

General Terms and Conditions of Zeltwiese Löbejün

Version 2027-01 · applies to bookings concluded in our booking system after publication of this version. For bookings confirmed earlier, the terms incorporated at that time continue to apply unchanged (Clause 17 para. 5).

Note: Accessible reading version with table of contents and short explanations. The explanations are non-binding reading aids; only the wording of the text is legally relevant, and only the German version is binding.

Note: English translation for information only. Only the German version („Allgemeine Geschäftsbedingungen der Zeltwiese Löbejün", Fassung 2027-01) is legally binding, unless mandatory consumer protection law provides otherwise (Clause 2 para. 5).

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9. Cancellation by the guest

Up to 15 days before arrival you cancel free of charge, from 14 days before it costs 90 %, from the day of arrival 100 % of the accommodation price. Unused extras and day visitors cost nothing.

10. Refunds and guest credit

We refund overpayments within 14 days, or as credit if you wish. Credit does not expire and can be paid out at any time.

11. Goodwill and rebookings

In individual cases we accommodate you, for example as a regular guest. There is no entitlement to this.

12. Cancellation by us

If we cannot provide the service because of force majeure or an official order, you get your money back in full.

13. Arrival, departure and stay

Arrival by car 4 pm to 9 pm, by bike or train from 2 pm; departure 8 am to 11 am. Quiet hours 10 pm to 7 am; the house rules apply.

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Fully booked? With a guest account you can join the waiting list free of charge and without obligation.

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Fire only in our fire bowls from 6 pm to 11 pm. From forest-fire level 3 fire bowls and charcoal grills are not allowed; we refund the rent pro rata.

15. Liability

We are fully liable for personal injury, intent and gross negligence, and only to a limited extent for slight negligence.

16. Data protection

How we handle your data is set out in the privacy policy. By accepting the terms you consent neither to advertising nor to photos.

17. Final provisions

German law applies. Later changes to these terms do not apply to your booking that has already been confirmed.

1. Provider and scope

> **In short:** Who we are and which bookings these terms cover: everything you book directly with us, not bookings via portals such as Booking.com.

(1) Your contractual partner is Zeltwiese Löbejün, owner Michael Silbereisen, Merbitzer Berg 1, 06193 Wettin-Löbejün, Germany, email: kontakt@zeltwiese-loebejuen.de, phone: +49 171 3176554 ("we").

(2) These terms apply uniformly to all contracts for stays at Zeltwiese Löbejün concluded directly with us: pitches on the Zeltwiese (tent meadow) and Bulliwiese (van meadow), camper and caravan pitches, mobile homes, holiday flat, guest rooms and log cabin, in each case including any additional services and catering booked with them. This applies to bookings via our online booking system as well as to offers we send by email and to bookings made on site on arrival. For bookings via booking platforms (for example Booking.com or Airbnb), price, payment and cancellation are governed exclusively by the terms agreed with the platform; Clauses 7, 9 and 13a of these terms do not apply to them. We record such bookings in our booking system only to reserve the pitch; payment deadlines, payment reminders and cancellation fees under these terms are not applied to them. Our operational arrival times and the house rules (Clause 13) also apply to platform bookings insofar as this is compatible with the platform's terms.

(3) Deviating terms of the guest do not apply. Individual agreements take precedence if we have confirmed them in text form.

(4) We record with every booking which version of these terms applies to it. Later versions do not apply to your booking.

2. Booking process and conclusion of contract

> **In short:** By clicking "Book with obligation to pay" you make a binding offer; the contract exists once we confirm. The German text is authoritative.

(1) The presentation of accommodation, pitches and prices in our booking system does not constitute a binding offer.

(2) Online, you choose the accommodation or pitch, the period, the number of persons, the type of arrival and any additional services. You can combine several stays in the cart into one combined booking. Before submitting, you

see all details with individual items and the total price. Until then, you can correct any entry via “Auswahl bearbeiten” (edit selection) or “Warenkorb bearbeiten” (edit cart) or directly in the form.

(3) Before submitting, you confirm that you accept these terms and the house rules. By clicking “Zahlungspflichtig buchen” (book with obligation to pay), you make a binding offer. The contract is concluded as soon as we confirm the booking. The confirmation usually appears immediately on the confirmation page and is also sent by email. A technical error message is not a confirmation.

(4) Offers we send by email are valid for seven days and refer to the version of these terms applicable at that time. If you accept an offer, the contract is concluded with our booking confirmation; the version named in the offer applies.

(5) The contract language is German. We provide an English translation of these terms for information. The German version is authoritative, unless mandatory consumer protection provisions provide otherwise.

(6) We store the contract text. With the booking confirmation you receive the booking details, a link to the unalterable version of these terms you accepted, this version as a PDF attachment, and the house rules. Earlier versions remain available at the address stated in the confirmation.

(7) Please check the booking confirmation and inform us of any errors without delay. If you do not receive a confirmation by email, please contact us.

↩ 3. No right of withdrawal

> **In short:** Stays on fixed dates have no statutory right of withdrawal. You can still cancel under section 9.

For contracts for accommodation for purposes other than residential purposes, for the supply of food and for leisure services agreed for a specific date or period, there is no statutory right of withdrawal under Section 312g (2) No. 9 of the German Civil Code (BGB). Your option to cancel the booking under Clause 9 remains unaffected.

4. Guest account

> **In short:** A guest account is optional. With it you view, change and cancel your bookings and manage your credit.

(1) A guest account is not required for a booking. With a guest account, after confirming your email address, you can view your bookings, change them under Clause 8, cancel them under Clause 9, hold a guest credit under Clause 10 and request its payout, and put yourself on the waiting list (Clause 13b). Via the personal link in your booking confirmation you can also order additional catering. You can remove bookings whose departure was more than one year ago from the visible booking history in your guest account; this does not delete the booking (see privacy policy).

(2) Keep your password and personal booking links secret. Deleting the guest account does not cancel a booking.

(3) As long as your guest account shows a credit or an ongoing credit transaction, it cannot be deleted. Redeem the credit beforehand or contact us; unused credit is paid out under Clause 10 para. 7.

5. Services and prices

> **In short:** The price you see before sending applies, including VAT and without a handling fee. Day visitors cost €5 per person and visiting day.

(1) The services and prices displayed before submitting and confirmed with the booking confirmation are authoritative. Later changes to our price list do not affect confirmed bookings.

(2) All prices are final prices including statutory VAT. You see all prices and individual items before completing the booking. We do not charge any additional processing fee.

(2a) On the Zeltwiese and Bulliwiese, the price per person depends on the booking channel: for a self-service booking via our online booking system (online price) it is €10.00 per person per night. For a booking by phone, by email and for a new booking on site on arrival without prior booking (walk-in), it is €12.00 per person per night because of the personal handling effort. The respective age and price rules apply: the price per person under this paragraph applies to the adult price; for children aged 3 to 9 the children’s prices continue to apply. Tariffs with a different price per person,

package prices, tent and vehicle flat rates and additional services remain unaffected. We record the booking channel when the contract is concluded; the corresponding price is stated before the contract is concluded. For the Comfort and Premium tariffs of the Bulliwiese with their own price per person, this tariff price applies regardless of the booking channel. A personal check-in or payment on site does not increase the price of an online booking; the tariff is not changed retrospectively.

(3) Depending on the accommodation, the price is made up as follows:

- Pitches (Zeltwiese, Bulliwiese, camper/caravan): price per adult and per child aged 3 to 9 per night; a one-off flat rate per tent according to tent size; for campers/caravans additionally a basic fee per pitch; for Comfort and Premium tariffs a package price that includes the listed features (for example electricity, water, table and bench set). One pitch is required for every four persons or part thereof.
- Mobile homes, holiday flat, guest rooms and log cabin: price per night for the accommodation. A surcharge is charged for stays of only one night. Additional mattresses or extra beds are charged separately insofar as they are required for the number of persons or chosen.

(4) For overnight stays on public holiday weekends we charge a holiday surcharge per booked unit and per night subject to the surcharge: standard pitch €2.00, Comfort and Premium pitch €5.00 each, fixed accommodation (mobile home, holiday flat, guest room, log cabin) €10.00. Subject to the surcharge are, at Ascension Day, the nights before Friday, Saturday and Sunday (Thursday to Sunday), at Whitsun the nights before Saturday, Sunday and Whit Monday (Friday to Whit Monday), and on 1 May and 3 October the nights of the long weekend if the public holiday falls on a Thursday, Friday, Monday or Tuesday (including the bridging day). Each night is charged at most once. The surcharge is shown as a separate item in the price overview before submitting and documented with the booking confirmation; bookings already confirmed remain unchanged. The Easter weekend, as the start of the season, is expressly exempt from holiday surcharges.

(5) Additional services are only charged if they are booked: electricity and water (unless included in the tariff), bed linen, table and bench set, dog, parking depending on the type of vehicle, rental equipment (fire bowl, charcoal grill, gas grill) and, where offered, firewood and charcoal. Services included in a tariff are not charged additionally.

(6) The Zeltwiese is car-free. Vehicles are parked in the designated areas. Vehicles must not be charged at ordinary sockets.

(7) Firewood and charcoal are not included in the rental of a fire bowl or grill.

(8) Day guests are visitors who do not stay overnight on the site. Day guests cannot be booked online or in the guest account. As an addition to an overnight booking or in a group offer, only we record them at your request for individually selected visiting days and change or remove them at your request. Spontaneous day guests can also register on site without an overnight booking. The price is €5.00 per person and visiting day; the regular vehicle fees apply to vehicles brought along. Day guests must leave the site by 10:00 pm at the latest; a longer stay is only possible as an overnight stay with a corresponding booking. A maximum of 15 day guests in total is possible per calendar day, booked and registered on site together.

(9) Overnight guests sleep in the booked or brought tents, in the booked accommodation or in a suitable vehicle brought along (for example a van, motorhome, caravan, estate car or Caddy). If the number of overnight guests exceeds the stated sleeping options, we point this out to you when booking; you can then add another tent, state how many persons sleep in the vehicle, or name another permissible sleeping option. Hammocks are not considered a regular sleeping option.

6. Catering

> **In short:** You can pre-order breakfast, pizza and chips. Cancelled meals are only charged if we have already bought the food.

(1) Breakfast, pizza and chips can be pre-ordered when booking for stays that include a weekend day. Catering ordered when booking is part of the booking price and is paid with it under Clause 7; you will not receive a separate invoice for it. Via the personal link in the booking confirmation (“Mein Bereich”, my area) you can order or change catering for specific days later.

(2) Orders become binding at the order deadline of our respective supplier before the day of consumption: for breakfast and bread rolls (supplier R+F) Wednesday 11:00 am, for pizza and chips (supplier MIOS) Friday 2:00 pm, each German time in the week of the day of consumption or before.

(3) You pay for later orders via “Mein Bereich” on site, at the latest when the catering is handed out, in cash, by card or by another method offered on site. They are not part of the advance payment of the original booking amount under Clause 7 and do not increase the booking price; the price displayed when ordering is authoritative. There is no online payment for later orders; accommodation items already paid remain unchanged, and no further invoice for the accommodation arises from this.

(4) If you cancel catering, we never charge a flat percentage, but only the actually incurred, unavoidable procurement costs under Clause 9 para. 5.

7. Payment

> **In short:** When you pay depends on how early you book: more than 14 days ahead you transfer within 7 days or pay on site (except Ascension and Whitsun); short-notice bookings are due at once.

(1) The contract is already concluded with the booking (Clause 2 para. 3); payment is not a prerequisite for the conclusion of the contract, and the obligation to pay exists regardless. When the price is due and which payment methods are possible depends on the time between booking and arrival (paras. 1a to 1c). We state the payment deadline before submitting, in the booking confirmation and in the guest account.

(1a) Booking more than 14 days before arrival: for payment by bank transfer, the full amount must be transferred within 7 calendar days of the booking, but at the latest so that it has been received by us 7 calendar days before arrival; the earlier date applies. If you have chosen cash or card payment on site, the total price is due on arrival unless otherwise agreed; for stays over Ascension Day and Whitsun, para. 4 applies. Please state the booking number as the payment reference; we state the bank details, amount and due date in the booking confirmation.

(1b) Booking 14 to 8 calendar days before arrival (including the 14th day): the full price is due immediately. Payment only on arrival (cash or card) is not possible. A normal bank transfer is only permitted if you transfer immediately.

(1c) Booking 7 calendar days or less before arrival (including the 7th day): the full price is due immediately. Only payment methods with immediate effect that we actually offer in the booking system are possible; currently this is the instant bank transfer. Normal bank transfer and cash or card

payment on arrival are excluded. If no such payment method is available, an online booking for this period is not possible; please contact us in that case.

(1d) If you add services later, such as extras, and the arrival is then within 14 calendar days, the additional amount is due immediately. Payments already made are credited; only the outstanding difference is due. For later catering orders via “Mein Bereich”, Clause 6 para. 3 (payment on site) applies.

(1e) If a payment due has not yet been recorded by us, we will politely ask you at the earliest one day after the payment deadline has expired whether you have already paid. We only send such a payment reminder after a manual review of the individual case, never automatically. An exceeded payment deadline does not automatically lead to cancellation; your booking and your reservation remain in place. If you tell us that you have already paid, we compare your information with our incoming payments. Your and our statutory rights remain unaffected. The rule on no-show without cancellation (Clause 13a) applies independently of this.

(2) We show which payment methods are permitted for your booking before submitting. We currently do not offer online payment via PayPal or Wero in the booking system.

(3) Payments on a combined booking are offset against the total claim of all partial bookings.

(3a) There is no general deposit requirement for groups. For groups we can make individual service and payment arrangements, for example in a group offer; they apply if we have confirmed them in text form (Clause 1 para. 3).

(4) If, more than 14 calendar days before arrival, you book a stay that touches Ascension Day (Thursday to Monday) or Whitsun (Friday to Tuesday), the full price of this stay must be paid in advance, namely within 7 calendar days of the booking, at the latest 7 calendar days before arrival. The last day mentioned in each case is the day of departure. Cash and card payment on site are not possible for these bookings; on site you only pay for additional services booked later. For shorter-notice bookings, paras. 1b and 1c apply. For other public holidays and bridging days, the general payment rules of this clause apply. In these cases too, the contract is already concluded with the booking; para. 1e applies to a payment that is not made on time.

(5) Selecting a payment method is not yet a payment. A booking is only deemed paid once the receipt of payment has been recorded by us or confirmed by PayPal. A guest credit used under Clause 10 is credited against the price.

(6) We do not charge any additional transaction fees for payments and refunds.

8. Changes to a booking

> **In short:** Up to and including the 8th day before arrival you change your booking yourself in the guest account; period or accommodation once per booking.

(1) Until 0:00 (German time) on the seventh calendar day before the relevant arrival, you can change the period, number of persons and rental items yourself in your guest account, provided the desired service is available. Before confirmation, we show you the new price and the price difference. We confirm every change by email. You can add additional persons, tents and vehicles insofar as availability and capacity are sufficient.

(1a) You can initiate a rebooking of the period or the accommodation or pitch yourself at most once per booking. Further rebookings are only possible by arrangement with us; we point this out in the guest account. Changes to contact details, vehicle registration numbers, number of persons or additional services are not considered a rebooking. Rebookings made by us are not counted towards this. The originally booked arrival date and all changes remain in the booking history.

(2) After this deadline has expired, after check-in, after an invoice has been issued, for accommodation no longer offered and for date changes involving day-specific catering, changes are only possible by arrangement with us. We only offer a rebooking after this deadline voluntarily as a goodwill gesture (Clause 11).

(3) Unchanged services keep their originally agreed price. Additional services are charged at the current price. We show the price difference as “Preisgarantie” (price guarantee) or “Preisvorteil aus Ihrer ursprünglichen Buchung” (price advantage from your original booking).

(4) A reduction of persons, tents, vehicles or other booked services is a partial cancellation. You can make it in your guest account up to and

including the eighth calendar day before arrival; the cancellation fees under Clause 9 apply to the omitted part, and additional services not used are not charged under Clause 9 para. 5. We show you the new total amount and the cancellation fees before confirmation. You can cancel day guests free of charge at any time; please contact us to do so (Clause 9 para. 5).

(5) From the seventh calendar day before arrival, a reduction is only possible by arrangement with us. However, you can tell us at any time that fewer persons, tents or vehicles will arrive. Such a notification does not change the contract: the agreed amount remains owed, and there is no automatic refund or credit. In this case we may voluntarily offer you a goodwill credit (Clause 11 para. 4).

(6) A change of dates does not change the arrival relevant for cancellation fees to your disadvantage: the earlier date of the originally booked and the current arrival is always relevant. This also applies to rebookings under Clause 11 para. 2 and to multiple changes: the relevant date is the earliest arrival date ever agreed for this booking; a further change or rebooking never moves the relevant arrival to a later date. A rebooking cannot be used to avoid cancellation fees that have already arisen; a cancellation period that has already begun does not start again as a result of a rebooking.

9. Cancellation by the guest

> **In short:** Up to 15 days before arrival you cancel free of charge, from 14 days before it costs 90 %, from the day of arrival 100 % of the accommodation price. Unused extras and day visitors cost nothing.

(1) You can cancel your booking at any time: in your guest account, via the cancellation link in the booking confirmation or by email to kontakt@zeltwiese-loebejuen.de. We do not accept cancellations by phone; cancellation requires text form. The time of receipt by us is decisive. Online, before confirming, you see which terms apply, how high the cancellation fees are, which additional services are omitted, what you have already paid and which amount is refundable or remains outstanding. We confirm every cancellation by email.

(2) You can cancel free of charge until more than 14 calendar days before arrival. For a cancellation from 14 calendar days before arrival (inclusive) up to and including the day before arrival we charge a flat rate of 90 %,

and for a cancellation from 0:00 (German time) on the day of arrival or later a flat rate of 100 % of the agreed price for the accommodation or pitch (para. 4). If you book yourself within the last 14 calendar days before arrival, the respective tier applies from the time of booking. If you do not arrive without cancelling, Clause 13a applies. Day guests can be cancelled free of charge at any time (para. 5).

Cancellation fee for accommodation / pitch, by date of receipt of the cancellation:

- more than 14 calendar days before arrival: **none**
- 14 calendar days before arrival up to and including the day before arrival: **90 %**
- from 0:00 on the day of arrival or later: **100 %**

(3) Calculation of periods: we count the calendar days from the day the cancellation is received (German time) to the day of arrival; the day of receipt is not counted, the day of arrival is counted. Example: for arrival on 15 July, a cancellation is free of charge if it is received by 30 June inclusive (15 days before); from 1 July (14 days before) up to and including 14 July we charge 90 %, from 0:00 on 15 July 100 %. The originally agreed arrival is decisive; if the arrival is brought forward, the earlier date applies (Clause 8 para. 6).

(4) The basis of calculation is only the agreed price for the accommodation or pitch, including the prices for persons, tents and tariffs. Additional services (para. 5) and catering are not part of the basis of calculation; only para. 5 applies to them. If we granted you a price guarantee or price advantage when changing dates, it is taken into account proportionally.

(5) We do not charge for additional services not used, in particular parking and vehicles, electricity, water, bed linen, extra mattresses and beds, table and bench sets, dog, rental equipment, fire bowls, grills, firewood, charcoal and separately booked final cleaning. We account for catering separately from the accommodation and pitch and never charge it at a flat rate: if we have not yet bindingly ordered or bought the food when the cancellation is received, we charge nothing. We usually order from R+F about 7 days and buy from MIOS about 2 to 4 days before arrival. For food already bindingly ordered or bought, we only charge the actually incurred, unavoidable costs, insofar as the food cannot be used otherwise. Food already bought is not automatically regarded as saved expenses; what we actually save is deducted, in particular orders that can still be cancelled and food that we

can use otherwise or resell. At most, we charge the agreed price of the respective catering item. We do not charge a flat-rate catering compensation. Catering already paid is not charged twice. You can cancel day guests (Clause 5 para. 8) and their vehicles free of charge at any time and regardless of the time of booking; day guest fees already paid are refunded in full or, at your request, credited as a credit.

(6) Saved expenses and other occupancy: the percentages are a flat rate, not a minimum amount owed without exception; they take into account the expenses we usually save. If in an individual case we save higher expenses or rent out the accommodation or pitch for the period concerned to someone else, we take this into account. You are entitled to prove that we have suffered no damage or significantly less damage, or that our payment claim is lower; you then only owe the lower amount.

(6a) The cancellation terms of this version only apply to bookings concluded under this version. For earlier bookings and for offers we sent before this version was activated, the cancellation terms agreed when the contract was concluded continue to apply unchanged (Clause 17 para. 5).

(7) We offset payments already received against the cancellation fees. If your payments exceed the cancellation fees, we refund the difference under Clause 10. If the cancellation fees are higher than your payments, the outstanding amount remains as a cancellation claim; we invoice it to you and state the payment deadline in the invoice.

(8) In the case of combined bookings, each partial booking can be cancelled individually. The other partial bookings remain at their agreed prices. Cancellation fees only arise for the cancelled partial booking.

(9) Your statutory rights, in particular in the event of defects or if we do not provide the agreed service, remain unaffected.

💰 10. Refunds and guest credit

> **In short:** We refund overpayments within 14 days, or as credit if you wish. Credit does not expire and can be paid out at any time.

(1) If, after a change or cancellation, your payments exceed the amount still owed, we refund the difference. We check every refund before payout; there is no automatic payout.

(2) We make refunds within 14 days after the amount to be refunded has

been determined (for example after receipt of the cancellation), as a rule via the original payment method – for PayPal payments via the original PayPal payment. If this is not possible, for example for cash or card payment on site, we transfer to an account named by you. We do not charge a fee for this.

(3) Instead of the refund, you can voluntarily choose that we keep the refundable amount as a credit in your guest account. This requires a guest account to which the booking is clearly assigned. We record your choice and your consent. If you do not make a choice, we refund under para. 2. We do not replace a refund claim with a credit against your will. The credit is booked after our review.

(4) You can use credit in whole or in part for later bookings with us – if you are logged in to your guest account, already when booking before completing it, and also in your guest account or at your request through us. If the credit covers the price in full, no further payment is required. You pay the remaining amount as usual. No more than the available credit can be used. Credit is tied to your guest account; redemption for other offers, for example in an online shop, is currently not possible.

(5) If you cancel a booking paid in whole or in part with credit, the cancellation terms of this booking apply. We first offset the cancellation fees against the credit used; the remaining credit is credited back to your guest account. Amounts paid in addition are refunded under paras. 1 and 2.

(6) You can see every credit movement – credit, redemption, return, payout and correction – with date and amount in the history of your guest account.

(7) Unused credit does not expire. You can request the payout of your credit in whole or in part at any time in your guest account. After review and approval, we pay out via the original payment method where possible, otherwise to an account named by you; there is no payout without our review. Until the payout, the requested amount is reserved. In addition, we settle remaining guest credits for payout annually in the period from 15 December to 31 December at the latest. If a payout is not possible, the credit remains. Your statutory refund claims remain unaffected.

(8) If we reduce the price of a booking that has not been cancelled, for example because a booked additional service could not be provided (see also Clause 14 para. 4), we show the reduction as a separate item in your statement. If you have already paid more than the reduced price, we refund the difference under paras. 1 and 2. Statutory rights to price reduction

remain unaffected.

11. Goodwill and rebookings

> **In short:** In individual cases we accommodate you, for example as a regular guest. There is no entitlement to this.

(1) In individual cases, for example for long-standing guests, we may as a goodwill gesture waive cancellation fees in whole or in part, reduce them individually, refund payments in whole or in part or offer a rebooking to another period or another accommodation. There is no entitlement to goodwill; a goodwill decision in an individual case does not change these terms and does not create any entitlement for other bookings. Statutory rights remain unaffected.

(2) Rebooking: a rebooking is a change of the period or the accommodation or pitch initiated by you. At most one rebooking initiated by you is possible per booking (Clause 8 para. 1a). A change of contact details, vehicle registration numbers, number of persons or additional services is not a rebooking. A rebooking requires that the desired service is available and only becomes effective with your confirmation.

(2a) Rebooking as a goodwill gesture: we only offer a rebooking after the deadline under Clause 8 para. 1 or beyond the one rebooking under Clause 8 para. 1a voluntarily in individual cases; there is no entitlement to it. A rebooking does not reset the arrival relevant for cancellation fees (Clause 8 para. 6). We do not charge any additional rebooking compensation.

(2b) Rebookings by us: rebookings made by us are not counted towards your rebooking under Clause 8 para. 1a.

(3) We confirm goodwill decisions and rebookings in text form.

(4) If you inform us at short notice that fewer persons, tents or vehicles will arrive (Clause 8 para. 5), we may voluntarily offer you a credit – immediately in your guest account or on site. Whether and in what amount we make an offer is decided on a case-by-case basis. You can accept or decline the offer; declining it leaves your statutory rights unaffected. After your acceptance, we credit the amount to your guest account; Clause 10 applies.

12. Cancellation by us

> **In short:** If we cannot provide the service because of force majeure or an official order, you get your money back in full.

We may withdraw from the contract if the service becomes impossible for reasons for which we are not responsible, for example due to an official order or force majeure. In this case we refund payments already made in full; no cancellation fees arise. Further statutory rights remain unaffected.

13. Arrival, departure and stay

> **In short:** Arrival by car 4 pm to 9 pm, by bike or train from 2 pm; departure 8 am to 11 am. Quiet hours 10 pm to 7 am; the house rules apply.

(1) Arrival by motor vehicle is possible between 4:00 pm and 9:00 pm. If you arrive without a motor vehicle by bicycle or by public transport (mobility bonus), arrival is possible between 2:00 pm and 9:00 pm. The mobility bonus does not include a free tent flat rate. We close the entrance at 9:00 pm; after that, vehicles can no longer enter. Quiet hours apply from 10:00 pm (until 7:00 am). An announced delay does not entitle you to drive in after 9:00 pm, because driving noise, headlights, slamming doors, loading and unloading and pitching tents disturb the guests already present; unannounced late vehicle entry is not possible. Deviations are only possible after an express, prior individual agreement with us; we document them with your booking. Departure is possible between 8:00 am and 11:00 am, with the mobility bonus until 12:00 noon. The rule on no-show (Clause 13a) is linked to 9:00 pm for all types of arrival.

(2) The season usually runs from 1 April to 31 October; the end of the season is the last day of departure. We set the start and end for each year and may determine them differently, for example at Easter or for the last weekend of the season. The applicable season dates are shown in the booking calendar. The 2027 season begins on 25 March 2027 (Maundy Thursday). Only a season expressly released by us can be booked online. We release the following season at the earliest after the actual end of the current season; a change of calendar year or the booking horizon alone does not cause a release. Within a released season, bookings are possible at most twelve months in advance. Offers and bookings through us are also possible before the release.

(3) Accommodation and pitches may only be used by the registered persons.

(4) The house rules are part of the contract; they are available before booking and are sent with the booking confirmation. They regulate in particular quiet hours (night-time quiet 10 pm to 7 am, midday quiet 1 pm to 3 pm) as well as parking, waste, water, sanitary facilities and animals. In the event of contradictions, these terms take precedence over the house rules. In the event of serious or repeated violations despite a warning, we may terminate the contract for good cause.

(5) Dogs are allowed on pitches, in mobile homes and in the log cabin, not in the holiday flat and guest rooms, and must be kept on a lead on the site. A booking with a dog and bed linen provided by us is not possible.

(6) As part of our public relations work, we occasionally publish photos of the site. In doing so, we avoid guests being recognisable. If you do not wish to appear in photos or videos, please let us know on arrival.

13a. No-show without cancellation

> **In short:** If you do not arrive by 9 pm without cancelling, we may give the pitch to someone else after checking. You generally still owe the price; we deduct savings.

(1) If you do not appear on the day of arrival by 9:00 pm and have neither cancelled nor agreed a different arrival with us (Clause 13 para. 1), this is a no-show without cancellation. This applies to all types of arrival. A different arrival agreement confirmed by us takes precedence. It is not a cancellation under Clause 9.

(2) In this case, from 9:01 pm, after reviewing the individual case, we may release the entire booked reservation for the remaining booking period – not just the first night – and allocate it elsewhere. The release does not take place automatically through the passage of time, but only through our express decision. This also applies to multi-day bookings already paid in whole or in part. Your booking and your payments remain documented.

(2a) If you do appear after such a release, we decide in the individual case whether to reinstate your reservation. There is no entitlement to reinstatement; if the accommodation or pitch has already been allocated elsewhere, we do not double-book.

(3) Not arriving does not release you from the obligation to pay the agreed

price (Section 537 BGB); in principle, the full agreed price for the accommodation or pitch is owed. However, we credit what we actually save in expenses as a result of your not arriving. If we actually allocate the accommodation or pitch elsewhere for part of the period, you owe no remuneration for those nights. Additional services not used are not charged; for catering, Clause 9 para. 5 applies. You are entitled to prove that we have suffered no damage or significantly less damage.

(4) We prepare the statement separately from the release after reviewing the individual case; payments already made are credited. Any amount then to be refunded is refunded under Clause 10. There is no double charge alongside a replacement letting.

13b. Waiting list

> **In short:** Fully booked? With a guest account you can join the waiting list free of charge and without obligation.

(1) If a desired stay is not available, you can put yourself on the waiting list with your guest account for the accommodation or type of pitch, period and number of persons. The registration is free of charge and non-binding.

(2) The registration is not a booking and not a commitment to a place; there is no entitlement to be considered or to a particular order. If a place becomes free, for example through a cancellation or under Clause 13a, we may contact you. A contract is only concluded through a regular booking at the prices and terms then applicable; payment only becomes due with it.

(3) You can withdraw your registration at any time in your guest account; it will then be deleted.

14. Fire bowls, grills and forest fire risk

> **In short:** Fire only in our fire bowls from 6 pm to 11 pm. From forest-fire level 3 fire bowls and charcoal grills are not allowed; we refund the rent pro rata.

(1) Open fire is only permitted in the fire bowls provided by us, between 6:00 pm and 11:00 pm. Fire and embers must never be left unattended and must be completely extinguished by 11:00 pm at the latest. The time limit does not apply to grilling; quiet hours must nevertheless be observed.

(2) From forest fire danger level 3 for our location, fire bowls and charcoal grills cannot be used. If no reliably current level is available, they are blocked as a precaution. Gas grills remain usable subject to official restrictions. Official bans and instructions on site apply in any case.

(3) Guests with a booked fire bowl or charcoal grill receive a one-off email three days before arrival stating the forest fire danger level applicable at that time. For bookings received after that, this information appears once in the booking confirmation. No further automatic forest fire emails follow. The situation on the day of use remains decisive.

(4) If you cannot use a booked fire bowl or charcoal grill on individual days because of the forest fire risk or an official ban, we refund the rental price proportionally according to the number of blocked days in relation to the number of overnight stays. We take back unopened charcoal and refund its price. We review and confirm the refund per item; it is made under Clause 10, only once for the same day. If the rental price has not yet been paid, we reduce the booking price accordingly instead.

(5) Hot ash must never go on the compost. Completely cooled ash belongs exclusively in the zinc tub next to the compost. Fire bowls and grills must be returned cleaned to the place of issue, and grill grates handed in cleaned at the reception/kiosk.

⚖ 15. Liability

> **In short:** We are fully liable for personal injury, intent and gross negligence, and only to a limited extent for slight negligence.

(1) We are liable without limitation for damage resulting from injury to life, body or health, for damage caused intentionally or through gross negligence, and under the Product Liability Act.

(2) In the event of a slightly negligent breach of an essential contractual obligation, the fulfilment of which makes the proper performance of the contract possible in the first place and on whose compliance you may regularly rely, our liability is limited to the typical, foreseeable damage. Otherwise, liability for slight negligence is excluded.

(3) The statutory liability as an innkeeper for items brought in (Sections 701 et seq. BGB) remains unaffected insofar as it is applicable.

(4) Please report defects and hazards without delay so that we can remedy

them.

16. Data protection

> **In short:** How we handle your data is set out in the privacy policy. By accepting the terms you consent neither to advertising nor to photos.

You can find information on the processing of your personal data in our privacy policy. By accepting these terms you do not consent to advertising or the publication of photos.

17. Final provisions

> **In short:** German law applies. Later changes to these terms do not apply to your booking that has already been confirmed.

(1) The law of the Federal Republic of Germany applies. For consumers, this choice of law only applies insofar as it does not deprive them of the protection of mandatory provisions of the state in which the consumer has their habitual residence.

(2) If the guest is a merchant, a legal entity under public law or a special fund under public law, the place of jurisdiction is our registered office (Local Court of Halle). Otherwise, the statutory places of jurisdiction apply.

(3) We are neither obliged nor willing to participate in dispute resolution proceedings before a consumer arbitration board.

(4) Should individual provisions be invalid, the remainder of the contract remains valid; the invalid provision is replaced by the statutory provision.

(5) Later changes to these terms do not apply to bookings already confirmed. The version you accepted when booking or that is named in your offer applies to your booking; its cancellation terms remain decisive even if we change our terms later.