



Chalet (vacation home) rental regulations

Dear guests of vacation park Brilon,

Thank you for your interest in our vacation park. Before you book, we ask you to read the regulations for your perusal.

The chalets, which are on the vacation park, are not owned by 'Camping & Ferienpark Brilon'. The vacation park rents out the chalets on behalf of the owners.

1. Reservation

A reservation (max. 4 people per chalet) can only be online.

When booking you can choose from the different types of chalet. You can make any wishes known and we will do our best to fulfill them. We reserve the right to assign you an equivalent or more luxurious accommodation. Please do not contact us about this.

Bedding and linen can be booked for a fee when booking. You can also bring them yourself.

Vacation Park Brilon reserves the right, within 48 hours of the reservation date, **not to accept** the reservation.

The day before your arrival you will receive an email with all the information for your arrival and stay.

2. Payment Terms

60% of the invoice amount must be within 14 days of the invoice date. The remaining 40% must be paid 4 weeks before arrival date. If the invoice amount is not paid within 14 days after receipt of the invoice, the reservation will be cancelled.

For reservations made within 4 weeks prior to arrival date, the entire invoice amount must be paid immediately.

When paying for the reservation, you can use the various payment options offered by the payment portal "Mollie".

General cancellation provisions:

If cancelled within 2 months before the arrival date, provided that the payment conditions under point 2 are met:

65% of the amount paid can be refunded;

for cancellation 1 month before arrival date: 50%;

for cancellation within 1 month before the arrival date, on the arrival date or during your stay: 0%.

3. Arrival

From 15:00 you can move into the accommodation.

After personal registration at the reception desk, during business hours, license plate recognition is activated for your vehicle's barrier.

The number of people must be indicated at the reception.

For vehicles of your visitors (if any), the barrier will not be opened. These can be parked in the parking lot in front of the barrier.

4. Barrier with license plate recognition

The license plate number of your vehicle must be provided at the time of reservation.

- The barrier functions only, if the legitimate vehicle is in front of the barrier;
- The license plate number is read by license plate recognition and the barrier opens automatically;
- The license plate must be clean and easily readable for the system to operate without failure;
- Always wait until the barrier completely closed.
- **Never** drive another person;
- Damage incurred is always borne by the person who was hit behind the other.
- **Gate opening hours: 07:00 to 23:00**. Only in an emergency is the outgoing barrier activated overnight. The entry barrier will then function again starting at 7:00 a.m.

5. Chalet use

A maximum of 1 vehicle is allowed at the accommodation.

It is not allowed to park vehicles on (access) roads and/or on other (empty) places. Sites numbered 83 to 90 and 196 to 199 have shared parking.

It is **strictly forbidden** to charge electric vehicles etc. In/near the chalets or elsewhere on the resort.

Inventory/Furnishings

If irregularities are found upon arrival, please report them **immediately** at the reception. We ask you to treat the rented property with care. Any damage/breakage to the inventory/furnishing must be paid for at the reception upon departure.

Energy

To save energy consumption, close all windows and doors every time you leave the chalet and set the thermostat to 18 degrees.

Dog(s)

A maximum of 2 dogs, regardless of size, are allowed only in the chalets where dogs are allowed, provided they do not cause a nuisance to your fellow guests. Should your dog(s) cause any nuisance, the management reserves the right to no longer allow your dog(s) on the vacation park.

- Your dog(s) are not allowed to stay on the beds and/or furniture;
- Off-site dogs must be leashed at all times;
- You can walk your dog(s) outside the gates of the vacation park;
- If your dog(s) does his/her business on the vacation park, you should of course clean it up immediately;
- Dogs do not have access to the washrooms and playgrounds.

Smoking

Smoking is not permitted in all accommodations.

Electricity

The maximum consumption capacity is 3,520 watts. Replacement of defective fuses is done by appointment after notification during reception opening hours and costs €4 per fuse (not possible between 10:00 p.m. and 9:00 a.m.).

TV

The TV is connected to the vacation park's cable network with only German channels.

Gas

All accommodations are connected to the resort's propane gas network.

Water

The entire vacation park is supplied with drinking water. We ask that you use it sparingly and responsibly.

6. Traffic

Throughout the vacation park, the speed limit is 15 km. per hour. Mopeds, scooters and motorcycles are allowed only at walking pace.

During the frost/snow period, the main road, intermediate roads and the footpath to the sanitary building are kept snow-free as best as possible by the snowplow. Nevertheless, extra vigilance applies for this weather condition.

7. Guest Services

Work on your property is not part of our guest services.

Reception Hours

09:30 - 12:00, 14:00 -17:00 (times are subject to change; current opening times are listed in the arrival email and at the reception).

Mail and parcels

Mail and packages to and from guests will not be accepted.

W-lan

The vacation park is equipped with wireless internet. A voucher is valid for 2 devices and can be obtained at the reception for a cash payment.

Services

In case, during your stay, certain services or services (e.g. internet) are not functioning/performing or partially not functioning/performing for whatever reason, no money will be refunded for this.

8. Safety and environment

Barbecue is allowed provided the necessary safety measures are observed and fellow guests are not inconvenienced.

(Burning) wood in barbecues and open fires are not allowed. In case of fire or danger, immediately alert the management. (0049-2961-977423)

Planting

Trees, shrubs and hedges are maintained exclusively by "Holiday Park Brilon". Please spare the (young) plants! Do not attach lines or the like to the planting!

It is not allowed to walk across the embankment and through the bushes and hedges.

Garbage

At the environmental square there are containers for: garbage, glass, paper and plastic (orange). You must dispose of your (household) waste yourself in the relevant containers (household waste in closed bags).

9. Sound and order

It is not permitted to cause noise pollution in any form. Work carried out by the "Holiday Park Brilon" is excluded. Between 23:00 and 07:00, natural silence reigns in the vacation park. Motorized traffic is not allowed then. It is prohibited to fly drones on or over the entire grounds of Camping and Holiday Park Brilon.

10. Departure

On the day of departure, you must leave the accommodation swept clean by 10:00 am, turn the thermostatic valve to 10 degrees, turn off the refrigerator, put away the dishes, cutlery, pans, etc. clean and in the appropriate cabinets, close windows/doors and dispose of the garbage in the appropriate containers. The sheet and towel set should be deposited in the bathroom. If you wish to leave before 9:30 a.m., please notify the reception desk 1 day before departure, due to the opening hours of the reception desk.

11. In conclusion

Strict action will be taken against inappropriate behavior. This may result in removal from the vacation park and termination of the agreement. The management reserves the right to adopt additional rules in situations not covered by these regulations. These rules will be publicly announced and applied retroactively. The management of "Holiday Park Brilon" does not accept any liability for theft and/or damage of third-party property located on the vacation park.

Emergency

ONLY in case of an emergency is the management available 24 hours a day by phone at **0049-2961- 977423**.

Important phone numbers/addresses in Brilon:

Emergency number: 110

Fire Department: 112

Police: 0049-2961-90200, Heinrich-Jansen-Weg 16

Hospital: 0049-2961-7800, Am Schönschede 1 GP:

0049-2961-6600, Herr Reiß, Derkere Straße18

Dentist: 0049-2961-2021, Dr. Elias, Hoppecker Straße 5 Veterinarian:

0049-2951-98750, FGS Gem. Praxis, Bruchberg 24, Büren