allowed.

In case of emergency and fire, call 911 immediately and alert us!

For violations of the house rules and failure to follow instructions from employees, SMUK Recreation is authorized to charge a fee. In serious cases, our employees are authorized to deny you access to the premises.