

General terms and conditions for the campsite:

The Guide and Scout Castle Rieneck is a youth guest house with youth campsite: that means a difference in price and in service levels to that offered by a commercial operator. Therefore, it is essential that the guests do their part, particularly in cleaning sanitary and communal facilities and in removing rubbish.

Booking, prices, payment:

The campsite charge includes the use of the reserved area for the purposes of camping and leisure, as well as the use of the Castle infrastructure and activity programmes in accordance with campsite regulations and/or the programme description.

We can only accept fully completed reservation forms. The reservation counts as confirmed when a deposit in accordance with number of places reserved is paid into our account, and when a stamped copy of the registration form is returned by us.

A deposit at the rate of two nights per person booking must be made before a reservation can be confirmed. (example: Site for one week, 25 people: Deposit = 2x25xEUR4,00 = EUR 200,00).

We reserve the right to levy a higher deposit where bookings are made for a longer period of time, or where guests live outside Germany.

A list of participants, with their ages, must be given in to the Castle Office by the day of arrival at the latest. If the number of actual participants declines slightly (i.e. by no more than 10%), there will be no cancellation charge, as long as it is reported immediately. It is categorically impossible to revise the booked group numbers downwards after the event. Day or short term visitors must also be reported to the office.

Any significant alteration to the number of persons, or any other change must be agreed in writing, as must any special services.

Bills fall due at the end of the period of stay and should be settled in full before departure. Payment should be made in cash or by debit card.

Cancellation, drop in numbers:

Cancellation of confirmed bookings up to 90 days before arrival carry a EUR 25.00 cancellation fee. If a cancellation is made at short notice (i.e. less than 90 days before arrival) we will retain the deposit as compensation where the reserved places cannot otherwise be filled.

Where considerably fewer people arrive than had booked, we levy a partial cancellation fee of 50% of the agreed daily rate.

Transfer of Luggage

The Castle offers its guests a luggage transfer service, from a stopping place in the village to the Castle grounds. The group itself is responsible for loading and unloading luggage for transport by Castle staff. We accept responsibility for damage only if it is caused by the malicious or grossly negligent conduct of Castle staff.

The transfer takes place on an open vehicle. Therefore, sensitive or breakable objects such as musical instruments, video equipment, televisions, cameras, telephones, stereos etc cannot be transported.

Programme:

All the activities supervised by the Castle staff are to be seen as 'helping you help yourself'. That means that the assistance of the group's leader is always required! The offers are voluntary services and no legal right to them is implied.

Departure, damages

On the day of departure, all hired camping areas, objects and communal facilities must be cleared up and left in perfect condition by 10.00 AM. If this is not done and Castle staff have to make up the work, the group will be charged according to the hours worked and materials used. It will however be a minimum of EUR 25.00. We aim to carry out an inspection with the leaders at a time to be arranged after 10:00 AM, so that any problems can be dealt with on the spot. If the group departs before this, any costs for damage caused will be calculated later.

The group leader or tour organiser is responsible for any damages to furnishings, buildings or grounds which are caused by the group. In cases where the damage cannot be directly financially calculated, a damage report will be made which the group leader will accept by signing. As a matter of principle, bills for damages are to be settled before departure. No credit! Sorting out which member of the group ultimately pays, or any insurance claim, is not the Castle's problem!

No pets (e.g. dogs, cats).

In cases of gross breach of the Campsite Rules or the General Terms and Conditions, guests can be expelled from the Castle. In such a case, the Castle retains its right to payment for any services already booked and not used.

By signing the accommodation contract the General Terms and Conditions and the Campsite Rules are accepted as binding.

We reserve the right to alter our prices.

Contract to be fulfilled in Rieneck. Any ensuing legal action to be settled in the court in Gemünden/Main (Germany).